

**Lothian and Borders Emergency Planning  
Strategic Co-ordinating Group**

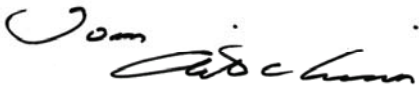
# **GENERIC RESPONSE PLAN**

## FOREWORD

The Lothian & Borders Emergency Planning Strategic Co-ordinating Group has been established to maintain a formal partnership as an aid to planning for the effective management of response to emergencies in the Lothian and Borders Area. Its membership includes:

- City of Edinburgh Council
- East Lothian Council
- Midlothian Council
- Scottish Borders Council
- West Lothian Council
- NHS Borders
- NHS Lothian
- British Transport Police
- Edinburgh Airport Ltd.
- Forth Ports plc.
- Health & Safety Executive
- HQ 51 Scottish Brigade (Military)
- Lothian and Borders Fire & Rescue Service
- Lothian and Borders Police
- Maritime and Coastguard Agency
- Network Rail
- Procurator Fiscal Service
- Scottish Ambulance Service
- Scottish Environment Protection Agency
- Scottish Executive Justice Department
- Scottish Water (representing the Utilities)
- State Veterinary Service

This plan is intended as a guide to the agencies who may respond to an emergency in the Lothian and Borders Area in order to ensure a co-ordinated response.



Tom Aitchison  
Chair  
Lothian and Borders  
Emergency Planning  
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## REVIEW RECORD

Review date	Comments	Next Review
		May 2008



## AMENDMENT RECORD

Amendment Number	Date	Pages Amended	Amended by

## **SECTION 1 INTRODUCTION**

### **1.1 Aim**

This plan outlines the generic arrangements for responding to a major incident or serious emergency in the Lothian and Borders Area.

### **1.2 Objectives**

The objectives of this plan are to:

- Act as a single reference document for all agencies involved and to provide a co-ordinated response to a major incident or serious emergency
- Outline the main functions of the agencies involved
- Describe the actions of the first officers on the scene
- Outline the management structures during a major emergency

### **1.3 General**

This plan is based on the Scottish Executive document 'Preparing Scotland' and takes into account risks identified in the Lothian and Borders Community Risk Register.

This plan acknowledges that each responding organisation has its own systems and procedures for responding to an emergency. The procedures outlined in this plan describe how these arrangements are co-ordinated.

The advice contained within this plan should be treated as a guide. It offers a framework in order that those responding to an incident can work together as efficiently and effectively as possible. This plan also takes into consideration the duties outlined in the Civil Contingencies Act 2004.

### **1.4 Civil Contingencies Act 2004**

The Civil Contingencies Act 2004 and accompanying non-legislative measures, delivers a single framework for civil protection in the United Kingdom capable of meeting the challenges of the twenty-first century.

The Act is separated into two substantive parts:

- Part 1 focuses on local arrangements for civil protection, establishing a statutory framework of roles and responsibilities for local responders.
- Part 2 focuses on emergency powers, establishing a modern framework for the use of special legislative measures that might be necessary to deal with the effects of serious emergencies.

Part 1 of the Act and supporting Regulations and statutory guidance establish a clear set of roles and responsibilities for those involved in emergency preparation

and response at the local level. The Act divides local responders into two categories, imposing a different set of duties on each.

Those in Category 1 are those organisations at the core of the response to most emergencies i.e. emergency services, local authorities, NHS Boards and SEPA.

Category 1 responders are subject to the full set of civil protection duties. They are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning;
- Put in place emergency plans;
- Put in place Business Continuity Management arrangements;
- Put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency;
- Share information with other local responders to enhance co-ordination;
- Co-operate with other local responders to enhance co-ordination and efficiency; and
- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only).

Category 2 organisations, i.e. Health and Safety Executive, transport and utility companies, are less likely to be involved in the heart of planning work but will be heavily involved in incidents that affect their sector.

Category 2 responders have a lesser set of duties and are required to co-operate and share relevant information with other Category 1 and Category 2 responders.

## **1.5 Mutual Aid**

Large scale emergencies or major incidents have the capacity to overwhelm the resources of any single agency. Category 1 Responders i.e. the emergency services, local authorities, health boards and SEPA have arrangements in place to boost capability in the event of such a situation.

## **SECTION 2            EMERGENCIES**

### **2.1    Definition of Emergency**

An emergency is defined in the Civil Contingencies Act 2004 as:

- an event or situation which threatens serious damage to human welfare in a place in the UK;
- an event or situation which threatens serious damage to the environment of a place in the UK; or
- war, or terrorism, which threatens serious damage to the security of the UK.

Additionally, to constitute an emergency, an event or situation must also pose a considerable test for an organisation's ability to perform its normal functions.

### **2.2    Major Incident**

The emergency services may also use the term 'Major Incident'. This is 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 for:

- The rescue and transport of a large number of casualties;
- The involvement, either directly or indirectly, of large numbers of people;
- The handling of a large number of enquiries likely to be generated, both from the public and the news media, usually to the Police;
- Any incident that requires the large scale combined resources of the emergency services;
- The mobilisation and organisation of the emergency services and supporting organisations, e.g. local authority, to cater for the threat of death, serious injury or homelessness to a large number of people.

### **2.3    Objectives**

The objectives of a multi agency response to an emergency or Major Incident are to:

- Save life
- Prevent escalation
- Relieve suffering
- Investigate
- Safeguard the environment
- Protect property
- Restore normality

### **2.4    Activating the Emergency Arrangements**

A major incident or emergency can be declared by any member of the emergency services, the health service or local authority. It may be however that what is a major incident for one service may not be a major incident for another. The Scottish Executive or UK Government may also declare an emergency if the incident has national implications e.g. an influenza pandemic or wide-spread terrorist attack.

## **2.5 Co-ordination**

Co-ordination will normally be carried out by the police who will ensure that the appropriate command structure is set up. In some circumstances co-ordination may also be carried out by another Category 1 Responder or by a Government Agency or Department. In the case of an animal disease such as Foot & Mouth or Avian Influenza, for example, co-ordination would be carried out by the State Veterinary Service.

## **2.6 Keeping Records**

Minutes and records of decisions of all co-ordinating group meetings should be kept and where possible recorded on audio or video tape. The secretary to the group should ensure that the minutes are circulated and that a summary is recorded on Lothian and Borders Alert.

The minutes of co-ordinating meetings will be used as part of any future investigation into the incident therefore it is important that these are accurate.

It is also important that decisions made using mobile telephones are recorded on the incident logs for future investigation purposes

## **SECTION 3 THE MANAGEMENT STRUCTURE**

### **3.1 General**

In order to achieve a combined and co-ordinated response to an emergency, the capabilities of the emergency services must be linked with the local authorities and other responding agencies.

### **3.2 Strategic, Tactical, Operational**

The management framework which has been established nationally embodies the same principles irrespective of the cause or nature of the incident. The response is divided into three levels, namely **Strategic (Gold)**, **Tactical (Silver)** and **Operational (Bronze)**.

**Strategic (Gold)** – established to set the overall strategy to respond to the incident.

**Tactical (Silver)** – introduced to provide overall management of the response.

**Operational (Bronze)**– reflects the normal day-to-day arrangements for responding to smaller-scale emergencies. It is the level at which the management of the ‘hands on’ work is undertaken at the incident site(s) or elsewhere.

The requirement to implement one or more of the management levels will be dependent on the nature and size of the incident. Normally, incidents will be handled at the operational level, only moving on to the tactical level and finally the strategic level should this prove necessary.

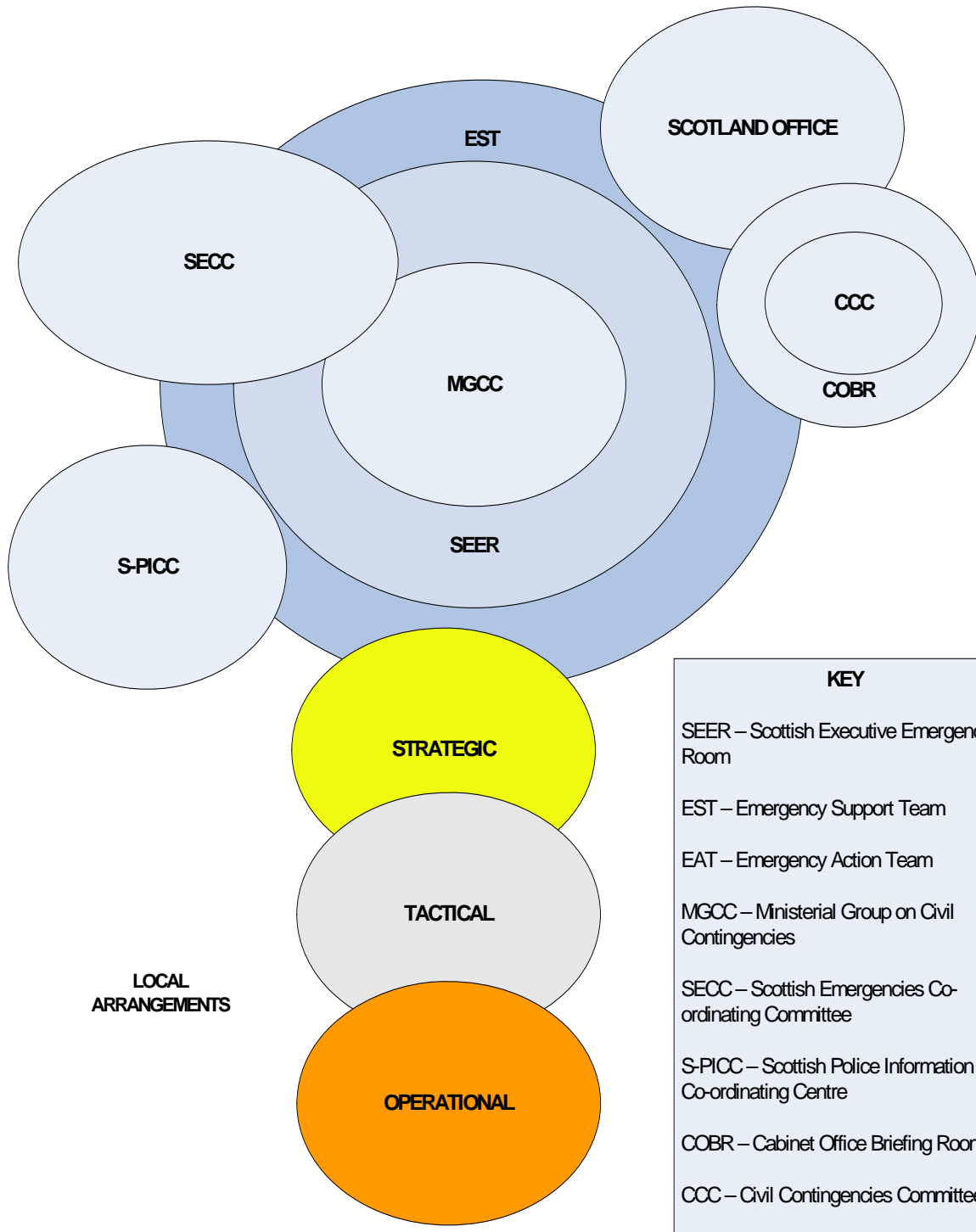
It is normally the Police responsibility during the emergency phase of a major incident to co-ordinate the response of all the emergency services and other organisations involved. At all times, however, the personnel and resources of each service will remain under the management of their respective organisation.

### **3.3 Generic Structure for Emergencies in Scotland**

The following diagram presents the recognised generic model of the structure and communication links that is used for emergencies in Scotland. This structure assures a fundamental model from which further structure and communication links to the specific emergency will build upon.

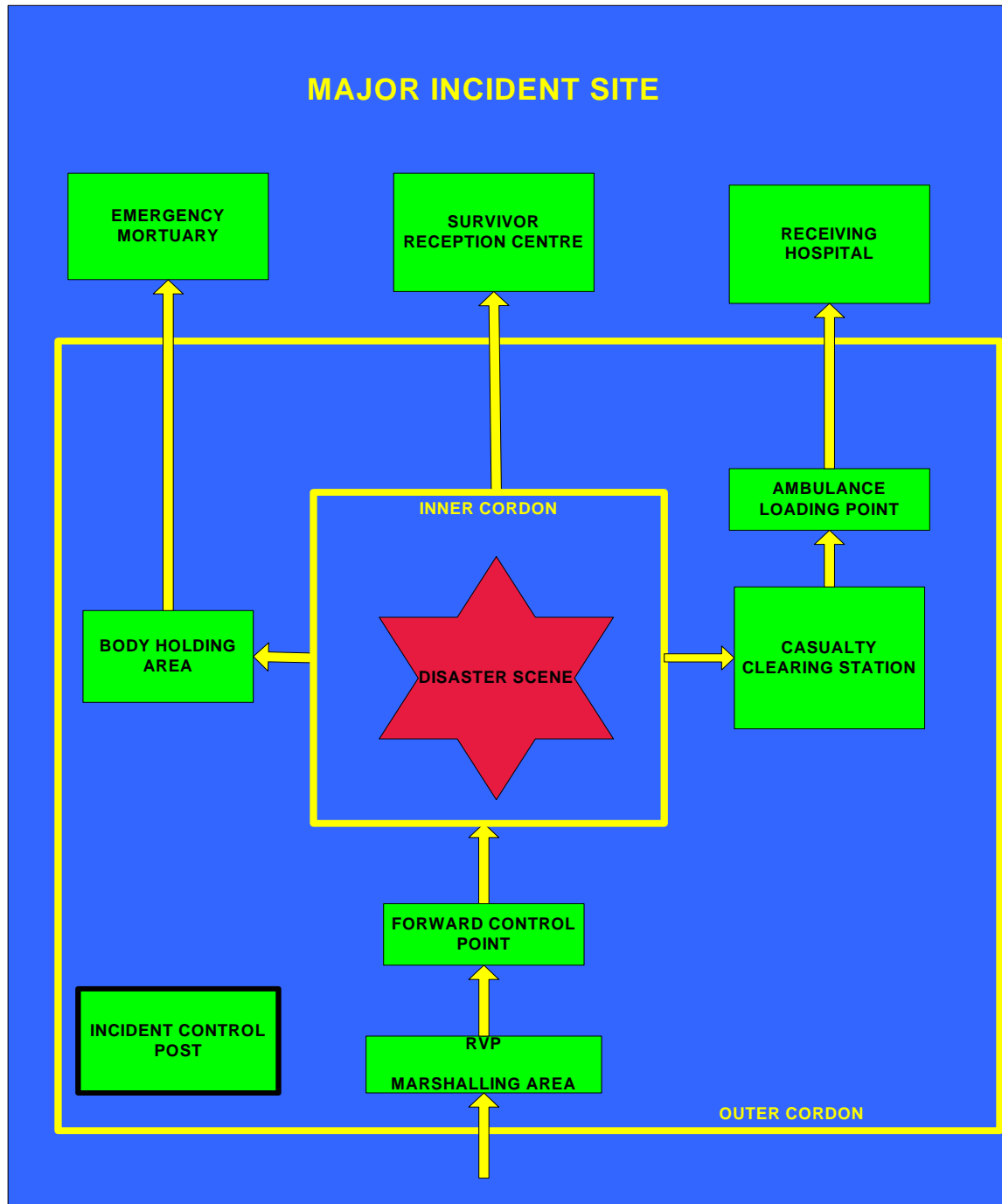
**SCOTTISH  
ARRANGEMENTS**

**UK  
ARRANGEMENTS**



### 3.4 SCENE MANAGEMENT

The following diagram gives an indication of the scene layout of a 'sudden impact' major incident or emergency.



## **SECTION 4 THE STRATEGIC CO-ORDINATING GROUP**

### **4.1 General**

The requirement for strategic management may be confined to one particular agency. However, some incidents require a multi-agency response at the strategic level to affect a resolution. In such incidents, a Strategic Co-ordinating Group (SCG) should be formed.

The SCG should include a strategic member of each key agency involved in the incident. It is a fundamental principle of this system that SCG members consult on a regular basis and maintain a strategic overview of the incident.

Each participant must be able to make executive decisions concerning resources within their agency and have the authority to seek the aid of other agencies in support of their role.

It is vital that meetings of the Group are documented and that policy decisions are recorded. These records will be called for in any subsequent judicial or criminal enquiry.

### **4.2 Activation of the SCG**

The Police will normally be responsible for establishing and chairing the SCG with the Group meeting at Police Headquarters.

In some situations however the SCG may be established at the request of another Category 1 Responder. In a serious pollution incident, for example, the SCG may be established at the request of and chaired by the Local Authority.

Administrative Support for the SCG should be provided by the host organisation.

Call out of members of the SCG will be carried out via each organisation's call out procedures.

### **4.3 Strategic Co-ordinating Group Meetings**

The Strategic Co-ordinating Group should hold meetings as frequently as necessary to discuss the overall management and progress of the incident. They should aim to achieve or highlight the following:

- Respective areas of expertise and responsibility.
- Identify individual and common operational objectives.
- Confirm the way forward and resolve policy.
- Liaise with the Scottish Executive Emergency Room (SEER).
- Establish effective liaison between all services and agencies.
- Identify and resolve any areas of conflict between services and agencies.
- Identify resource requirements.
- Identify and decide upon financial considerations.

- Minute each meeting (audio recording may assist) and make these minutes available prior to the next meeting. These minutes can be circulated and stored via Lothian & Borders Alert.
- Regularly review each organisation's progress to ensure that all actions are being fulfilled and the necessary momentum pursued.
- Establish a common approach to the media.
- Liaise with the Media Co-ordinator to ensure that media briefings are arranged and that the media are provided with suitable accommodation, services and facilities with access to and/or an overview of the scene of the incident if possible.
- Arrange for relevant spokespersons from or on behalf of the Group to be available to brief the media regarding agreed policies and actions of their individual services.

As the incident develops, there should be regular evaluation of the need and purpose of the Group. As circumstances change, it may be possible for some agencies to 'wind down' their operation and not attend future meetings. When an incident moves from the 'emergency phase' to the 'recovery phase', the Chair of the Group will move from the Chief Constable to the Chief Executive of the relevant local authority.

In most major incidents, support for members of the Strategic Co-ordinating Group will be limited to their own staff officers or emergency planning officers. However in certain special circumstances, such as nuclear or terrorist incidents, the support for the members of the Strategic Co-ordinating Group will be substantial.

## **SECTION 5            THE TACTICAL GROUP**

### **5.1    General**

The tactical level of command exists to determine priority in allocating resources, to plan and co-ordinate when a task will be undertaken and to obtain other resources as required. Most, but not all, of the tactical functions will be discharged at the scene of the incident. Some agencies, particularly local authorities, will prefer to operate from a Council Emergency Centre at their administrative offices and will normally send a representative to the scene to liaise with the Police Incident Officer.

When more than one agency is operating at the tactical level there must be consultation between the various agency Incident Officers. These Incident Officers should not become directly involved with the activities at the scene but concentrate on the overall general management. In order to effect co-ordination, an inter-agency meeting should be held at regular intervals attended by each Incident Officer. The establishment of inter-service communication links will support the running of the incident at the scene. The Police will maintain a written record and normally act as the co-ordinating agency.

For larger or lengthy incidents the Tactical Group will normally be located at the Joint Agency Control Centre (JACC) at Police Headquarters or at another suitable emergency control centre.

### **5.2    Call out of the Tactical Group**

Call out of members of the Tactical Group will be carried out via each organisation's call out procedures.

## **SECTION 6            OPERATIONAL / FUNCTIONAL GROUPS**

### **6.1    General**

The scene immediately after disaster has struck is likely to be confused. To bring some order to this confusion, it is important that the emergency services establish control over the immediate area and build up arrangements for co-ordinating the contributions to the response. Experience has shown that an effective response depends on the timely receipt of accurate and complete information, on sound decisions being made and appropriate actions set in train at the onset.

The Police will normally act as the co-ordinator of the response at the scene. These arrangements will usually be adequate for the effective resolution of most incidents.

In addition to the operational teams that will be set up to deal with each aspect of the response to the incident, the following functional groups should be established.

### **6.2    Media**

It is important that a media group is set up immediately following an emergency. To ensure clarity and accuracy there must be close consultation between responding agencies under a media coordinator who will normally be from the police. Ideally no press releases should be given until consultation with other services/agencies has taken place.

Whilst it is acknowledged that it is important to release accurate information on casualty numbers to the media (who may otherwise seek information elsewhere) it must be stressed that only the police can release this information.

As the incident progresses media liaison will be extended to embrace other agencies and the responsibility for co-ordination (in a supportive role) may, in time, pass to another agency, for example the Local Authority or the lead government department.

The media group should make full use of Lothian and Borders Alert to circulate and comment on proposed media releases and to provide information to the public.

It should be borne in mind that the Maritime and Coastguard Agency press office will take the lead during any Civil Maritime Incident and will liaise closely with the other responding agencies and the vessel operators to ensure a co-ordinated response.

### **6.3    Welfare**

A multi-agency welfare group should be established to consider the issues relating to survivors of the incident and their friends and relatives.

The objectives of the welfare group are to:

- Ensure the welfare and well-being of those involved in emergencies;

- Provide support and care for people affected by emergencies;
- Provide longer term support for the community.

#### **6.4 Recovery Working Group**

The Recovery Working Group should be formed as soon as possible and should bring together key agencies to give momentum to the recovery management effort within the overall strategic framework. It will form the focus for integrated initiation and planning on recovery, while ensuring the coherence of response and recovery work.

The Recovery working group will normally be led by the most affected local authority. Its objectives should be to:

- ensure that longer-term recovery priorities, including the needs of victims and responders, are reflected in the planning and execution of the response;
- ensure that relevant organisations in the public, private and voluntary sectors are engaged in the recovery effort from the earliest opportunity; and
- ensure continuity of the management of the emergency once the response phase has been concluded.

## **SECTION 7**

## **ROLES AND RESPONSIBILITIES**

### **7.1 General**

The roles and responsibilities of the main agencies that will respond to an emergency in the Lothian and Borders Area are as follows:

#### **CATEGORY 1 RESPONDERS**

### **7.2 Police**

- The saving of life in conjunction with the other emergency services;
- Co-ordination of the emergency services and other organisations;
- Access and egress to and from the site, and the protection and preservation of the scene;
- Evacuation procedures, undertaken in consultation with the other emergency services and the Local Authority;
- The investigation of the incident, in conjunction with other investigative bodies where applicable;
- The collation and dissemination of casualty information;
- Identification of victims on behalf of the Procurator Fiscal;
- Management of emergency mortuaries
- Assist the Local Authority with the restoration of normality at the earliest opportunity.

### **7.3 Fire and Rescue Service**

- Save life
- Prevent the destruction of property by fire.
- Render humanitarian services.
- Rescue of trapped casualties.
- Preventing further escalation of the incident by tackling fires, dealing with released chemicals and hazardous situations.
- Liaison with the Police regarding the provision of a cordon around the immediate hazard area to enable the Fire Service to exercise control in a fire situation.
- Liaison with the Scottish Ambulance Service with regard to providing assistance at Ambulance Loading Points and the priority evacuation of injured persons.
- Support the Scottish Ambulance Service in relation to decontamination procedures,
- The safety of all persons within the inner cordon.
- Participate in investigations as appropriate and preparing reports and evidence for inquiries.
- Stand-by during non-emergency recovery phase to ensure continued safety at and surrounding the site if necessary.

### **7.4 Scottish Ambulance Service**

- The saving of life and the provision of immediate care to patients at the scene of the incident and in transit to hospital.
- The alerting of hospital services, immediate care GPs and other relevant NHS agencies.
- The management of decontamination for people affected by hazardous substances, prior to evacuation from the scene.
- The evacuation of the injured from the scene in order of medical priority.
- Arranging and ensuring the most appropriate means of transport for the injured to the receiving hospital.
- The supply of patient care equipment to the scene of a major incident.
- The transport of appropriate medical staff and their equipment to the scene of a major incident.
- Alerting and co-ordinating the work of the Voluntary Aid Societies acting in support of the ambulance service at the incident site.
- The provision and maintenance of communications equipment for medical staff and appropriate Voluntary Aid Society personnel at the scene of a major incident.
- The restoration of normality.

### **7.5 The Maritime and Coastguard Agency (MCA)**

- Co-ordinating all Civil Maritime Search and Rescue through Her Majesty's Coastguard's network of Rescue Co-ordination Centres.
- Checking that ships meet UK and international safety rules by surveyors based at MCA's Marine Offices.
- Co-ordinating the response to marine pollution incidents.
- Working to prevent the loss of lives at the coast and at sea, to ensure that ships are safe, and to prevent coastal pollution.

### **7.6 The NHS Board**

- Activate Hospital and Health Board Major Incident Plans as appropriate to the incident.
- Prepare the hospital to receive casualties.
- Prepare to receive Friends and Relatives.
- Provide the Medical Incident Officer and Medical Team to the scene.
- Provide medical and nursing staff to rest centres.
- Arrange to forward casualty information to the Police Casualty Bureau.
- Prepare public health advice to those managing the response and to the public if required.
- As far as practicable maintain routine provision of healthcare to existing patients and to the community.

### **7.7 The Local Authority**

- Provision of support to the emergency services.
- Management and operation of an emergency rest centre (or centres) for uninjured survivors (in conjunction with the Police and Voluntary Aid Societies).

- The provision of temporary accommodation and support for persons unable to return home.
- Provision of emergency feeding of survivors and responders.
- Sourcing of emergency transport resources.
- Sourcing, preparation and management of buildings for emergency use.
- Provision of traffic management arrangements in association with the emergency services and trunk roads contractor.
- Structural assessment of damaged buildings or other structures and co-ordination of works to make them safe.
- Provision of hospital Social Work Staff.
- Support in the operation and management of emergency mortuary facilities.
- The establishment of an incident support service in consultation with the police and health authorities.
- Leading the restoration to normality in conjunction with other agencies.

## **7.8 The Scottish Environment Protection Agency**

- Deploy appropriate staff to meet local co-ordination arrangements.
- Provide advice on all aspects of environmental impact, protection and recovery.
- Assist in determining the footprint and movement of any contamination.
- Give advice about implications to the environment, containment, storage, transportation and disposal of contaminated liquid or solid waste.
- Maintain operational links with Scottish Water, Local Authority Environmental Health Services and the Health & Safety Executive.

## **OTHER RESPONDERS**

### **7.9 The Health and Safety Executive**

The Health and Safety Executive (HSE) is a government-funded organisation which embodies 7 Inspectorates and the Offshore Safety Division with statutory powers under the Health and Safety at Work Act 1974 for enforcing relevant health and safety requirements. HSE also has medical and technological experts.

HSE is not an emergency service but has responsibility for the investigation of industrial accidents and other incidents in the sectors for which it has enforcement responsibility.

HSE Inspectorates have a statutory interest in major industrial accidents from an enforcement viewpoint. Inspectors have no executive function in controlling emergency operations but would be concerned with preserving and collecting evidence and may also be able to offer technical expertise.

### **7.10 The Utilities**

Utility failure can occur in respect of electricity, gas, telephone and water services. The general principal is that the service provider will take the lead in this situation and concentrate their resources in restoring services. However they will work closely with the local authority and other agencies dealing with the consequences

of the failure to minimise the impact on the community. The provision of information to the public, the media and the responding agencies will be a key responsibility for the utility provider.

The utility provider should reimburse reasonable expenditure incurred by the local authority. It is clearly important that this issue is agreed at an early stage of the incident.

### **7.11 Voluntary Organisations**

Voluntary organisations provide support to the emergency services and local authorities in an emergency. Chapter 10 of this plan describes the role played by the key voluntary organisations in the Lothian and Borders Area.

### **7.12 The Military**

The military can provide a wide range of services in the event of an emergency. Requests for military assistance will normally be made to the Military Liaison Officer (MLO) by the police.

## **SECTION 8 COMMUNICATIONS**

### **8.1 General**

Within the Lothian and Borders Area, each of the emergency services and Local Authorities have their own system of radio communications. The police may place liaison officers with the incident commanders from other agencies in order to facilitate communications.

### **8.2 Lothian and Borders Alert**

Lothian and Borders Alert is a multi-agency tool that allows the emergency services and local authorities to exchange information electronically using a secure 'extranet'. The extranet includes a system for managing incidents and an emergency contacts database.

Lothian and Borders Alert also has a public website which will be updated during an incident to provide information to the public.

### **8.3 Satellite telephones**

All Local Authorities and the emergency services have a limited number of satellite telephones. These have the facility to use the nearest available mobile service provider.

### **8.4 Radio Amateurs' Emergency Network (RAYNET)**

RAYNET is a nationwide voluntary organisation of government-licensed radio operators who can provide emergency radio communications during an emergency.

### **8.5 Access Overload Control (ACCOLC)**

ACCOLC is a government scheme which allows the emergency services and other registered mobile phone users preferential access to the mobile network in an emergency.

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

The GTPS provides a contingency facility for the withdrawal of land line telephone services from customers other than those registered with the GTPS. Incoming calls are maintained to everyone.

## **SECTION 9        FINANCE**

### **9.1        General**

Good financial management of major incidents is essential and involves two main processes - expenditure whilst delivering services, including in response to the emergency and reimbursement of costs afterwards. The role of the Finance Officer is vital.

### **9.2        Expenditure**

#### **9.2.1       Section 84 of the Local Government (Scotland) Act 1973**

These powers confer significant powers of expenditure on local authorities with respect to emergencies. These powers are in addition to, and not in derogation of, any power conferred by or under any other enactment.

These powers are available where an emergency or disaster involving destruction of, or danger to, life or property occurs or is imminent and if the local authority considers that the whole or part of its area is likely to be affected, it may incur expenditure.

Such expenditure may cover action by the local authority itself, joint action with another authority, person or body, action within or outside its own area or even outside the United Kingdom, which is calculated to alleviate or eradicate the effects of an emergency or disaster.

Grants or loans may be made to such other persons or bodies subject to conditions to be determined by the local authority. There will not be any specific central Government grant in aid of such expenditure.

In addition Part 3 of the Local Government Act in Scotland Act 2003 creates a new discretionary power that enables local authorities to do anything they consider is likely to promote or improve the well being of their area or the persons in it.

#### **9.2.2       Social Work (Scotland) Act 1968**

Section 12 of the above act places a duty on local authorities to make appropriate arrangements for persons rendered homeless due to an emergency.

### **9.3        Reimbursement of costs**

#### **9.3.1       Bellwin Scheme - Local Government and Housing Act 1989, Section 155.**

The Bellwin Scheme is discretionary scheme which exists to give special emergency financial assistance to local authorities who would otherwise be faced with an undue burden as a result of providing relief and carrying out immediate work resulting from large scale emergencies. There is no automatic entitlement to financial assistance.

Local authorities must notify the Scottish Executive of an emergency incident within one week of the commencement of the incident. Scottish Executive Ministers will decide within three weeks whether a scheme has been activated.

A threshold based on a percentage of the GAE is applied to the scheme. Further details of the scheme are available on the Internet (see section 16) and from local authority Finance Officers.

## **9.4 Financial Help for People in Need**

### **9.4.1 Personal Payments**

The Department for Work and Pensions can make various payments to people in urgent financial need as a result of an emergency.

These payments include immediate cash payments to people in their homes for urgent needs such as food and fuel during the first days after the disaster, payments for the replacement of clothing, household utensils and other essential articles and weekly payment of benefit, for a limited period, to people unable to get to work.

In general, persons suffering losses of this kind are expected to be insured and to claim under their policy.

### **9.4.2 Assistance to Householders**

As well as repairing local authority houses, housing authorities may need to help private owners to make arrangements to have their houses repaired. Their costs would usually be covered by insurance.

Where severe structural damage has occurred, it might be necessary to declare the houses unfit and clear them. In these cases compensation, home loss payments etc would be payable subject to the normal qualifications. If any such action were contemplated, the local authority should consult the Scottish Executive as quickly as possible.

### **9.4.3 Public appeals and donations**

The British Red Cross Appeal Scheme provides a set of procedures for the prompt establishment of a disaster appeal fund as set out in their Disaster Appeal Scheme.

## **SECTION 10 SUPPORT FROM THE VOLUNTARY SECTOR**

### **10.1 General**

The support from the voluntary sector is vital during an emergency or major incident. The main voluntary organisations that can provide assistance are as follows:

### **10.2 British Red Cross**

#### **Organisation:**

British Red Cross is a national organisation, with over 35000 volunteers dispersed throughout the country. Significant resource in terms of trained volunteers and equipment.

#### **Skills:**

**First Aid:** Staff and volunteers are trained to HSE standards, with additional training in stretcher handling, loading and unloading of casualties from vehicles and ambulances. Some training in triage and mass-casualty handling. Enhanced skills trained volunteers are also available.

**Welfare:** staff and members trained to British Red Cross standards with experience in dealing with public in crisis conditions and able to give comfort and support to victims of a disaster and bereaved relatives. Members can be called upon to assist bereaved relatives at the mortuary.

Tracing of relatives following a disaster is part of the International Tracing Service, both at home and abroad, and forms and documents are in use daily. A number of members could be made available to assist in documentation and administration, as required.

**The Disaster Appeal Scheme (DAS)** - this Red Cross scheme is designed to provide local authorities with a full framework of documentation and support facilities for the prompt launch of a disaster appeal fund, in the wake of a major incident or disaster, if appropriate. Copies of the DAS are held by all Local Authority Chief Executives and by local Red Cross branches.

### **10.3 St. Andrews Ambulance Association**

#### **Organisation:**

The St. Andrews Ambulance Association is a national organisation which

can provide volunteers skilled in first aid to support the Emergency Services and the Local Authority both at events and during emergencies. They can also provide training in first aid to individuals and organisations.

#### **Skills:**

Volunteers are trained in first aid.

## **10.4 Woman's Royal Voluntary Services (WRVS)**

### **Organisation:**

The WRVS is divided into various divisions throughout the country reporting to the Head Office in London.

### **Skills:**

Members undertake training courses and receive instruction in the organisation and running of:

- A Rest Centre;
- Emergency Feeding;
- Issuing Clothing;
- Documentation; registration and information point;
- Telephone communication.

## **10.5 Salvation Army**

### **Organisation:**

The Salvation Army are a voluntary organisation which can respond in emergency situations, working in close co-operation with police, fire service etc., and are listed in the local authority major disaster plans.

The chain of command works from territorial headquarters, divisional headquarters to local Commanding Officers. Divisional Commanders are responsible for major incidents within their divisional area, although the headquarters Emergency Officer has overall responsibility in a co-ordinating role, which also applies to any major incidents involving the country as a whole.

### **Skills:**

The following services can be offered:

- Comforting the bereaved.
- Accompanying relatives to view bodies.
- Visitation and counselling of the distressed and bereaved.
- Emergency canteen facilities, providing refreshment for emergency service personnel and others involved.
- Care of people displaced by fire, flood etc.
- Staffing other emergency canteen facilities.
- Emergency accommodation and feeding.

## **10.6 Radio Amateurs' Emergency Network Ltd (RAYNET)**

### **Organisation:**

RAYNET is a national voluntary organisation of licensed radio amateurs who provide additional communication facilities for the emergency services, public

utilities and Government departments. The organisation has been in existence since 1953 as a branch of amateur radio, and has about 5000 members organised into 200 local Groups. Each group operates autonomously under its own Group Controller but can combine to provide additional resources when necessary. Co-ordination of groups is via County Controllers and overall co-ordination is exercised by the UK Emergency Communications Officer of the Radio Society of Great Britain.

**Skills:**

RAYNET can supply sophisticated radio equipment and the necessary expertise for its operation. Mobile "walkie-talkie", fixed and portable base station facilities are available, including "talk-through" and repeater-links. Capabilities include voice, data transmission and slow-scan television.

## **10.7 Royal National Lifeboat Institution (RNLI)**

**Organisation:**

The Institution operates lifeboat stations around the coast of Great Britain and Northern Ireland. Each lifeboat station is under the local control of a Launch Operations Manager who has the ultimate authority to launch the boat. Operational staff (Divisional Inspectors) are responsible for individual areas of the coast.

Overall co-ordination of all maritime search and rescue, is carried out by the Maritime and Coastguard Agency, with whom the RNLI work closely.

**Skills:**

All aspects of marine rescue, excluding diving skills, and fire fighting.

## **SECTION 11      SUPPORTING INFORMATION**

### **11.1    Emergency Plans**

The Lothian and Borders Emergency Plan provides generic guidance to the emergency services and partner agencies operating in the Lothian and Borders Area. Each organisation has its own specific plans and procedures which will be implemented during an emergency. Other plans that are available to responding agencies include:

- Emergency Service and Local Authority Major Incident Plans
- Control of Major Accident Hazard (COMAH) Off-Site Plans
- Flood and Severe Weather Plans
- Animal Disease Plans
- Chemical Incident Plans
- Sports Stadia Plans
- Pollution Plans
- Pipeline Emergency Plans
- Waterborne Hazard Plans
- Human disease outbreak plans
- Loss of telecommunication plans

### **11.2    Lothian & Borders Community Risk Register**

The Lothian and Borders Community Risk Register (CRR) can be found on the web-site of Lothian and Borders Fire and Rescue Service. It is intended to inform the communities of the L&B area of a range of potentially disruptive events that the responder agencies have considered and to confirm the state of preparedness to deal with the occurrence of such emergencies, ensuring a swift return to normality. The CRR will provide the basis for the responder agencies to develop, implement and confirm emergency plans, to meet the requirements of the Civil Contingencies Act 2004.

The inclusion of a particular risk in the CRR does not necessarily indicate that the risk will lead to an actual event or occurrence, or occur at the scale described. The Risk Assessments have been made on credible worst case scenarios applied to identified hazards or threats that are present within the Lothian and Borders Area.

### 11.3 Emergency Planning Legislation

Legislation	Brief Summary
The Civil Contingencies Act 2004.	Legislation which delivers a single framework for civil protection in the United Kingdom.
The Contingency Planning (Scotland) Regulations 2005.	Regulations which outline the duties of emergency responders under the Civil Contingencies Act 2004
The Control Of Major Accident Hazard Regulations 1999 (COMAH).	Regulations which apply to establishments where specified quantities of dangerous substances are present.
The Local Government (Scotland) Act 1973, as amended.	Legislation which affects the activities of Local Authorities
The Pipelines Safety Regulations 1996.	Regulations covering the design and safety of pipelines.
The Radiation Emergency Preparedness and Public Information Regulations 2001 (REPPIR).	Regulations which apply to the Nuclear Industry.
The Safety at Sports Ground Regulations 1997.	Regulations governing safety at designated sports grounds.

### 11.4 Useful Web Links

Emergency Planning Society	<a href="http://www.the-eps.org/">www.the-eps.org/</a>
FLOODLINE	<a href="http://www.sepa.org.uk/flooding/">www.sepa.org.uk/flooding/</a>
Lothian & Borders Alert	<a href="http://www.lbalert.info">www.lbalert.info</a>
Lothian and Borders Community Risk Register	<a href="http://www.lothian.fire-uk.org/publications/COMMUNITY_RISK_REGISTER.pdf">www.lothian.fire-uk.org/publications/COMMUNITY_RISK_REGISTER.pdf</a>

Meteorological Office	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
National Arrangements for Incidents involving Radioactivity (NAIR)	<a href="http://www.hpa.org.uk/radiation/understand/radiation_topics/radiation_incidents/nair.htm">http://www.hpa.org.uk/radiation/understand/radiation_topics/radiation_incidents/nair.htm</a>
Preparing for Emergencies	<a href="http://www.pfe.gov.uk/">www.pfe.gov.uk/</a>
Preparing Scotland	<a href="http://www.scotland.gov.uk/Resource/Doc/94471/0022783.pdf">www.scotland.gov.uk/Resource/Doc/94471/0022783.pdf</a>
RADSAFE (Incidents involving the transport of radiation)	<a href="http://www.radsafe.org.uk/">www.radsafe.org.uk/</a>
UK Resilience	<a href="http://www.ukresilience.info/index.shtm">www.ukresilience.info/index.shtm</a>

<b>ACCOLC</b>	Access Overload Control for cellular telephones
<b>Body Holding Area</b>	Facility for the temporary storage of bodies
<b>Bronze</b>	Operational Commander.
<b>Casualty</b>	Any person who is killed or physically or mentally injured - and for Casualty Bureau purposes encompasses any person involved in the incident including evacuees.
<b>Casualty Bureau</b>	Central contact and information point for all records and data relating to persons involved (including deceased, injured, missing persons, survivors and evacuees).
<b>Casualty Clearing Station</b>	Point to which the injured are taken for emergency medical treatment and evacuation from the scene in order of priority.
<b>Council Emergency Centre</b>	Local Authority operations centre for managing off-site activities in support of the emergency services and the move towards the restoration of normality.
<b>Emergency Mortuary</b>	Temporary mortuary facilities used to carry out post mortem examinations.
<b>Forward Control Point</b>	The command and control facility nearest to the incident site responsible for immediate deployment and security.
<b>Gold</b>	Strategic Commander
<b>Incident Control Post (ICP)</b>	The point from which the management of the incident is controlled and co-ordinated.
<b>Inner Cordon</b>	Controlled area immediately surrounding the disaster scene.
<b>Lead Government Department</b>	The designated Government Department responsible for preparing and implementing plans at central Government level to ensure a consistent and properly considered response by the Government to the public, media and parliamentary demands for information and action.
<b>Marshalling Area</b>	Area to which resources and personnel, not immediately required at the scene, or being held for further use, can be directed to stand-by.
<b>Major Incident</b>	Any emergency that requires the implementation of special arrangements by one or all of the Emergency Services, Local Authorities or Health Authorities.

<b>Maritime Rescue Co-ordination Centre (MRCC)</b>	HM Coastguard regional centre responsible for promoting the efficient organisation of search and rescue services and for co-ordinating the conduct of marine search and rescue operations.
<b>Media Briefing Centre</b>	A central location, away from the incident scene, providing communications, conference facilities and access to senior commanders of the emergency and support services for interviews and briefing purposes.
<b>Media Liaison Officer (Scene)</b>	Person responsible for the initial release of information from the scene of the incident.
<b>Mutual Aid</b>	Cross-boundary arrangements under which emergency services, local authorities and other organisations request extra staff and/or equipment.
<b>Outer Cordon</b>	Seals off the controlled area to which unauthorised persons are not allowed access.
<b>Rendezvous Point (RVP)</b>	Point to which all resources arriving at the outer cordon are directed for logging, briefing, equipment issue and deployment.
<b>Silver</b>	Tactical Commander
<b>Strategic Co-ordinating Group</b>	Strategy/Policy Group of Senior representatives from all agencies involved in a response who determine, review and amend overall strategy.
<b>Survivor Reception Centre</b>	Reception centre for uninjured casualties.