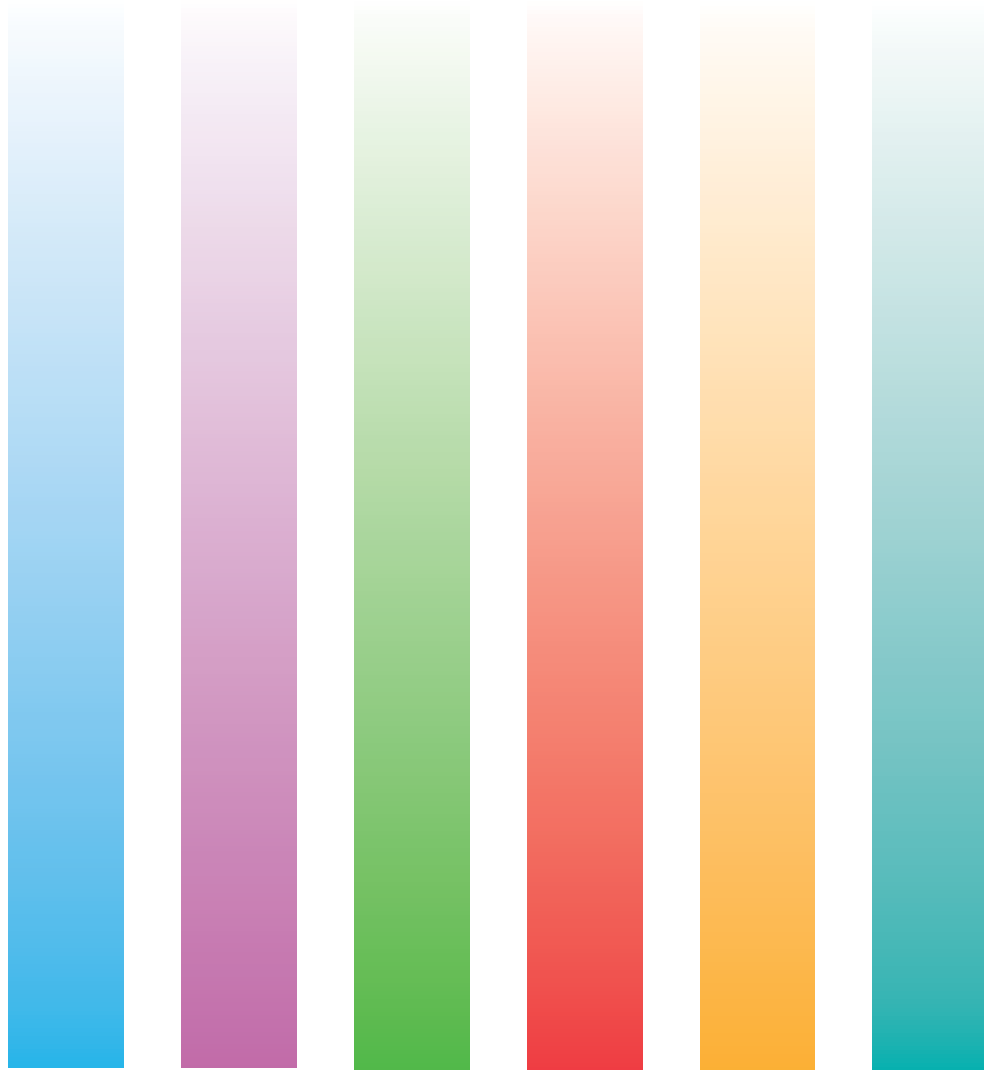


KEEPING ESSEX SAFE

EMERGENCY PLANNING



ESSEX RESILIENCE FORUM



Preparing for Emergencies in Essex

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Foreword

The Civil Contingencies Act (CCA) establishes a new statutory framework for emergency planning at the local level. It ensures that all organisations at the core of an emergency response work together to prepare for major emergencies within the County. This will improve our ability to deal with the consequences of a major emergency by improving the planning process at a local level and by building stronger links between the responding organisations.

All the organisations within the County that are involved in civil protection have joined together to form the Essex Resilience Forum. The Forum is the principal mechanism for multi-agency co-operation under the Civil Contingencies Act (CCA). The Forum is chaired by a lead officer from a Category 1 responder agency. This person could be from Essex Fire and Rescue Service, Essex Police, local authorities, health agencies, etc and the Chairmanship rotates between these agencies. It involves emergency planners from all Category 1 responders including the emergency services, other local agencies, and health professionals. It also includes representatives from Category 2 responders who are likely to be involved in certain emergencies; e.g. utilities and transport companies. The Essex Resilience Forum is currently working hard to deliver the new duties under the CCA.

Chairman of the Essex Resilience Forum

Introduction

Following the fuel crisis and the severe flooding in the autumn and winter of 2000, the Deputy Prime Minister announced a review of emergency planning arrangements. The review included a public consultation exercise, which reinforced the Government's conclusion that existing legislation no longer provided an adequate framework for modern civil protection efforts and that new legislation was needed.

The Government carried out a public consultation exercise from June to September 2003 on a draft bill setting out proposals for a new framework for civil protection work at the local level and a new framework for the use of special legislative measures. Its development was informed from the start by close consultation with key stakeholders in what was an open and inclusive policy-making process.

Overview of the Civil Contingencies Act 2004

The Act will deliver a single framework for emergency planning in the United Kingdom to meet the challenges of the 21st century.

Local arrangements for emergency planning

The purpose of Part 1 of the Act is to establish a new statutory framework for emergency planning at a local level. This, together with accompanying guidance and regulations, will set out clear expectations and responsibilities for frontline responders at the local level to ensure that they are prepared to deal effectively with the full range of emergencies from localised incidents through to catastrophic emergencies. It divides local responders into two categories.

Those in Category 1 will have duties placed upon them to:

- ★ assess local risks and use this to inform emergency 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;
- ★ provide advice and assistance to businesses and voluntary organisations about Business Continuity Management (local authorities only).

Those **Category 1** responders covered by the duties at present are:

Local authorities

All principal local authorities

Government agencies

Environment Agency

Scottish Environment Protection Agency

Maritime and Coastguard Agency

Emergency services

Police Forces

British Transport Police

Police Service of Northern Ireland

Fire Authorities

Ambulance Services

NHS bodies

Primary Care Trusts

Health Protection Agency

NHS Acute Trusts (hospitals)

Foundation Trusts

Local Health Boards (in Wales)

Any Welsh NHS Trust which provides public health services

Health Boards (in Scotland)

Port Health Authorities

Category 2 organisations will be placed under the lesser duties of co-operating with these organisations and sharing relevant information. Those to be included at present are:

Utilities

Electricity

Gas

Water and sewerage

Public communications providers (land lines and mobiles)

Transport

Network Rail

Train operating companies (passenger and freight)

Transport for London

London Underground

Airports

Harbours and ports

Highways Agency

Government

Health and Safety Executive

The Common Services Agency (in Scotland)

The membership of both categories of responder can be amended in order to ensure flexibility and to take account of future developments. The detail of what this means in practical terms is that Category 1 and 2 organisations come together to form Local Resilience Forums (based on police areas) which will help co-ordination and co-operation between responders at the local level.

Community Risk Register

The Civil Contingencies Act 2004 requires organisations, such as the emergency services, local authorities, health authorities and major utilities to carry out joint risk assessments, as part of their emergency planning and preparedness duties.

The Community Risk Register is to be used by responding agencies as a first step in the emergency planning process and it ensures that the plans that are developed are proportionate to the risk. Therefore, the risks identified in this register have been recognised by responding agencies as an event or series of events which could result in a major emergency occurring which would impact on local communities.

It also considers the implications of the County's close proximity to London, the impact of incidents occurring in the neighbouring authorities of Hertfordshire, Suffolk, Cambridgeshire and Kent, as well as incidents which could have consequences for the whole of the Eastern Region and beyond. This process also involves a cycle of identifying potential hazards within the local context, assessing the risks and giving consideration to how those risks should be managed.

The inclusion of any hazards or a particular scenario within the document (i.e. the outcome description) does not mean that the Local Resilience Forum (LRF) believes the risk will materialise or that, if it were to do so, it would be on that scale. The risk scenarios are reasonable worst-case assumptions upon which risk assessment are based. **Risk Assessment** is not a static process and is subject to constant review. Therefore, information contained in the document will, as a result, be regularly updated.

Consideration whilst conducting a Risk Assessment is also taken of the **likelihood** and potential **impact** of a range of hazards occurring. This work, also a statutory requirement under the Civil Contingencies Act, is an ongoing process and is also reviewed when it is practical and appropriate to do so.

The risk assessments within the Community Risk Register only cover non-malicious events (i.e. hazards) rather than threats (e.g. terrorist incidents). This risk assessment work is carried out at national level so specific details are not made available as part of the risk assessment process nor are they included in the documentation.

This does not mean that consideration is not given to these threats at a both local and regional level but given the sensitivity of the information supporting these assessments and the potential for use by adversaries, specific details are not made available.

The local risk assessment process is to be used to assist responders in their own planning preparations and inform regional and national assessments. It can also be used to inform the public about risks associated with living and working in Essex. The Essex Community Risk Register is available from www.essexresilience.info.

Dealing with a major emergency in Essex

The response to any major emergency, whether on the scale of Lockerbie[†] or Hillsborough^{††} or London 7 July 2005, or on a more local level relies on a partnership with all the emergency services and other agencies, such as the health authorities, central and local government, Transco Gas, the electricity boards, British Telecom and the many and varied voluntary organisations which include the British Red Cross, St John Ambulance and the Radio Amateurs' Emergency Network.

It is important to remember that even though disasters occur across the UK, it is not just the residents or population in that specific area who are directly affected. For example, residents from Essex may have been affected directly by Hillsborough; they may have been in the stadium, watched the media footage on the television, or had friends or relatives who were affected.

Although emergencies cannot be predicted, the circumstances in which they happen require an efficient and effective management approach.

[†] Lockerbie, 21 December 1988: A Pan Am jumbo jet with 258 passengers on board crashed on the town of Lockerbie near the Scottish borders.

^{††} Hillsborough, 15 April 1989: 96 football supporters were crushed to death at Hillsborough football stadium in Sheffield during the FA Cup semifinal between Nottingham Forest and Liverpool. www.hse.gov.uk/foi/releases/hillsborough.htm; news.bbc.co.uk/onthisday/hi/dates/stories/april/15/newsid_2491000/2491195.stm.

Effective management can only be achieved through planning, training and exercising with all the agencies, which may be involved, and ensuring that adequate resources can be made available at short notice.

During an emergency, each partner contributes to the overall response with the skill and resources used in their everyday work, while having a duty to maintain as normal a service as possible for the wider community.

There is no firm guidance as to the definition of the words which govern the type of situation in which emergency planning procedures are implemented, however the following gives a guide:

- ★ **Emergency:** An event or situation, which is of major significance to a large number of people, threatening their lives, property and/or environment and stemming from a single major incident which will require a response beyond the everyday resources of the emergency services and those departments and organisations which support them.
- ★ **Disaster:** A situation of great magnitude, threatening a large number of lives and property, probably having claimed lives and caused damage already. It will commonly have effects across a number of boundaries and represent a long-term recovery problem both to individuals and the environment.

Environmental planning

The first concern following a major disaster is the safety of the public and their welfare in the aftermath. Initially, welfare covers the immediate needs such as shelter, food and clothing but as these requirements become less urgent there is an opportunity to consider the wider effects of the incident.

Consideration of the damage to the environment needs to address what is happening to the air, water and earth, as well as diverse aspects such as wildlife recreational areas, nature reserves and listed buildings.

There are many organisations that have responsibilities and concerns over the environmental aspects of an emergency and the main purpose of the environmental plan is to identify who is the lead authority in the response and which organisations can assist.

The local authority has a co-ordinating role in long-term recovery from major disaster and accepts that this includes the environment. Certain areas have been given priority because the environmental aspects are dangerous to the public or there is a particular risk apparent. Consequently, detailed plans have been prepared, e.g. for oil pollution or flooding.

The work so far has concentrated on these identified risks, consultation is now taking place in order to have an environmental team available to advise during any incident, the composition of which would be relevant to the circumstances.

A major emergency can come in many forms, however, the most common may be as a result of:

- ★ Severe weather, e.g. flooding
- ★ Disasters
- ★ Natural
- ★ Technological/industrial accidents
- ★ Transport accidents, e.g. road, rail, sea and air
- ★ Communicable disease, e.g. flu
- ★ Terrorism

What to do in the event of a disaster

By their very nature, disasters or major emergencies cannot be predicted; even the natural disasters of severe storms or flooding may take many by surprise. The emergency services and local authorities have made special arrangements in the event of disasters occurring and they would implement the necessary action quickly.

To enable the community to be more aware of the measures they can take to improve their own safety in a major emergency, here are some general guidance notes of the action, which could be taken in the event of natural disasters.

Natural disasters

- ★ **Tidal flooding:** The main threat from flooding arises from a combination of high tides and a storm surge. The East Coast Storm Tide Warning Service, based at the Meteorological Office, monitors meteorological conditions in the North Sea and passes warnings as appropriate.
- ★ **Fluvial and inland flooding:** Although less life-threatening it is a serious risk that can occur at any time of the year and may be caused by prolonged rainfall, rapid thaw of heavy snows, intensely heavy rainfall, abnormally high river levels and burst water mains which give rise to localised flooding.
- ★ **Severe weather:** Includes heavy rainfalls storms, high winds, snow, dense fog and widespread ice.
- ★ **Other:** Subsidence, landslides, earth tremors and drought.

Severe storms or floods

- ★ Always ensure that your property is well insured and, in the case of flooding, take as many of your important belongings as possible upstairs, i.e. passport, wallet, purse, mobile phone, photographs, etc. If you live in a single-storey property, stack your furniture and valuable items on chairs.
- ★ If you have been notified that flooding may occur, protect your doorways with sandbags, if you do not have access to sandbags, use rubbish bags and fill them with earth.
- ★ Try to keep an emergency pack, which contains a torch, radio with batteries, candles and matches and a gas or paraffin stove.
- ★ If you are disabled or need medical attention make sure someone knows and always remember, if it is an emergency, dial '999'.
- ★ Always tune in to your local radio station. They will give you important information and advice.
- ★ Visit the Environment Agency website for helpful tips on how to prepare for flooding or call 0845 988 1188.
www.environment-agency.gov.uk

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Animal diseases

Essex County Council (Trading Standards) has plans to respond to outbreaks of rabies and foot-and-mouth within Essex, and co-ordinated plans are developing around avian flu.

The lead department is Department for Environment, Food and Rural Affairs (DEFRA), but on a more local basis Essex County Council would deal with the co-ordination of the response.

Avian flu is a highly infectious disease affecting many species of birds, including commercial, wild and pet birds. Recent outbreaks of the new form of the disease H5N1 have arisen in the Far East. DEFRA and World Health Organisation are tracking incidents of H5N1 and offering guidance to all bird keepers on what to look out for and essential health and safety.

Foot-and-mouth is an acute infectious disease, which causes fever followed by blisters, mainly around the mouth and feet. Foot-and-mouth is probably more infectious than any other disease affecting man or animals and spreads rapidly if uncontrolled. Cattle, sheep, pigs, goats, deer, hedgehogs, rats and wild cloven-footed animals can catch it. The UK suffered an outbreak of foot-and-mouth disease in 2001, despite being free from the disease for many years.

Rabies is a viral infection of the central nervous system for which there is no known cure and which is almost invariably fatal. Britain has been protected because it is an island and there are strict rules to regulate the movement of animals into the country, in particular the quarantine regulations.

Technological planning and response

Coastal oil pollution

The coastline of Essex is exposed to oil pollution from the large numbers of vessels using its ports and in transit through the nearby shipping routes. In particular, there is substantial tanker traffic connected with the terminals, refineries and other industry along the North Thames corridor.

At risk are the tourist beaches, marinas, mud flats with their abundant wildlife and diverse industry, including fishing and shell fisheries.

Following an oil spill there are numerous organisations that have either a responsibility or interest in how the pollution is dealt with. Although central government provide expertise and specialist equipment from the Maritime and Coastguard Agency's Maritime Pollution Control Unit, in order to initiate a co-ordinated response there has to be close co-operation with bodies such as the local authorities, Environment Agency, English Nature, harbour authorities, RSPCA and the oil industry.

Industrial

Throughout the county, premises or sites hold, store, use or transport chemical or radioactive substances which, if involved in an accident could threaten the population or environment of Essex.

Those sites comprise:

- ★ Refineries
- ★ Bulk storage companies
- ★ Companies handling 'specified' substances
- ★ Bradwell Nuclear Power Station (being decommissioned)
- ★ Premises certificated to use radioactive sources e.g. hospitals and laboratories
- ★ Docks and shipping
- ★ Airports
- ★ Road transportation
- ★ Rail transportation

The geography of Essex lends itself to development by large, multi-national manufacturing companies and local-based light industry. Around the southern and eastern boundaries there are numerous safe deep-water berths for sustaining industry and affording excellent export opportunities. Those facilities, together with major road and rail systems, enable raw materials and finished products to be moved anywhere in the country easily and relatively cheaply. In support of industry the county is self-sufficient in labour, domestic, recreational, and cultural facilities. Plans are produced by the implementation of appropriate legislation, regulation or codes of practice. With all emergency plans, the underlying philosophy is the protection of the population and the environment with the swiftest return to normality should an incident occur.

Plans

The following plans currently exist:

- ★ Bradwell Power Station Off-Site Emergency Plan
- ★ North Thames Corridor Combined Emergency Response Plan
- ★ Control of Major Accidents Hazards Regulations (COMAH 1999) as amended by COMAH (Amendment) Regulations 2005 (Statutory Instrument 2005 No. 1088).
- ★ Port of London Authority Combined Accident Plan (POLACAP)
- ★ Harwich Combined Accident Plan (HARWICHCAP)
- ★ Stansted Airport Emergency Plan
- ★ REPIIR Radiation (Emergency Preparedness & Public Information Regs 2001) Major Accident Hazard Pipeline Plan

Chemical accidents, toxic fumes and smoke

Accidents of this nature can happen anywhere. You do not need to live near an industrial site to be affected by a chemical incident.

If you are affected, you should:

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Always stay indoors, shut all doors and windows and tune into your local radio station.

Always be prepared to be evacuated from your home. The emergency services would inform you if it becomes necessary to do so. It will be for you and your family's safety that you are asked to evacuate it is not taken lightly, so if the Police ask you to leave, please try and co-operate.

So what will happen, once you and your family have been asked to leave your home?

- ★ The local authority will provide emergency rest centre accommodation. If you prefer to go to friends or relatives please do so, but please ensure that either the Police or a local authority officer has your name and address and where you are going. The reason is that someone who is worried about you may make enquiries of your whereabouts.
- ★ Try to take any medicines you may need during the evacuation, as well as toiletries, a change of clothes and any special toy for your child, etc. Always ensure that if you have pets, you have taken care of them and they have all that they need.
- ★ Before leaving your home, make sure you have left it secured and that all of your domestic appliances have been switched off. Don't forget to take your house keys with you!

- ★ If you are disabled or need special medical attention, arrangements will be made as soon as you arrive at the rest centre. Try and inform the Centre Manager or an assistant as soon as you arrive, so that they can help you.
- ★ If you have been separated from your family or friends, always tell the Centre Manager; arrangements can then be made to reunite you.
- ★ Remember, if you need immediate help as a result of an accident, or if you have been affected by fumes, dial '999': do not wait to be evacuated.

You may find it helpful to have a checklist of the following information; this should be kept in a safe place.

- ★ The name and telephone number of your insurance company for your home, contents and personal insurance, including the policy numbers.
- ★ Keep details of any special medicines you or your family are using and your doctor's details.
- ★ In the case of privately owned premises, it is helpful to have details of well-established builders who could carry out urgent repairs.
- ★ If you are a tenant in privately rented premises, you should ensure that you have your landlord's or agent's contact details. You will find it helpful to find out who is responsible for repairs.
- ★ Local authority-owned premises would be maintained by the Council or housing management company, so have the contact details of the local authority.
- ★ The emergency telephone numbers of the gas, water and electricity companies.

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Roles and responsibilities of partner organisations in Essex

The Government Decontamination Service (GDS)

The Government maintains a service to respond effectively across a broad spectrum of scientific activities, ranging from day-to-day routine enquiries to major accidents and incidents, scientific issues affecting both human and environmental safety, care and protection. By liaison with external organisations such as local industry, Health and Safety Executive, other central government departments and centres of academic expertise, it is ensured that advice provided is relevant, appropriate and accurate.

Services provided

Advice and assistance in the following areas:

- ★ Chemical hazards information
- ★ Chemical incident mitigation
- ★ Decontamination and clean-up methods
- ★ Chemical and environment legislation
- ★ Dispersion and consequence-modelling

Crisis Support Team Essex (CSTE)

Why do we need a Crisis Support Team for Essex?

The Crisis Support Team for Essex provides a multi-agency group to co-ordinate the crisis support response to those affected by a disaster; offer advice and guidance in terms of social and psychological effects of disasters; and identify and promote good practice and collaborative working across the public sector, private sector and voluntary agencies.

It provides a voluntary system of accredited, trained individuals called Crisis Support Workers with diverse competencies and skills who are able to offer various levels of crisis support to those affected by a disaster, including suitable individuals who can work in partnership with Police Family Liaison Officers.

The Team offers corporate and multi-agency awareness-raising training and specialist training to ensure diversity of skills and competencies among members of the CSTE and other agencies across Essex. Members establish and maintain links with academic and professional groups to access specialist services; keeps up to date with local and national developments in crisis support work and establish and maintain links with neighbouring counties, offering support services on a mutual aid basis if necessary.

A Crisis Support Worker might help provide information, practical assistance and emotional support as follows: explain procedures and processes, keeping people informed, and letting them know of the roles of the agencies involved; explain common reactions to crisis and stress, helping to identify where specialist help is required.

Local authorities

Essex County Council

The County Council employs an Essex Core Resilience and Emergency Planning Team under the direction of the County Emergency Planning Officer (CEPO). The CEPO maintains one of their team as the County Emergency Planning Duty Officer on a rota basis. This officer is contactable either by telephone, mobile phone, or pager on a 24-hour basis.

Located at County Hall is the County Emergency Response Centre (CERC) from which the CEPO will co-ordinate the response to a major emergency by County Council Departments.

Districts, boroughs and unitary authorities

The County is made up of fourteen local authorities, two of which are unitary authorities (Thurrock and Southend-on-Sea), and nine are Maritime District Councils (Basildon, Castle Point, Chelmsford, Colchester, Maldon, Rochford, Tendring, Thurrock, and Southend-on-Sea).

The Emergency Planning Officer liaises closely with the various community organisations, such as parish councils, housing and community associations together with voluntary organisations, local emergency services and public utilities. All maintain emergency response plans particular to their area, as well as plans for establishing emergency accommodation centres (known as Rest Centres).

Parish councils

Many of the parish councils have produced community/emergency plans for their area and have identified key people to organise an emergency committee in the event of a major incident.

Police Service (Essex)

Essex Police are responsible for co-ordinating all of the activities at the scene of an emergency, except where fire is involved when usually the Senior Fire Officer present will assume the lead. The Police will additionally maintain the wider overview of the incident and provide the overall co-ordination.

In addition to their statutory powers, the police are responsible in conjunction with the other emergency services to protect life and property, for giving public warning, overseeing evacuation, traffic management, establishing a casualty information bureau, and generally facilitating other agencies to carry out their tasks.

British Transport Police

British Transport Police are responsible for the rail transport facilities. Their powers are in every respect similar to those of Essex Police.

Essex County Fire and Rescue Service (ECFRS)

As a Fire and Rescue Service, the primary purpose is to save and protect lives, property and the environment. The events of 9/11, the London and Madrid bombings, an increasing number of damaging emergencies such as widespread flooding, and a move to do more to prevent fires and other emergencies, means that fire services are operating in a fast-moving world.

ECFRS created two new civil resilience positions to manage the increasing demand to prepare, equip or respond to the increasing demands placed upon the service to deal with civil contingencies and emergency planning. Much of this is achieved through the Integrated Risk Management Plan (IRMP), which enables ECFRS to ensure that risk is not only managed, but is also reduced.

East of England Ambulance Service (Essex)

East of England Ambulance Service (Essex) receives emergency and urgent calls from people in distress. Using a combination of emergency ambulances, rapid-response vehicles and the air ambulance, they can deploy the nearest available vehicle. Ambulance staff quickly assess and treat the patient's condition and, if necessary, take the patient to

hospital where they are transferred to the care of the hospital staff. East of England Ambulance Service (Essex) works very closely with NHS Direct, a telephone helpline offering 24-hour health advice and information.

Primary Care Trust (PCT)

The PCT is responsible for the health of the population in the area which it serves. In the event of a major incident, the main roles include assisting the most-acutely affected hospitals with their workload, identifying vulnerable patients, setting up treatment centres where necessary, and ensuring that there is continued care for those already receiving treatment from care staff such as district nurses and other specialised nursing teams. From 1 October 2006, there will be five PCTs across the county.

Maritime and Coastguard Agency (MCA)

The MCA is responsible for co-ordinating Search and Rescue (SAR) operations involving vessels in distress, or individuals lost in tidal waters. Additionally, the MCA is responsible for advising land-based agencies of any pollution at sea that is likely to threaten the shoreline.

Other organisations

Emergency Planning and Resilience Officers liaise with a number of other organisations on a daily basis, some of these being:

- ★ Local, regional and central government departments
- ★ Voluntary organisations
- ★ MOD Police
- ★ Utility companies: gas, electric, communications, water
- ★ DEFRA
- ★ Environment Agency
- ★ Business community

Communication

Public information

Public information is vital in communicating with the local community to ensure that they know what to do in an emergency, whether it is as a result of a natural or man-made disaster. Different events will require specific advice and it is important that the dissemination of this information is carried out effectively.

Local authorities have a responsibility under the Civil Contingencies Act to provide specific information to residents who live within a given distance of COMAH sites. Information booklets have been produced for residents and are available to all members of the public on request.

Information is available from the web links at the end of this document on how to prepare for an emergency. Further information on what is happening before, during an emergency and, information on the activity undertaken by category 1 and 2 responders after the emergency has passed will be made available, subject to operational issues.

There are many mechanisms available and used to inform the public across Essex, for example:

Pre-event

- ★ Published information on emergency planning, including films (DVD and videos)
- ★ Websites
- ★ Contact Essex (call centre)
- ★ Police call line
- ★ Radio, television and print media
- ★ Pre-prepared leaflets
- ★ Libraries (including encouraging the general public to access the Internet)
- ★ Posters in public places such as local authority buildings, railways stations and airports
- ★ Parish: website, newsletters
- ★ Public meetings at a local level: parish council meetings, etc
- ★ Elected members and community leaders

- ★ Flood Warnings Direct: includes automatic voice messaging (AVM), text and e-mail and is specific to the Environment Agency
- ★ Flood sirens
- ★ School education programmes on emergency planning
- ★ Talks and presentations, exhibitions and seminars
- ★ Publication of exercises
- ★ Voluntary organisations, e.g. Meals on Wheels

During the event

As above and including the following;

- ★ Vocal: a priority alert pager system
- ★ E-mail 'call centre'
- ★ Telephone call centre
- ★ Text phone through Contact Essex
- ★ Traffic matrix boards (under strict arrangements with the traffic control centre at Essex County Hall)
- ★ Use of public buildings as drop-in centres, including post offices, libraries, doctors' surgeries, etc
- ★ Language Line to reach non-English speaking residents
- ★ Vulnerable people through Social Care
- ★ Ceefax via a local arrangement with BBC Essex
- ★ Chamber of Commerce and Trade for Businesses
- ★ Learning Services Department to Schools
- ★ Loud-hailer
- ★ Call-out procedures for internal and external personnel

Post-event

As before and including

- ★ Post-event reports and publications
- ★ Weekly newsletters
- ★ Leaflets
- ★ Guidance documents
- ★ Radio broadcasts
- ★ Public meetings

The BBC runs a service called Connecting in a Crisis which is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information. This radio service has been used frequently across the UK in flooding incidents, heavy snow and other severe weather, keeping schools and parents updated on availability and so on. www.bbc.co.uk/connectinginacrisis

There is also a national teletext page (139) to inform viewers about incidents and emergencies. This operates only during an emergency incident.

The Governments National News Network (GNN) is also an essential tool for use in an emergency to keep both Category 1 and 2 responders informed using a reliable source of information and for sharing information.

BBC Essex	103.5FM	95.3FM and digital	www.bbc.co.uk/essex
Dream 100	100-2 FM		www.dream100.com
Dream 107	107.7 FM		www.dream107.com
Government News Network			www.gnn.gov.uk
Essex FM	96.3FM	102.6FM	www.essexfm.co.uk
SGR	96.1 FM		www.musicradio.com

Business continuity Service

All Category 1 responders have been developing their business continuity plans to ensure that key elements of their service can be delivered. As recognised by the Civil Contingencies Act, it is vital that all businesses and voluntary agencies plan for unexpected situations. Despite all of the preparations that are made to reduce the likelihood of any

particular risk, there is still a time where a planned response is needed. This response needs to be adequate, timely and proportionate to the situation.

The Act also requires local authorities to provide advice and assistance to local businesses and to voluntary organisations in their communities, in relation to Business Continuity Management (BCM). This advice could be signposting to another business or company who specialise in Business Continuity Management or just providing a generic overview of principles of BCM

Additional information

Websites

Webpages that provide information on disasters, emergency preparedness, major incidents, etc throughout the world are numerous and varied. Below is a list of some of those that the Emergency Planning Officers visit on a regular basis, with a short description on the type of information they feature, which you might find useful.

The **Essex Resilience Forum** provides information on how Essex is carrying out its emergency planning duties under the Civil Contingencies Act 2004. It gives information on how local responder bodies co-operate in preparing for and responding to emergencies through a Local Resilience Forum (LRF). It also seeks to inform the public of Essex's local civil protection arrangements in response to emergencies, which may have a significant impact on the communities of Essex. www.essexresilience.info

The **Essex County Council Emergency Plans Unit** provides information to the public on flooding issues. Tel: 0845 743 0430. www.essexcc.gov.uk > [Living](#) > [Your safety](#)

The United Kingdom **Air Accidents Investigation Branch** (AAIB) is part of the Department for Transport and is responsible for the investigation of civil-aircraft accidents and serious incidents within the UK. The Chief Inspector of Air Accidents reports directly to the Secretary of State for Transport. www.aaib.dft.gov.uk

The **Association of British Insurers** (ABI) represents the collective interests of the UK's insurance industry. The Association speaks out on issues of common interest; helps to inform and participate in debates on public policy issues; and also acts as an advocate for high standards of customer service in the insurance industry. www.abi.org.uk

The **Business Continuity Institute** (BCI) was established in 1994 to provide opportunities to obtain guidance and support from fellow professionals. The Institute provides an internationally recognised status in relation to the individuals experience as a continuity practitioner. www.thebci.org

The website of the **Civil Contingencies Secretariat of the Cabinet Office** provides links to government and non-government sources on a wide variety of emergencies and crises that can affect the UK, plus emergency planning guidance and government information. www.ukresilience.info

Connecting in a Crisis is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. See page 12 for radio stations and their frequencies. www.bbc.co.uk/connectinginacrisis

The **Department of Health Emergency Planning Co-ordination Unit** (EPCU) is responsible for the co-ordination of contingency planning to maintain the state of readiness of the National Health Service to respond to major incidents. <http://www.dh.gov.uk/Home/fs/en>

The **Emergency Planning Society** is the professional body for all those with an involvement with any form of crisis, emergency or disaster planning and management. www.emergplansoc.org.uk

The **Environment Agency** is the leading public body for protecting and improving the environment in England and Wales with the responsibility of making sure that air, land and water are looked after by everyone in today's society, so that tomorrow's generations inherit a cleaner, healthier world. Environment Agency: 0870 506 506. Floodline: 0845 998 1188. www.environment-agency.gov.uk

The **Emergency Planning College** is an educational facility that promotes civil co-operation in integrated contingency planning and promotes best practice. www.epcollege.gov.uk

The **Essex Police** website hosts the Combined Operational Procedures for Essex (COPE) and this document provides summaries of the response and responsibilities of each of the emergency services at a major incident, as well as an outline of the support role offered by local authorities. It has been written in order to promote better understanding to the individual specialist involved in an incident and describes the agreed procedures and arrangements for the effective co-

ordination procedures adopted by each of the emergency services and other key agencies. Essex Police Force: 01245 491 491. <http://www.essex.police.uk/cms/global/documents/mipm.pdf>

The **Health Protection Agency** (HPA) is an independent body that protects the health and well-being of the population. The Agency plays a critical role in protecting people from infectious diseases and in preventing harm when hazards involving chemicals, poisons or radiation occur. We also prepare for new and emerging threats, such as a bio-terrorist attack or virulent new strain of disease. www.hpa.org.uk

This site from the **London Resilience Team** tells you about how London is checking that all its plans and procedures can stand up to any type of threat. It aims to give the latest news and information by signposting all frontline organisations. www.londonprepared.gov.uk

A useful site from the **Met Office** for weather forecasts in terms of preparing for severe weather and flooding incidents. www.metoffice.com

Contact details

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