

Eden District Council Emergency Response Plan



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Version Control*

Changes since the last major update in April 2020

Changes noted at Emergency Planning Group	Summary of changes
Change of officers' job titles	
Change of some officers	

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Eden District Council Emergency Response Plan (EDCERP)

Section A – Corporate Response

1. Introduction

1.1 This Plan recognises the general duty of care placed upon Eden District Council (EDC) and statutory duties as a 'Category One' responder, as defined by the Civil Contingencies Act 2004. These duties require EDC to:

- Assess local risks;
- 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;
- 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.

2. Maintenance of the EDCERP

2.1 The Assistant Director Commissioning and Technical Services, as the Emergency Planning Co-ordinator, is responsible for compiling, maintaining and updating the EDCERP. He/she liaises with Cumbria County Council's Resilience Unit (RU).

2.2 The Emergency Planning Group (EPG) is responsible for emergency planning at EDC. The EPG is made up of the Council's Corporate Leadership Team, the Reception Centre Co-ordinator, the Emergency Works Officer and the designated officer from the RU. The EPG reviews the EDCERP at each of its quarterly meetings.

2.3 The Plan is updated annually and presented to the Leader at a formal portfolio meeting for approval.

3. Links to the Business Continuity Plan

3.1 The business continuity management duty under the Civil Contingencies Act 2004 (see 1.1 above) means that EDC must ensure that, in an emergency, the Council has made provision to allow its emergency planning response and other critical services to continue as necessary. The Assistant Director Commissioning and Technical Services is responsible for the maintenance, validation and exercising of EDC's Business Continuity Plan. He is responsible for making appropriate links between the EDCERP and the Business Continuity Plan.

4. Aim

4.1 The aim of the EDCERP is to co-ordinate the response of EDC with those of other local authorities, health authorities, emergency services and other public sector organisations, to any incident which threatens the safety of the community, or environment, or disrupts the Council's normal provision of services.

5. Objectives

- 5.1 The EDCERP is an operational document that is reviewed and updated quarterly, or post activation; as the result of either an exercise or an actual incident. A full review and update follows the annual exercise.
- 5.2 In the event of an unusual incident, or major incident, as defined at paragraph 6 below, EDC will utilise its collective resources to achieve the following objectives:
- Deliver an effective corporate response;
 - Maintain the delivery of services, as identified in the Business Continuity Plan; and
 - Support the multi-agency response by deploying appropriate staff and resources - see Section B of the EDCERP.

6. Definition of an Incident

- 6.1 **Unusual Incident** - An incident which, because of its nature or effects, requires a co-ordinated response by EDC in isolation or in support of a limited multi-agency response. An unusual incident can be declared by any Category 1 responder, who will then decide if a control room is required to deal with the incident and if other agencies need to attend.
- 6.2 **Major Incident** - An incident, the scale of which requires a full multi-agency response. A major incident can be declared by any Category 1 responder, but should be done so in consultation with the Police. A decision by EDC to declare a major incident can only be done by the Eden Emergency Director (see 7.3 below), in consultation with the Police.

7. Notification Process

- 7.1 Notification of an incident to the Eden Emergency Director may originate from a number of sources. The most likely sources are:
- The EDC duty 'out of hours' officer;
 - The RU; and
 - The Police.
- 7.2 The source contacts a member of the EPG in the following order:
- Assistant Director Commissioning and Technical Services;
 - Chief Executive;
 - Reception Centre Co-ordinator;
 - Emergency Works Officer.

- 7.3 Upon receipt of the alert, the receiver becomes the Eden Emergency Director and will take overall control of the Authority's response to the incident. The status of the incident will be assessed in consultation with the RU Duty Emergency Planning Officer and, in the case of a major incident, the Police will also be consulted. Factors for consideration include:
- Incident location and scale (potential for escalation);
 - Time of day, weather and other environmental factors;
 - Organisations involved or required;
 - Potential duration;
 - Numbers of people involved;
 - Cross-border effects: including district/county and country borders;
 - Specific requests that have been made of the District Council;
 - Resources that the District Council could offer; and
 - Whether to activate the Eden Control Centre.
- 7.4 It may be appropriate to call an EPG meeting to collectively determine the actions needed.
- 7.5 Where possible, EDC's Chief Executive will be informed of all incidents, as well as the need to activate this Plan.
- 7.6 The Leader will be informed by the Chief Executive, or in his/her absence, the Eden Emergency Director.

8. Plan Activation Sequence

- 8.1 The RU Duty Emergency Planning Officer and the Eden Emergency Director will identify the staff to be alerted and, between them, initiate an appropriate alert: see Appendix A for the activation cascade.
- 8.2 Once the decision has been taken to activate this Plan, the following categories will be used to ensure that nominated officers are kept informed during an unusual or major incident, whilst avoiding, if possible, the unnecessary commitment of personnel and resources:
- Request to "Stand By";
 - Request to "Implement"; or
 - Request to "Stand Down".
- 8.3 "Stand by" will be used as an early warning to relevant officers of a situation which might, at some later stage, require a response from EDC.
- 8.4 "Implement" will be used to request the immediate deployment of officers and resources in activation of the EDCERP.
- 8.5 "Stand down" will be used to signify the phased withdrawal of the EDC response.
- 8.6 Each department will ensure that the appropriate nominated contacts are made available and they will initiate their own department's internal response to any incident when required. Individual departmental cascades are contained within the respective departmental plans in Section C.

8.7 Contact details of these staff are set out in Appendix B. A full, up-to-date list of staff contact details, is kept in each set of Emergency Boxes, kept at the Town Hall (Committee Room cupboard: keys held by each Chief Officer) and Mansion House (Laburnum Room cupboard: unlocked). Contact details are checked and updated quarterly.

9. EDC Response

9.1 EDC's response will rely, for the most part, on the extension of existing service roles and provision. Upon activation of the Plan, there may be a need for all of the activities of EDC to be co-ordinated from the Eden District Council Control Centre (EDCCC).

9.2 Members of the EPG have delegated powers to facilitate any immediate actions brought about by activation of the EDCERP.

9.3 There may be a need for departments to perform tasks which are outside of their normal function. Individual emergency roles in an incident are summarised in Appendix C.

9.4 There will be a need for personnel to adopt appropriate specific roles, as detailed in Appendix C. These roles may include:

- Emergency Director;
- Reception Centre Co-ordinator;
- Emergency Works Officer;
- Liaison Officer(s), who will be deployed to other Emergency Centres where appropriate;
- Control Centre Manager;
- Control Centre Support Staff; or
- Representative on the Multi-Agency Strategic Co-ordination Group.

10. EDCCC

10.1 The EDCCC, when activated, will be situated within the Town Hall, Committee Room, Penrith. Should access to this facility be denied, Mansion House, Penrith (Whelpdale Room) will become the nominated alternative location for the EDCCC.

10.2 Access to the Town Hall and the Mansion House

Out of hours access may be required to either of these two buildings. The Assistant Director Commissioning and Technical Services will ensure that all Chief Officers have keys to both buildings and key fobs to enable the alarms to be disabled and re-set (this is covered within the Business Continuity Plan).

10.3 The EDCCC may be activated upon implementation of this Plan. The Eden Emergency Director will decide which departments should attend. Activation may be on a 24-hour basis and will be managed by the Control Centre Manager.

10.4 An Emergency Box is available in both nominated Control Centre locations to assist in the early stages of an incident; the full contents of these boxes are listed in Appendix G. In summary, contents are:

- Main keys for each building;
- Plans of the buildings: showing water cut-offs, fuse boxes, and so on;
- Response plans;
- District maps;
- Torches and radios;
- General stationery; and
- Staff contact details (updated quarterly).

10.5 At the Town Hall, the Emergency Box will be located in the Committee Room equipment cupboard, alongside the telephones and laptops. At the Mansion House, the Emergency Box will be located in the cupboard in the Laburnum Room.

10.6 The functions of the EDCCC are to:

- Implement and co-ordinate EDC and voluntary organisations' responses and recovery operations;
- If appropriate, provide accommodation for Liaison Officers from other agencies;
- Maintain close communication with the Strategic Co-ordination Group (Gold Command) at Police Headquarters, if established;
- Provide Information and Communications Technology (ICT) facilities to manage the emergency, including specialised emergency communication equipment;
- Receive, collate and analyse information;
- Provide regular situation reports within the Centre and to EDC departments;
- Through the Chief Executive and/or the Eden Emergency Director, brief and advise Chief Officers and Elected Members;
- Collate and prepare information for media briefings and for distribution to the public, in accordance with procedures in the General Emergency Plan (GEP);
- Determine EDC's priorities and assess financial implications;
- Monitor and allocate EDC's resources;
- Liaise with emergency services, relevant local authorities and other agencies;
- Once established, the EPG will decide on what additional support is required at the EDCCC, for example, from other local authorities; and
- Maintain a record of key decisions, events and expenditure.

10.7 The set-up procedures of the EDCCC are contained in Appendix E.

11. Resilient Communications

11.1 Resilient communications are the means by which we can continue to communicate in a crisis when other means of communication have, for whatever reason, failed.

11.2 Effective communication is critical to any emergency response for the purpose of:

- Communication with the public and Elected Members;
- Receipt and despatch of critical information;
- Mobilisation and co-ordination of personnel and resources;
- Liaison with responding agencies and partners; and
- EDC has varied and multi-layered means of communication at its disposal. These are summarised at Appendix K.

12. Multi-Agency Control and Co-ordination

12.1 Strategic Co-ordination Group (Gold Command)

In the event of a major incident being declared, a Multi-Agency Strategic Co-ordination Group (SCG) will be established which, under most circumstances, will be co-ordinated by Cumbria Police. This will most likely be at Carleton Hall. The Emergency Director, or the EPG, will nominate an officer to represent EDC on the Group. Under the Council's Constitution, any of its Chief Officers can commit the Council to actions required to respond to an emergency. Further details relating to the Group and the role of EDC in other aspects of a multi-agency response to a major incident are contained within Section B of this Plan.

13. Lead Local Authority

13.1 Where the incident impacts on a large geographical area encompassing several district council areas, the Emergency Director, or the EPG, will agree with other affected local authorities which is to be the co-ordinating authority, in accordance with the following guidelines:

- If an affected district council is unable to attend the SCG, they may nominate another local authority to represent them; and
- If two or more district councils are affected, they will decide, if appropriate, alongside Cumbria County Council, which authority will be the lead representative at the SCG.

14. Mutual Aid Arrangements

14.1 The Chief Executives of the six district councils, as well as the Cumbria County Council Chief Executive, have signed a Memorandum of Understanding to facilitate mutual aid, whereby an authority may call upon the assistance of neighbouring authorities to provide assistance in the form of personnel, equipment, or specialist knowledge, depending upon circumstances.

14.2 A mutual aid agreement is also in place between the Cumbria Local Resilience Forum (LRF) and LRFs in the North East.

15. Emergency Roles

15.1 All roles and responsibilities for EDC staff involved in an emergency response are defined in Appendix C.

16. Training and Exercise

16.1 It is a requirement of the Civil Contingencies Act 2004 that this Plan includes provision for the training of staff or other persons and for the carrying out of exercises. When available, all relevant EDC staff are encouraged to participate in both training and exercising to improve knowledge, skill and competence in their ability to respond to either an emergency, or business continuity incident.

16.2 Training should be provided for:

- All EDC officers who have a nominated role within either an emergency or business continuity response, or who are involved in arrangements to warn, inform and advise the public; and
- Other persons whom EDC considers necessary. This could include business partners and critical suppliers who have a role in the Plan.

16.3 Training may take the form of:

- General awareness training;
- Specific emergency role training; or
- Observation of, or participation in, an exercise.

16.4 Training for EDC staff will be arranged and recorded by the RU.

16.5 Training is a standing item on the quarterly EPG meeting agenda.

17. Type, Purpose and Frequency of Exercises

17.1 There are three main types of exercise:

- Discussion-based;
- Table top; or
- Live play.

17.2 Exercises have three main purposes:

- To validate plans (validation);
- To develop staff competencies and give them practice in carrying out their roles in the plans (training); and
- To test well-established procedures (testing).

Most exercises will have some elements of all three.

17.3 All critical aspects of an emergency plan should be tested routinely and the following list outlines the test frequency for the EDCERP.

Exercise Element Test Frequency		
The contact list	To ensure all contact details are up-to-date	Quarterly
The activation process	The EPG: <ul style="list-style-type: none"> • Review the activation process as part of their annual review of the Plan • Receive a simple guide to keep at home (supplied by the Emergency Planning Co-ordinator) 	Annually

18. Expenditure

- 18.1 Section 138 of the Local Government Act 1972, as amended by Sections 155 and 156 of the Local Government and Housing Act 1989, empowers local authorities to incur expenditure in dealing with an emergency where there is a threat to life or property, whether this is imminent, or has already occurred. In the event of a major incident being declared, the Emergency Director will, as soon as practicable, notify the Chief Finance Officer, or other senior officers, that significant local authority expenditure may need to be committed.
- 18.2 The Chief Finance Officer will manage the financial implications on the Council as a result of the incident. These may include:
- Accountancy of emergency expenditure;
 - Financial recording system;
 - Liaison with Elected Members over extraordinary expenditure;
 - Disaster Fund management;
 - Reimbursement of EDC staff;
 - Consideration of reimbursement of other parties, for example, volunteers' expenses;
 - Invocation of the Bellwin Scheme; or
 - Costs associated with military aid to the civil community.
- 18.3 In the initial stages of the emergency, life-saving operations must take precedence over budgetary considerations. However, where possible, significant expenditure should be authorised by the Emergency Director.
- 18.4 As soon as possible, a mechanism for authorising and recording expenditure must be established, including the allocation of appropriate cost codes.
- 18.5 The Council's Procurement Rules and Accounting and Audit Rules should be adhered to as closely as possible. The emergency provisions are set out in Appendix L.
- 18.6 If the incident can be attributed to a particular site or operator, an agreement with that company, or their insurers, must be established to meet the incurred expenditure as soon as possible.

18.7 Bellwin Scheme

The Bellwin Scheme provides funds from central government for special financial assistance to local authorities in the event of certain emergencies. It is important to recognise that applications are subject to time constraints.

18.8 Insurance

If appropriate, the Chief Finance Officer will contact the Council's insurers as soon as practicable. Contact details (see also Appendix M) are:

Protector Insurance
20th Floor, City Tower
Piccadilly Plaza
Manchester
M1 4BT

[Protector Insurance](#)

Policy Number 742650-1.2

Dedicated Claim Tel Number - 0161 274 9077

Email address claims@protectorinsurance.co.uk

Claims Manager - Julie Kenny
Tel 0161 694 9673
Mobile 07779 561190
Email Julie.kenny@protectorinsurance.co.uk

19. Legal Implications

19.1 The Emergency Director will, as soon as practicable, notify the Assistant Director Governance in order to appraise the legal implications that may be placed on the Council.

20. Elected Members

20.1 Elected Members have a valuable role to play during any major emergency. They are involved in their communities and the public will readily turn to them for information and support. Such a situation would invoke their community leadership role.

20.2 Given these factors, it will be necessary to ensure local Members are kept informed in respect of events, action and information which is being managed and disseminated from the EDCCC.

20.3 The EDCERP is formally approved every year by the Leader of the Council.

20.4 In the event of a major incident, it will be important to notify:

- The Leader of the Council, who has the strategic and community leadership responsibility for emergency planning. He/she is the Member most likely to also attend press conferences;

- The Chairman of the Council, who would provide a civic role, depending on the nature of the incident; and
- The Portfolio Holder for Resources, who has a direct interest in financial matters.

20.5 The task of ensuring that Members are informed, and kept informed, would be carried out through the EDCCC and co-ordinated, if necessary, through Democratic Services.

21. Record of Actions

21.1 The possibility of legal proceedings after the event must be borne in mind and the recording of data and collection of information should be designed to assist in preparing the subsequent report on the action taken by EDC. For this reason, officers should ensure that their principal actions are recorded.

21.2 The primary mechanism for recording activities is Resilience Direct (RD) (see paragraph 22 below).

21.3 If, for whatever reason, the RD is unavailable, the fall-back option is a paper log sheet. This is included at Appendix F. It is important that officers log the details of messages which are personally passed on to them on the form provided. The completed form should be retained for collation at the end of the incident.

22. Resilience Direct

22.1 RD is the national secure system for communication in an emergency.

22.2 The main features of RD, and how to use it, are set out in Appendix H.

22.3 The following post holders have access to RD:

- All members of the Emergency Planning Group;
- The Emergency Works Officer;
- Corporate Support Officer to the Assistant Director Finance;
- Reception Centre Managers;
- Briefing Officers;
- Public Information Officers; and
- Environmental Services / STAC Officers.

22.4 The Corporate Support Officer to the Assistant Director Finance is the System Administrator. Technical support is available from the Resilience Unit.

23. Use of Website/Social Media in an Emergency

23.1 In the event of an emergency, two of the Council's primary channels of communication with the public will be its website and its social media presence. This will normally involve posting links to/re-tweeting communications from the Police and/or the RU. Any message from EDC will be as directed by the Eden Emergency Director. Appendix P sets out the detail of the use of the website/social media.

24. Safety of Working Conditions

- 24.1 Management of Health and Safety at Work Regulations 1999 requires employers to make suitable and sufficient assessment of the risks to the health and safety of employees and others, including contractors and members of the public. These Regulations continue to apply in an emergency. Further details on health and safety in an emergency, including guidance on risk assessment procedures, are contained within the Cumbria Emergency Plan (CEP).

25. Cumbria Emergency Plan (CEP)

- 25.1 The CEP is maintained by the RU. This provides the over-arching Plan for the County. The CEP is available via RD.

26. Community Emergency Planning

- 26.1 A number of community emergency plans are in existence. These are currently plans for Appleby, Eamont Bridge and Pooley Bridge. Further information can be found in Appendix Q.

27. Support from the Resilience Unit

- 27.1 EDC has entered into a three year Service Level Agreement (to March 2020) with Cumbria County Council. Under this, EDC pays for a range of specific services from the RU.

28. Undertaking the Actions Required by This Plan

- 28.1 The Assistant Director Commissioning and Technical Services (as the Emergency Planning Co-ordinator) will bring a rolling twelve month schedule of actions required under this EDCERP to each meeting of the EPG. The schedule will list all of the actions required by the EDCERP over the coming 12 months and will report on the actions that were due since the last meeting of the EPG. The main areas covered will be:

- Quarterly EPG meetings;
- Quarterly Reception Centre Managers' Group meetings;
- Annual exercise;
- Biannual check of Reception Centre boxes;
- Annual full and formal review of the EDCERP;
- Annual Member approval of the EDCERP;
- Annual formal review of departmental response plans in the EDCERP;
- Quarterly check of Emergency Boxes; and
- Bi-ennial Member training.

See Appendix O for the current schedule.

29. Availability of the EDCERP

29.1 All those listed on the Contact List (Appendix B) will be e-mailed a full copy after every annual update. Any changes in between will be circulated if significant.

29.2 The latest updates will be available:

- On the Corporate Bulletin Board (annual update used);
- On the Members' Bulletin Board (annual update used);
- On the Council's website (annual update) – **no staff details**;
- On the EDC area of the RD (quarterly update); and
- In the Emergency Boxes (quarterly update, hard copy).

EDC Emergency Response Plan (EDCERP)

Section B – Multi-Agency Response

1. The Multi-Agency Response

1.1 Purpose

It is important for those involved in an emergency response to appreciate the wide-ranging roles and responsibilities of those responding to emergencies. Organisations and agencies that may be involved with the local emergency response will all work to the following common objectives:

- Saving and protecting human life;
- Relieving suffering;
- Protecting property;
- Providing the public with information;
- Containing the emergency – limiting its escalation or spread;
- Maintaining critical services;
- Maintaining normal services at an appropriate level;
- Protecting the health and safety of personnel;
- Safeguarding the environment;
- Facilitating investigations and inquiries;
- Promoting self-help and recovery;
- Restoring normality as soon as possible; and
- Evaluating the response and identifying lessons to be learned.

1.2 Command and Control

The process for activating a multi-agency command and control arrangement to co-ordinate the response to an incident is set out in the 'Alerting and Activation' section of the CEP.

- 1.3 In essence, unless it is immediately apparent from the outset that an incident is a major incident (when usually the Police will declare it as such), relevant partner agencies will be asked to participate in a teleconference (usually, but not necessarily, hosted by the Police at Police Headquarters) to assess the situation and decide what co-ordination arrangements are appropriate to that particular situation. Teleconference arrangements are set out in Appendix K. Personal Identification Numbers (PINs) will be made available by the organisation hosting the conference. This will be notified by e-mail to all officers registered with Resilience Direct.
- 1.4 The agreed command and control arrangements will then be activated and all relevant partners will be invited to send representatives to the agreed location for the Strategic Co-ordination Group (Gold Command). For some incidents, it may be possible to continue co-ordination via teleconference, rather than physically activating a Control Centre.

1.5 **Strategic Co-ordination Group (Gold Command)**

For most incidents, the Police Headquarters will be the location for the Strategic Co-ordination Group, although certain site-specific plans (for example, Sellafield, MOD Longtown) require activation of one of the other Multi-Agency Control Centre (ECC) locations. Also, the scale of the incident may require a larger venue than Police Headquarters. Details of Police Headquarters and out of hours access are included in Appendix N.

1.6 **Control Structure**

The SCG will decide upon the multi-agency control structure that should be implemented and the necessity for other functions to be established. Depending upon the nature of the incident, relevant sections of the CEP, or one of the Cumbria site-specific plans, for example, the Sellafield Emergency Plan, will be activated.

1.7 If EDC is required to set up a Control Centre, this is most likely to be the District Control Centre at the Town Hall. If set up, this would probably be Silver Command.

1.8 **Multi-Agency Tactical Control Centre (Silver Command)**

The District Council may deploy a Liaison Officer(s) to any multi-agency tactical control(s) that may be established. Tactical control(s) may be located close to the scene. It is possible that several tactical controls may be established.

1.9 **Operational Control (Bronze Command)**

The District Council may deploy a Liaison Officer(s) to the scene to liaise with the emergency services.

1.10 **Local Authority Liaison**

It is important that the County and District Councils maintain close liaison throughout the incident. If Gold Command is set up, the Emergency Director, or EPG, will nominate a senior officer to represent the Council there. In addition, the Emergency Director may choose to deploy EDC Liaison Officers to any local authority Control Centre that may be activated.

1.11 **Wide Area Emergency**

In a major emergency affecting more than one County, the EDC Emergency Director will determine liaison arrangements for Eden in conjunction with the other authorities. Emergencies that cover several County areas may require a regional response, in which case EDC will have to deploy representatives as required.

1.12 **Liaison Officers from Other Organisations**

Other organisations that are involved in any emergency may be invited to send a Liaison Officer to the EDC Control Centre if considered appropriate by the Emergency Director.

1.13 Other Agencies' Responsibilities

A summary of each key organisation's responsibilities in an emergency is contained within Appendix I.

1.14 EDC Responsibilities

Detailed descriptions of emergency functional roles and responsibilities are contained within Appendix C of this Plan.

Emergency Functions	EDC Lead
Representation at Gold Command	Emergency Director
Set Up District Control Centre	Emergency Director
Reception Centres	Reception Centre Manager Co-ordinator
Media Arrangements	Media Co-ordinator
Media Briefing Centre	Press Officer
Public Information	Public Information Officer
Welfare	EPG
Disaster Fund	Finance Officer
Environment Group	Environmental Services Officer
Recovery Phase	EPG to consider response

2. Multi-Agency Emergency Control Centre (ECC)

2.1 Introduction

In a major incident, there may be a need to establish an Emergency Control Centre (this would be Silver Command) to co-ordinate the response of all agencies dealing with the incident, under the initial direction of the SCG (Gold Command) at Police Headquarters. Once operational, the responses and actions of all participating agencies will be co-ordinated through the ECC Management Team and chaired by the Senior Police Officer present. A liaison team may be sent to Gold or Silver Command to represent EDC and to maintain close liaison with EDC. In some circumstances, the EDCCC may become Silver Command.

2.2 EDC's Role

EDC's representation at any Gold or Silver Command will be determined by the Emergency Director. It may comprise:

- A Director/EDC Liaison Officer;
- Other officers as required; and
- Administration support.

Participation may be remote, via teleconference.

2.3 The Team will ensure:

- EDC is represented at a senior level at Gold or Silver Command; and
- Close liaison is established and maintained with EDC's response to its own Control Centre, a Reception Centre, or staff on the ground.

2.4 For further details, see the 'Roles and Responsibilities' section of the CEP.

3. Other Local Authority Control Centre

3.1 Depending on the circumstances, there may be a requirement to deploy an EDC Liaison Officer to attend other local authority Control Centres that are established.

4. Reception Centres

4.1 Introduction

Reception Centres may be established on a temporary basis during an emergency to provide accommodation, registration, feeding and welfare for evacuees, survivors and friends and relatives. The management of Reception Centres is a District Council responsibility and will be supported, where necessary, by the County Council. Reception Centres will normally be set up at the request of the Police.

4.2 Reception Centre Managers' Group

A Reception Centre Managers' Group meets quarterly. This comprises:

- Reception Centre Manager Co-ordinator;
- Reception Centre Managers;
- RU representative;
- Reception Centre Assistants;
- Emergency Planning lead; and
- Adult Social Care representative.

4.3 District Council Roles

The Reception Centre Co-ordinator manages EDC's team of Reception Centre Managers and Assistants. EDC will provide a Reception Centre Manager and Reception Centre Assistants to establish and manage those Reception Centres opened within its administrative boundary. Depending on circumstances, EDC may wish to consider asking neighbouring districts to support them with this role.

4.4 Reception Centre Boxes

Six sets of five Reception Centre equipment boxes are prepositioned in Police Stations at key locations around the County. The RU will arrange, via the Police, for a Reception Centre box set to be delivered to the designated Reception Centre. These boxes contain a variety of materials and equipment that are needed to set up and manage a Reception Centre. Please note that these boxes are heavy. Care must be taken in lifting and moving these boxes. In some circumstances Reception Centre Managers may need to pick up the boxes themselves. There is a set of boxes at Hunter Lane Police Station in Penrith.

4.5 Registration

In addition to providing floor plans and layouts of all the primary locations likely to be used as a Reception Centre, the boxes contain a laptop and software (including back-up documentation) to enable all evacuees entering the Reception Centre to be registered and processed. The Reception Centre Manager must provide staff to support this registration activity. Two additional laptops loaded with software are available in the Committee Room (Town Hall) cupboard.

4.6 Designated Centres

The RU maintains an Emergency Assistance Centres' Plan covering all designated reception centres. The full version is available on the LRF's RD page. The Eden-specific elements are replicated on Eden's RD pages. The default location of the Reception Centre is Penrith Leisure Centre.

4.7 For more detailed information on Reception Centres, see Appendix J.

5. Media Arrangements

5.1 Introduction

The impact made at the scene of a major emergency by the media can be massive and it is vital to prepare for the influx of media representatives - local, national and international. In the first instance, the task of coping with media pressures usually falls to the Police in their role as co-ordinators of the management of the response at and around an emergency scene and with their responsibility for criminal investigation. However, there are other aspects, temporary accommodation for victims and, perhaps, their relatives and friends, safety of dangerous buildings and so on, which call for a quick reaction by district authorities. They, too, must therefore be involved in the media response from the outset.

5.2 If there has been, or there is likely to be, a high volume of media interest and/or a risk of conflicting information being released, the Police may establish a Media Co-ordination Team, which will comprise of representatives drawn from agencies involved in the emergency. In the acute phase of the response, the Police will normally provide the post of Media Co-ordinator. During the transition from the acute phase of the emergency to the recovery phase, the post of Media Co-ordinator may be transferred to the local authority. The County Council will discuss with the appropriate District Council(s) as to which council will provide the post. It is recognised that media staff resources are limited and District Council media officers will give priority to their District Council needs.

5.3 **District Council Role**

The District Council media response will be managed by the PR and Media Office Co-ordinator staff who will:

- Establish a media response and liaise with the Police Media Co-ordination Team;
- Issue single agency press statements directly to appropriate media agencies and copy to the Police Media Co-ordination Team;
- Forward multi-agency press statements to the Police Media Co-ordination Team; and
- Send a Press Officer and support staff to the ECC/Media Briefing Centre as requested.

5.4 The 'Communicating with the Public' section of the CEP contains detailed information relating to multi-agency media response to a major emergency.

6. **Media Briefing Centre**

6.1 **Introduction**

A major emergency may also justify the establishment of a Media Briefing Centre to provide working accommodation for media personnel, a news conference and briefing area. The nature of the incident and the media response will inform the SCG decision on whether to set up a Media Briefing Centre.

6.2 There are advantages to offering a Media Briefing Centre to manage information to the media. The media will always want to be near the scene of an emergency and, if an organised Centre is not provided, will congregate close to the scene and potentially cause disruption. If there is no central point for information, briefings and interviews, the media will seek to gain information through their own means, rather than official channels.

6.3 **District Council Role**

The District Council may be requested to provide a Press Officer and support staff to administer the Reception Centre.

6.4 The 'Communicating with the Public' section of the CEP contains detailed information relating to multi-agency media response to a major emergency.

7. **Public Information**

7.1 **Introduction**

Information will be made available to the public through all relevant media channels using appropriate available technology. There may also be a need to supplement this with the establishment of 'drop-in' centres and telephone lines where concerned members of the public can ask questions relating to the emergency.

7.2 **District Council Role**

The District Council within whose boundaries the emergency has occurred will endeavour to provide an officer to undertake the role of Public Information Officer. It may wish to ask a neighbouring District Council or the County Council to perform this role on their behalf.

7.3 The Public Information Officer will:

- Ensure that the Public Information Policy of the ECC Management Team is implemented efficiently at all levels of service delivery - see the 'Communicating with the Public' section of the CEP;
- Establish and manage a Public Information Co-ordination Team within the ECC; and
- Establish, if required, relevant public information service points.

7.4 **Public Information Team**

The Public Information Officer will nominate officers from other local authorities to assist them in the role of public information management. The team will monitor the type and quantity of information that is available to the public and, as appropriate, request through Gold or Silver Command individual agencies to address areas where information is deficient.

7.5 **Public Information Points**

The Gold or Silver Command Management Team will decide whether, and how many, public information service points will be activated following the procedures in the CEP.

7.6 In the event of an ECC **not** being established, drop-in enquiry points may be established at buildings accessible to the public, for example, tourist information centres, public libraries, and so on.

7.7 **Telephone Enquiry Service**

The ECC Management Team will decide whether to activate the telephone enquiry service. The Public Information Officer, with the assistance of the RU, will activate the telephone enquiry points, in accordance with the procedures in the 'Telecommunications' section of the CEP.

7.8 The Public Information Officer will draw up staffing rosters to ensure continuity of operations during the opening times of the telephone enquiry service. This will include short term relief cover. Provision will be included for hand-over time and briefing as necessary.

7.9 If an ECC is **not** established, a telephone enquiry service may, nevertheless, be provided by the District Council. This will be arranged by the Public Information Officer, their deputy, or the ECC Administration Manager, using the Council's Customer Contact Centre, or invoking mutual aid with another authority.

7.10 **Warning and Informing the Public**

The Cumbria Resilience Forum has created a website that offers general information on risks within Cumbria, emergency planning, as well as business continuity. The web site address is: www.cumbria.gov.uk/emergencyplanning.

7.11 **Further Information**

For detailed information relating to public information delivery, refer to the Public Communications section of the CEP.

8. **Mass Fatalities**

8.1 **Introduction**

Major incidents are often associated with multiple deaths, which must be dealt with efficiently and effectively. Those charged with the responsibilities for dealing with fatalities arising from disaster must recognise the conflict between trying to satisfy the full and proper legal enquiry into what happened and the emotional and information needs and the sensitivities of the bereaved relatives and friends of the deceased.

8.2 **General Information**

A specific emergency plan exists for the establishment and management of temporary mortuaries. For further details refer to the 'Cumbria Mass Fatalities Plan' within the Capability Plans Section of the CEP.

8.3 **District Council Role**

In the event of the establishment of a temporary mortuary, the District Council will perform the following roles:

- Advise on environmental health matters, including clean-up of incident sites, the victim audit area, vehicles used for body transportation (refrigerated containers/ vehicles if used) and an emergency mortuary; and
- Ensure the Police are kept informed of all possible environmental health issues.

9. **Welfare and Community Support**

9.1 Immediate welfare support is provided by the Reception Centres (see section 4). If wider and/or longer support is needed, the Police will initiate a Welfare Co-ordination Team in the longer term, chaired by Cumbria County Council Adult Social Care. The Welfare Co-ordination Team will comprise of the following agencies:

- Adult Social Care;
- Children's Services;
- Voluntary Agencies, for example, The Samaritans;

- NHS Cumbria;
- District Council (where appropriate);
- Cumbria CVS;
- ACTion with Communities in Cumbria; and
- British Red Cross

The Cumbria County Council Adult Social Care Directorate will chair this group and will:

- Provide a chair person and secretarial support for the Welfare Team;
- Co-ordinate welfare tasks, as agreed by the Welfare Team; and
- If required, establish and manage a Family Assistance Centre (other County Council directorates may have roles to play in the operation of the Centre).

9.2 Where appropriate, EDC will provide a representative on the Welfare Co-ordination Team.

9.3 EDC may be required to assist in community support as follows:

- Utilise its facilities as necessary, for example, as feeding stations, provision of advice and information, emotional and other welfare support;
- Co-ordinate voluntary agencies attending to assist at such centres;
- Participate in multi-agency drop-in centres to provide a range of advice and support to the community;
- Assist in the collation of information; and
- Advertise the support available through the media, leaflet drops and other means.

9.4 **Further Information**

For further information on welfare issues, see the 'Supporting People' section of the CEP. The contact details for the County Council's Crisis Support Manager are set out in Appendix M under 'Welfare'.

10. **Disaster Fund**

10.1 **Introduction**

In a major emergency it is likely that many members of the public will wish to donate money for the relief of distress or hardship of disaster victims and/or their relatives.

10.2 **District Council Role**

Following an emergency, the Chief Executive of EDC will consult the Chief Executive and Chairman of the County Council and the Chairmen and Chief Executive(s) of other District Council(s) in whose area the emergency occurred, to decide the need for a disaster fund. Following the decision that a disaster fund should be established, the County Council's Chief Executive will, as soon as possible, call a meeting of a Disaster Fund Steering Group.

10.3 The Disaster Fund Steering Group will define the objectives of the fund, agree a suitable title for the fund and then instruct the County/District Treasurers to implement such arrangements as appropriate.

10.4 Further Information

Further advice concerning the establishment of a disaster fund is available in the CEP.

11. Environment Group

11.1 An Environment Group may be established by Gold or Silver Command to co-ordinate the environmental response and to formulate strategies for any mitigation, remediation and clean-up work required, including waste disposal. The Environment Group will be integrated with the Recovery Group (see section 14 below) if established.

11.2 District Council Role

EDC will provide a representative on the Environment Group, should it be established.

11.3 Further Information

Further information relating to the establishment and functions of the Environment Group can be found in Section 4 of the CEP.

12. Environmental Services

12.1 Introduction

An environmental services input may be required by Gold or Silver Command to provide support and advice on environmental health issues. The Assistant Director Commissioning and Technical Services will provide, or arrange this, and also represent the District Council on the Scientific and Technical Advisory Cell (STAC) if established.

12.2 Environmental services will respond to, and assist in, emergency situations to meet the statutory obligations of EDC. In doing so, appropriate available support, including staff, will be offered to the County Council and neighbouring councils in the event of a major emergency, and reciprocal arrangements may be sought.

12.3 District Council Role

EDC will provide an Environmental Services representative at the ECC, as well as providing appropriate available support, including staff, to the County Council and neighbouring councils in the event of a major emergency and reciprocal arrangements may be sought.

12.4 EDC's Environmental Services will:

- Provide a representative in the ECC to give environmental health advice and support;
- Provide a source of local information and knowledge relating to food and water supplies and environmental conditions and, where the technology and expertise exists, environmental monitoring;
- Maintain close liaison with the Environment Agency, the Director of Public Health and other appropriate bodies;

- Monitor the wholesomeness of private water supplies and, in consultation with the STAC (see section 13 below), issue advice to the public concerning the safety of private water supplies;
- Provide a representative on the STAC, if established;
- Provide environmental advice and support to the ECC;
- Provide a representative on the Environment Group and/or Recovery Working Group, if established;
- Fulfil the District Council role in the 'Mass Fatalities Plan' – see section 2 (Casualties) of this Plan; and
- Provide assistance in the establishment and operation of Mass Fatalities, as specified in the 'Temporary Mortuaries Emergency Plan' (see section 8 above).

12.5 Further information relating to the role of Environmental Services can be found in section 4 of the CEP.

13. STAC

13.1 The purpose of a STAC is to provide a single point of scientific and technical advice during the acute and recovery phases, to the Multi-Agency Strategic Control and its constituent organisations. The STAC will monitor and corral the responding science and technical community to deliver the SCG's strategic objectives and immediate priorities. It does this through the production of a common brief covering:

- The extent of the evidence base available;
- How the situation might develop;
- What this means; and
- The likely effect of various mitigation strategies.

13.2 The composition of the STAC will be incident-specific and tailored to local requirements.

13.3 If the incident has a human health aspect, the STAC will be chaired by a public health professional (usually Public Health England). If the incident only has an environmental aspect, the STAC will be chaired by the Environment Agency. The chair of the group can change as the incident progresses if the priorities/problems arising from the incident change.

14. Recovery Phase

14.1 Gold Command should start as soon as possible after the onset of an emergency. Ideally, this will be taken forward in tandem with the response itself. This is essential, both to gain the initiative and to reinforce public confidence. At some point after resolution of the acute phase, chairmanship of Gold Command will transfer from the Police to the local authority.

14.2 If the effects of the emergency extend over more than one District Council area, the relevant Chief Executives and the Chief Executive of Cumbria County Council will agree who will take over/chair the Recovery Working Group.

- 14.3 A Recovery Working Group may be formed either by bringing key agencies or departments together to give momentum to the recovery management effort within the overall strategic framework. The Recovery Working Group will form the focus for integrated initiation and planning on recovery while ensuring the coherence of response and recovery work. It will be led by a senior officer of the agency (most often the County or District Council) or department most appropriate to the task and will:
- Ensure that longer term recovery priorities 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.
- 14.4 An effective recovery operation requires well established project and programme management disciplines with the following underpinning elements to ensure success:
- Clear leadership, robust management and long-term commitment;
 - Community involvement: in the aftermath of emergencies, self-help is an important factor and steps should be taken to empower individuals and communities to manage their own recovery;
 - Similarly, communities themselves are an important stakeholder in the process of physical reconstruction and the restoration of services and amenities; and
 - Enabling the private sector: The private sector has a pivotal role in the recovery phase. If losses caused by the emergency are insured, the insurance industry will have a crucial role in assessing and settling claims. Likewise, businesses will be directly or indirectly affected by an emergency and will be engaged in business continuity management activity. Local responders should aim to create an environment which facilitates business recovery and enables the private sector to play an effective role in facilitating the recovery of the wider community.
- 14.5 The recovery phase may be very long indeed and the achievement of normality may be difficult to identify and define. Rebuilding can take a matter of years; comprehensive decontamination and restitution of the environment may take decades and the collective and individual human impacts will last longer.
- 14.6 **District Council Role** - Representation from the District Council on the various recovery groups that may be established by the ECC Management Team should include representation from all appropriate departments.
- 14.7 Further information relating to the establishment and functions of the Recovery Working Group can be found in the 'Recovery' section of the CEP.

15. Flooding

- 15.1 The Cumbria Resilience Forum has a Multi-Agency Flood Plan for Cumbria (MAFP). This is a detailed Plan which sets out the operational responses to flooding in relation to each of the 'at risk' areas of each district of the County. The Environment Agency lead in relation to this Plan and liaise directly with operational staff in each district to activate their operational responses, as set out in the Plan.

15.2 EDC's operational response is co-ordinated by the Commissioning and Technical Services Section. The Assistant Director Commissioning and Technical Services is the Emergency Works Officer under this Plan and leads on flooding. If flooding is such as to require more than an operational response, the wider multi-agency response will be activated, as for any other incident, in the way set out in section 1 of this Plan. If a multi-agency response is activated, the District Council's operational flooding response will be co-ordinated by any District Council Control Centre/Incident Room established.

16. At the End of the Emergency

16.1 The EDC Corporate Management Team will consider the timing and method of terminating the emergency arrangements, including the content of final statements to the media.

16.2 **Staff Welfare** - In the event of the Emergency Plan being activated and District Council staff being involved in the consequent response, counselling services will be available to staff affected by any aspect of the work they carry out. It is recognised that emergency situations are, by their very nature, 'different', unpredictable and volatile. Staff involved in the emergency response can, potentially, find themselves under tremendous strain.

Note: This is separate from the counselling available to those directly affected by the event(s) that have led to the emergency – these are dealt with under the CEP, although it is accepted that some staff may be affected by both sets of circumstances.

16.3 Referral for Counselling

Referral for counselling may be appropriate and may be by any one of the following methods:

- Any member of the EPG, ECC Administrative Manager or normal line manager, may identify an employee whom he/she feels would benefit from counselling in light of the particular situation;
- An employee may contact the Human Resources Section directly if they so wish;
- An employee may contact directly one of the Counsellors if they wish. Details of the approved Counsellors are available from Human Resources. Appointments can be made by the employees direct, or through the Human Resources Section, to suit individual preferences.

16.7 Post-Incident Review

There is a need at the end of each major incident for a formal review to take place and a report to be filed. There is a need for all relevant records and files to be collated, analysed and reviewed in order that lessons are learned and subsequent amendments and improvements are made to the emergency arrangements. This is the responsibility of the Assistant Director Commissioning and Technical Services, as lead officer for emergency planning. The review will be presented to a special meeting of the EPG. Any recommended actions in the review must be decided by the EPG. If any actions require Member approval, this should be sought as soon as practicable.

EDC Emergency Response Plan (EDCERP)

Section C - Departmental Response Plans

1. Department of Corporate Services Response Plan

1. Introduction

1.1 Aim of the Plan

The aim of the Plan is to outline the response of the Department of Corporate Services in respect to an emergency incident. Such an incident will have either emergency or business continuity implications; it may have both. Each departmental plan links into and complements Sections 1 and 2 of the EDCERP. The primary role of the Department is to continue to provide normal services, as far as reasonably practical, and to deliver the appropriate emergency response. Where reference is made to the Chief Finance Officer, the Assistant Director Finance will deputise in his absence.

1.2 **Scope of the Plan** - This Plan sets out what action will be taken and what services are maintained/provided when an incident takes place.

1.3 The main emergency functions to be led by the Department of Corporate Services are:

- IT;
- Finance;
- Business Continuity;
- Administration of any Control Centre;
- Provision of support in any Reception Centre;
- Provision of a Centre to respond to enquiries; and
- Provision of support to the Control Centre.

1.4 The Assistant Director Commissioning and Technical Services may be the Council's Emergency Director (See paragraph 4.2 of Section A of the EDCERP). The Assistant Director Commissioning and Technical Services also fulfils the function of Emergency Planning Co-ordinator.

1.5 **Criteria for activating the Plan** - Notification of an incident may come from any sources, but the first point of contact should be the RU (Cumbria County Council) and the Eden Emergency Director who will agree the appropriate response with the Chief Executive where possible. This will be communicated to the Assistant Director Commissioning and Technical Services who will activate this Departmental Plan.

1.6 It is important to note that, in certain circumstances, activation of this Plan will require designated staff to undertake different roles to those they usually perform and that some routine functions undertaken within the Department may have to be suspended until the incident has been dealt with. In the event that normal services require prioritisation, the priorities included in the Council's Business Continuity Plan will be followed.

1.7 This Plan is owned by the Assistant Director Commissioning and Technical Services. The Plan will be formally reviewed and updated annually, or post-activation, as the result of either an exercise or an actual incident. As part of the EDCERP, it will also be reviewed quarterly by the EPG.

2. Key Department Contacts

2.1 The lead officer for activation of this Plan is the Assistant Director Commissioning and Technical Services.

2.2 The key emergency contacts are set out in the 'Alerting Cascade' below. These officers will activate the appropriate departmental response to any incident as required.

2.3 The Head of Transformation and Customers will be the Control Centre Administration Manager for a Control Centre. His/her deputy in his/ her absence will be the Team Leader of the Contact Centre. The key emergency contacts are set out in the Alerting Cascade and call-out list in Annex A. These officers will activate the appropriate departmental response to any incident as required.

3. Activation

3.1 Once the decision has been taken to activate this Plan, the following categories will be used to ensure that nominated officers are kept informed during an unusual or major incident, whilst avoiding, if possible, the unnecessary commitment to personnel and resources:

- Request to 'Stand By';
- Request to 'Implement'; or
- Request to 'Stand Down'.

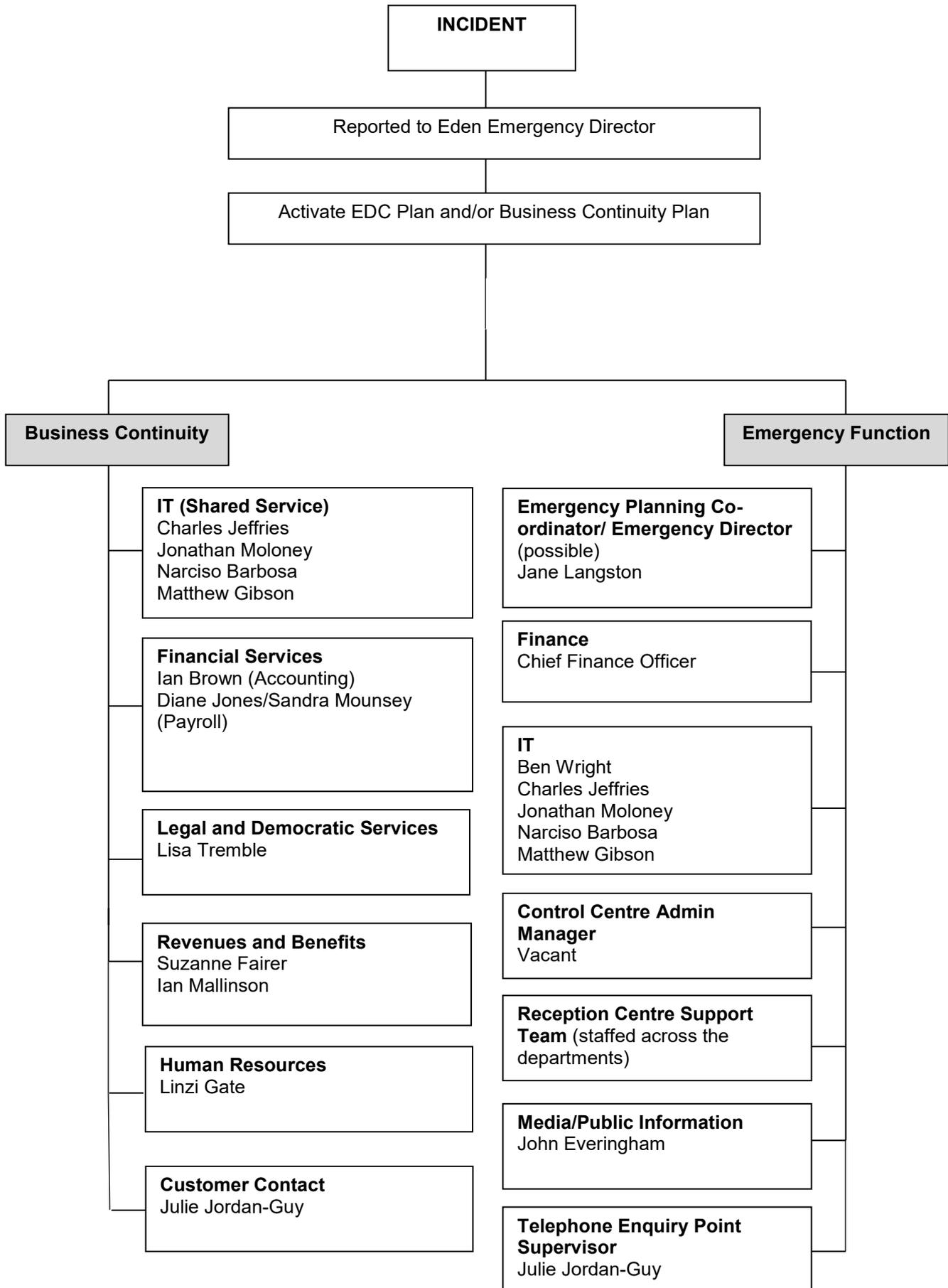
'Stand By' will be used as an early warning to relevant officers of a situation which might, at some stage, require a response from EDC.

'Implement' will be used to request the immediate deployment of officers and resources in activation of the Plan.

'Stand down' will be used to signify the phased withdrawal of the EDC response.

3.2 The names and telephone numbers of key departmental emergency contacts are available in Appendix B.

Alerting Cascade



4. Roles and Responsibilities

4.1 **Financial Arrangements** - Please refer to Appendix L for detailed guidance on financial matters during an emergency.

4.2 **Record Keeping** - There is a need at the end of each major incident for a formal review to take place and a report to be filed. There is a need for all relevant records and files to be collated, analysed and reviewed in order that lessons are learned and subsequent amendments and improvements are made to the emergency arrangements.

4.3 **Roles and Responses in Any Particular Incident** - This Plan is aimed at dealing with incidents of substance and, under such circumstances, it is to be read in conjunction with both the CEP and the Eden Emergency Response Plan. For any out of hours day-to-day incidents, the requirements are set out in the 'Out of Hours Emergency Manual'.

5. Other Appropriate Information

5.1 This Response Plan should also be read in conjunction with:

- Cumbria (County Council) Emergency Plan (CEP);
- Eden Out of Hours Emergency Manual;
- Eden Flooding Plan; and
- Eden Business Continuity Plan.

6. Exercising

6.1 This Plan will be exercised on an annual basis, either on its own, or alongside the Business Continuity Plan. In addition to this annual exercise, EDC will take advantage of other training and exercising opportunities taking place throughout the County.

6.2 A formal review will take place at the end of each exercise to understand and integrate lessons learned from the exercise. These will then be integrated into the Plan as part of the formal document review process.

7. Recovery

7.1 In the recovery phase, it will be necessary to give consideration to measures for returning to normal operations, including buildings, IT, work backlogs, staff absence and total prioritisation of all work and requirements.

7.2 This will include an assessment of the current available range of services, plus timescale, to gear up services which have ceased during the incident.