


Leicester, Leicestershire & Rutland



Local Resilience Forum

CONTENTS	PAGE
EVACUATION DECISION FLOWCHART	
SCALES OF EVACUATION	
DOCUMENT MANAGEMENT	
REVIEW AND AMENDMENTS	
FOREWORD	
DISCLAIMER	
BACKGROUND	
LEGISLATION	
1. INTRODUCTION	9
2. AIM & OBJECTIVES	
2.1 Aim.	9
2.2 Objectives.	9
3. PLAN CAPACITY	
3.1 Scope.	10
3.2 Planning Assumptions.	10
3.3 Limits.	10
4. RESPONDING THROUGH EVACUATION	
4.1 Management control and co-ordination.	10
4.2 ACTIVATION.	13
4.3 Action.	13
4.4 Resources.	15
4.5 Stand Down Procedures.	15
4.6 Mutual Aid Arrangements.	15
5. ROLES AND RESPONSIBILITIES	
5.1 Police.	16
5.2 Fire & Rescue Service.	16
5.3 East Midlands Ambulance Service.	17
5.4 Local Authorities.	18
5.5 Regional Government.	19
5.6 Environment Agency.	19
6. REQUESTS FOR MILITARY ASSISTANCE	20
7. COMMUNICATIONS	
7.1 Inter Agency Communication.	20
7.2 Warning and Informing the Public.	20
7.3 Media Strategy.	20
8. VULNERABLE PERSONS/GROUPS	21
9. POST INCIDENT ACTIONS	21
10. TRAINING AND EXERCISING	21

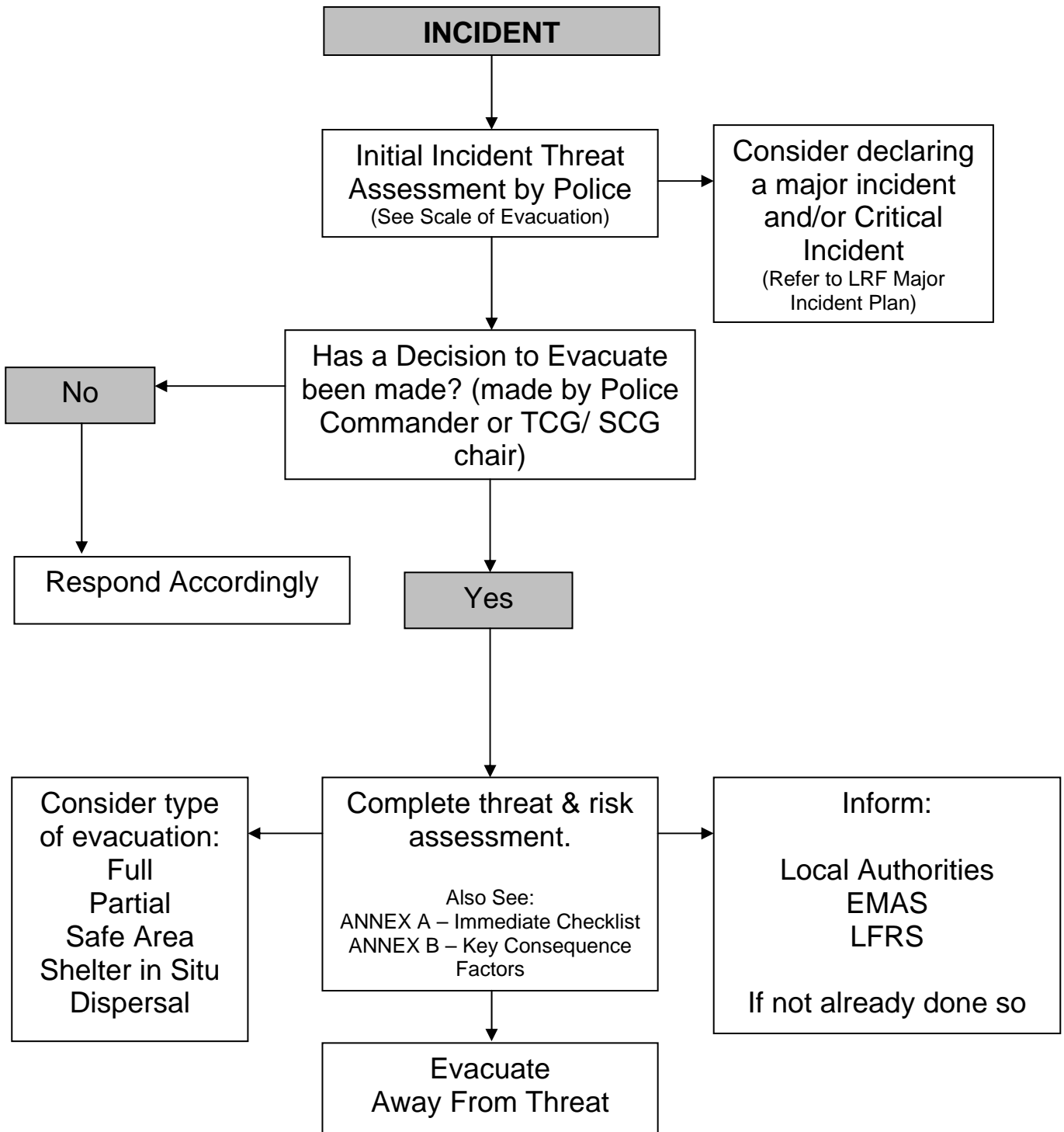
LRF EVACUATION CONCEPT OF OPERATIONS (CONOPS)

Authorised by:	Chair of LRF T/Chief Constable Chris Eyre
Signature:	
Authorised on:	25 March 2010
Prepared by:	Resilience Manager Leicester City Council
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CONTENTS cont.	PAGE
11. FURTHER INFORMATION	
11.1 Author Contact Details.	22
11.2 Further Reading.	22
11.3 Related Plans.	22
12. GLOSSARY AND ACRONYMS	23
13. INDEX OF ANNEXES	24
ANNEX A	
Immediate Checklist.	25
ANNEX B	
Key Consequence Factors.	26

EVACUATION DECISION FLOWCHART



SCALES OF EVACUATION

Definition	Decision to trigger taken by	Resources likely to be required for this magnitude	Likely magnitude of people affected	Example
Small-scale/local evacuation	Incident controller or Bronze/Silver Commanders	Local responders	Up to 1,000	One or two streets evacuated as a result of major gas leak or small site-specific evacuation
Medium-scale evacuation	Multi-agency Gold or Silver Commanders	Local responders possibly with some regional/national support	1,000-25,000	Evacuation or dispersal of parts of a city or large industrial sites, evacuation due to unexploded ordnance.
Large-scale evacuation	Multi-agency Gold Commander	Local responders with regional/national support	25,000-100,000	Evacuation in response to major chemical release or terrorist threat.
Mass evacuation (Wide area evacuation)	Multi-agency Gold Commander	Local regional and national	More than 100,000	Evacuation in response to very significant flooding.

Table from HM Government Evacuation and Shelter Guidance.

DOCUMENT MANAGEMENT

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This document is issued in confidence only for the purpose for which it is supplied.

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This document and associated policy(ies) are produced and owned by Leicester, Leicestershire and Rutland, Local Resilience Forum.

DOCUMENT CONTROL

This document is controlled and maintained according to the documentation standards and procedures of the Leicester, Leicestershire & Rutland Local Resilience Forum (LLR LRF). All requests for changes to this document will be sent to the author(s).

Any new issues of this document will be sent to the recipients as defined within the distribution list maintained by the author(s).

Requests for additional copies of this document should be sent to the author(s) to ensure that alterations or amendments to the distribution list are properly controlled.

The plan will be distributed via the Member's area of the LLR LRF Website, www.localresilienceforum.org.uk.

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As the LLR LRF is not a public authority the Freedom of Information Act (FOI) does not apply to information which it holds. However, requests can be made to any signatory which is a public authority, which should respond to the request in an appropriate manner following consultation with the LLR LRF. In the first instance please send any requests to the LRF.

EQUALITY IMPACT ASSESSMENT

This document will be subject to an Equality Impact Assessment (EIA).

REVIEW AND AMENDMENTS

LRF REVIEW POLICY

Unless otherwise stated every LRF plan will be subject to a Biennial review. This will encompass the plan being distributed to the General Working Group for consultation and comment. Once any alterations have been made the revised edition should be approved by the Programme Board and validated by the Executive Board.

Once a plan has been used for an incident any points that come from the de-brief process must be presented at the General Working Group for approval and the incorporation of the de-brief points into the plan. Once this is complete the revised edition should be approved by the Programme Board and validated by the Executive Board.

DOCUMENT REVIEW

Date of Review	Type of Review After Use (A) Scheduled Review (S) Training (T) Exercising (E)	Suitable / Unsuitable (S/U)	Details

LRF AMENDMENT POLICY

Minor changes to this document will result in the appropriate page(s) being updated and the obsolete page(s) being destroyed, confirmation of which must be supplied to the author(s).

Major changes will result in the whole document being replaced and the obsolete document being destroyed, confirmation of which must be supplied to the author(s).

VALIDATION OF AMENDMENTS

Any substantial changes, which is defined as a complete re-write of the plan, a section of the plan or changes to the integral infrastructure or command structure of the multi-agency response, must be consulted and actioned at the General Working Group and Programme Board and validated by the Executive Board.

Any minor changes such as contact details, internal department arrangements, updates of tables/diagrams etc do not need to be ratified by the Executive Board and can be signed off by the Programme Board once consulted at the General Working Group.

AUDIT OF AMENDMENTS

Date	Paragraph Changed	Brief details of alterations	Approved by

FOREWORD

Following instruction from the Leicester, Leicestershire & Rutland Local Resilience Forum (LLR LRF) Programme Board this document has been developed to assist LRF partner agencies to prepare for, and respond to a major incident regardless of cause at a tactical and/or strategic level.

DISCLAIMER

This plan has been prepared and published in good faith by Leicester, Leicestershire & Rutland Local Resilience Forum (LLR LRF) and is believed to comprise of accurate and up-to-date information regarding all matters contained within the document at the time of writing. This document is a 'live document' and is reviewed and updated on a Biennial basis unless otherwise specified.

- However, no guarantee, warranty, nor binding assurance or representation of any kind given by virtue of the preparation and publication of this plan on behalf of LLR LRF, its employees or agents or anyone acting on their behalf.
- That the plans, intentions, procedures and information herein are complete and without defect or error of any kind.
- That any action or series of actions, processes, or procedures described herein as to be taken will be taken by the person or person herein described or by any other person or persons acting on his, her or their behalf.
- That all or any of the persons, resources, equipment, facilities or services described herein will be available at all or any time or times.
- That any person or persons other than members, employees or agents of LLR LRF who act or fail to act in reliance upon this procedure or any part of it do so entirely at his, her or their own risk.

BACKGROUND

HISTORICAL BACKGROUND

Following the London Bombings in July 2005, it was decided that all LRF areas should produce mass evacuation plans for highly populated areas.

LEGISLATION

There is currently no legislation that provides statutory powers of evacuation. All emergency service responders have a common law duty to save life.

The Civil Contingencies Act 2004 places a statutory duty upon key responding and supporting agencies to prepare for and respond to emergencies.

Part 1 of the Act establishes a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level. The Act divides local responders into two categories, imposing a different set of duties on each.

Category 1 Responders are those organisations at the core of the response to most emergencies (e.g. Emergency Services, Local Authorities, NHS bodies, Port Health Authority and Environment Agency). Category 1 Responders are subject to the full set of civil protection duties.

They will be required to:

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

Category 2 Responders such as the Health and Safety Executive, Transport, Utility Companies and the Voluntary Sector Organisations. These “co-operating bodies” are less likely to be involved in the core planning work but may be heavily involved in incidents.

Category 1 and 2 Organisations will come together to form “Local Resilience Forums” (based on police areas) which will help co-ordination and co-operation between responders at local level. The Leicester, Leicestershire & Rutland Local Resilience Forum was created to meet this requirement. Please see the LRF Constitution, available on the LRF website, for further details

LRF EVACUATION CONCEPT OF OPERATIONS (CONOPS)

1. INTRODUCTION

1.1 Following instruction from the Leicester, Leicestershire & Rutland Local Resilience Forum (LLR LRF) Programme Board this document has been developed to assist LRF partner agencies to prepare for, and respond to the need to evacuate people regardless of cause at a tactical and/or strategic level.

This document should be used in conjunction with other existing LRF plans and procedures see section 11.3 Related Plans.

IF YOU ARE ACCESSING THIS CONOPS IMMEDIATELY PRIOR TO AN EVACUATION TAKING PLACE – GO TO THE EVACUATION DECISION FLOWCHART NOW AND SEE SECTION 4.

This plan has been produced on behalf of, and under the direction of the Leicester, Leicestershire and Rutland Local Resilience Forum. The plan is designed to facilitate the full or partial evacuation of any area within Leicester, Leicestershire and Rutland.

2. AIM & OBJECTIVES

2.1. AIM

The aim of this Concept of Operations (CONOPS) is to provide guidance to the evacuation of a large number of people from a place of danger or risk to a place of safety for an area or building where no specific evacuation plan already exists.

2.2. OBJECTIVES

The objectives of this CONOPS are to:

- a. Help to guide an assessment of the threat and the need to evacuate;
- b. Quickly provide key details regarding evacuation principles and procedures;
- c. Illustrate command structure regarding management of large numbers of evacuated people;
- d. Identify the roles and responsibilities of each responding agency;
- e. Provide an understanding of the management of resources to facilitate an evacuation;
- f. Ensure that information relating to communicating with the public and the media is considered.

3. PLAN CAPACITY

3.1 SCOPE

- a. This CONOPS is a generic evacuation plan which can be applied anywhere within the Leicester, Leicestershire and Rutland area.
- b. This CONOPS sets out the key factors to be considered for evacuating large numbers of people.

3.2 PLANNING ASSUMPTIONS

For the purpose of this CONOPS it has been assumed that all necessary staff and resources are available from all agencies and that all systems (IT, telephony, etc) are working.

This is a guidance document and therefore needs to read in conjunction with other relevant plans. See Section 11.3 for a list of relevant plans that may be necessary to use along side this CONOPS.

3.3 LIMITS

This CONOPS is focused on the movement of large number of people to a place of safety. Shelter, welfare and humanitarian aid are dealt with under separate plans. See Section 11.3. for other relevant plans that may be used.

4. RESPONDING THROUGH EVACUATION

4.1 MANAGEMENT CONTROL AND CO-ORDINATION

The decision to carry out an evacuation is led by the Police as the lead agency commanding the evacuation, thus activation of this plan is likely to be triggered by them. This decision may be based on information from an external agency, a dynamic risk assessment from responders at the scene or by either the Strategic (SCG) or Tactical Co-ordinating Group (TCG), who have a longer-term strategy. It is advised that when the decision is made to activate an evacuation, the Emergency Centres Plan is also activated. A Recovery Co-ordinating Group should be established at the same time, if not already sitting as part of the response to a wider incident. This group can begin from the outset, to consider the return and recovery phase following the evacuation.

The importance of a multi-agency TCG must not be underestimated. **It is critical that the initial Police Silver Commander considers the need for a TCG very early on in the incident if this is deemed necessary.**

The SCGs and TCGs will normally be based at Police Headquarters, Enderby.

The table below identifies representatives.

Agency	Operational (bronze)	Tactical (silver)	Strategic (gold)
Police	Operational Command Inspector or Local Policing Unit Commander	Contact Management Centre Inspector or duty Silver Commander if activated	Nominated Senior Officer
Fire	The Incident Commander	Senior Officer to be designated by Control	Senior Officer to be designated by Control
Ambulance	Clinical Support Manager	Clinical Support Manager	Senior Officer to be designated by Control
Local Authority	Duty Manager	Resilience Manager or Controller	Director or Chief Executive

4.1.1 Types of Evacuation

a. Full evacuation

A full evacuation involves the movement of members of the public totally away from their place of work, residence, etc. to a safer place for a considerable length of time. Persons displaced that require managed evacuation will be directed to an evacuation assembly point or an initial place of safety.

Should a mass evacuation be required, both private and public transport will be utilised. Existing operational protocols are in place for relevant transport operators should this plan be activated.

b. Safe area (invacuation)

This type of evacuation is more generally used within large establishments but it can be used to move large numbers of people from one area to another, for example, evacuating people from one city zone to another. If within a large building (a hospital, school, concert hall for example), a safe area(s) will be identified and personnel and members of the public directed to shelter there whilst more information is being gathered, which should inform whether a full evacuation will be ultimately required.

c. Shelter-in-situ

This is used in circumstances where it may be more dangerous for people to vacate buildings within the vicinity of the incident rather than to remain indoors, such as for chemical leaks, for example. Advice is given to the public via various means to shelter within their place of work, home etc. The main message will be to:

GO IN – STAY IN – TUNE IN

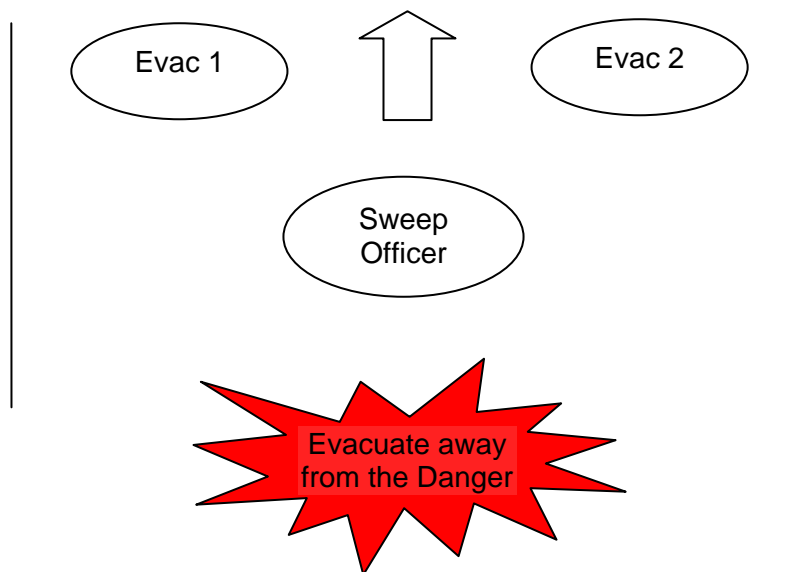
With supplementary advice to:

- a. close all windows
- b. turn off central heating and ventilation / air conditioning
- c. go to an inner room or away from the potential risk
- d. keep children and pets indoors
- e. have access to a radio and tune into the local radio station (if known give station band)

The Local Authority should provide a central telephone number if possible for members of the public to ring for further information. Also a central contact number for advice regarding health matters may be necessary.

d. Dispersal

This is a form of evacuation in which people are simply directed to move away from a particular location without the need for temporary accommodation, such as from sports stadia or possibly shopping centres.



The sweep officer can be a responsible person given the responsibility to ensure that a given area or building is evacuated effectively.

4.2 ACTIVATION

This CONOPS can be activated by any agency who have made a decision to initiate any evacuation. This will most likely be carried out by the police incident Silver Commander. Once activated Leicester Fire & Rescue Service (LRF), East Midlands Ambulance Service (EMAS) and the relevant Local Authority need to be alerted.

4.2.1 Five Principals of Evacuation

Initiate Evacuation:	Communicating with the Public	Move Population	Shelter/ Assistance	Return/Recovery
<ul style="list-style-type: none"> - Responding Agencies initiate operating procedures - Set up Evacuation Co-ordinating Group - Transport availability identified - Evacuation assembly point identified - Setup Media Cell - Setup RCG 	<ul style="list-style-type: none"> - Initiate Warning and Informing methods <p style="text-align: center;">See Section 7.2</p>	<ul style="list-style-type: none"> - Move evacuees requiring help to assembly point - Transport operators liaise with LAs and move evacuees to locations where shelter can be provided 	<ul style="list-style-type: none"> - LAs receive evacuees and provide 48hr shelter where needed 	<ul style="list-style-type: none"> - Handover to Recovery Group - Inform Population/ Responders - Assess Situation - Reoccupation (if possible) - LAs consider longer term shelter options

4.3 ACTION

The following issues will need to be considered:

4.3.1 Evacuation Zones

In the unlikely event of threatened explosion, the Police will tailor their response according to the potential explosive force of the suspect device. The standard distances associated with specific sizes of device are used in conjunction with the zoning structure. For suspect devices inside buildings, the radius of evacuation may be smaller. On receipt of an authenticated warning and where a suspect device has been located, the Police are likely to initiate a general evacuation of the zone(s) surrounding the device to the appropriate distances, which are:

- | | | |
|----|--------------------------------------|---------------------|
| a. | Small items up to brief case size | 100 metres minimum. |
| b. | Large items up to and including cars | 200 metres minimum. |
| c. | Vans and Large Goods Vehicles | 400 metres minimum. |

In the event of other incidents the Police, in consultation with appropriate partners, will determine which areas are to be evacuated and how far.

Examples include the Environment Agency for flooding, and the Met office and Fire Service for incidents involving chemical fumes that may be influenced by wind direction.

4.3.2 Emergency Services Rendezvous Points (RVP)

Rendezvous points are for the emergency services attending the incident. They may be pre-designated, or the Police Contact Management Centre Inspector will decide a location, taking into account the factors surrounding the incident.

An RVP trained officer will be deployed to assess the appropriateness of any RVP against the current conditions.

4.3.3 Tactical Holding Area (THA)

A Tactical Holding Area will facilitate the effective control and management of large numbers of emergency service vehicles prior to the controlled movement of them forwards to a Rendezvous Point (RVP) and subsequent movement onto the scene. These THAs are pre-determined for emergency service vehicles arriving in response to a mutual aid request in relation to a major incident within this LRF area.

A senior police officer or representative of the other emergency services or agency deploying vehicles to the THA will perform a liaison officer role and assist in effective co-ordination at the site. This individual is to work closely with the Police Operational (bronze) Commander.

These should not be confused with Emergency Service Rendezvous Points for the incident.

4.3.4 Assembly Points

Assembly points should be identified to direct the evacuees to in the first instance. It must be remembered that the assembly point chosen must not take the public past the threat. Where possible, these points should be accessible by transport in order to allow the evacuees to be taken on to a place of shelter.

It is important to note the assembly point must be checked and cleared for possible secondary devices.

4.3.5 Transport

It may be desirable and/or essential to use public/commercial transport for evacuating people from a given area. This could be due to members of the public not having access to their own vehicles or it is a tactical decision due to congestion problems.

If this is the case the following options should be considered:

- a. Passenger Transport – Provided by Local Authorities, usually Education and Adult Social care transport.
- b. Bus Companies – Contactable via relevant Local Authority Transport Managers.
- c. Taxi Firms – co-ordinated through the Private Hire Association and Hackney Carriage Association.
- d. Rail Companies – call will be made from Police Control to the Network Rail East Midlands Control Centre. A Rail Incident Officer (RIO) will be requested to attend the TCG and a Train Operations Liaison Officer (TOLO) may also be appointed.

In a protracted incident in which the Council has set up rest centres, the bus companies may be requested to provide buses to transport people from the incident location to the rest centre or onward transit points.

Article 13 (2) of Council Regulation EC 3820/85 makes provision for a temporary exception from drivers' hours for a period of up to 30 days in exceptional circumstances (emergency situations).

4.4 RESOURCES

Resources considered when evacuating include: (not in any particular order)

- a. Staff;
- b. Transport;
- c. Traffic plan;
- d. Electoral Roll;
- e. Sky Shout;
- f. Casualty Bureau;
- g. Vulnerable persons list;
- h. Emergency Centres Plan.

THIS LIST IS NOT EXHAUSTIVE

The Logistics Support Plan is available through the LRF member's website. Once activated it will endeavour to facilitate any resource requirements you have.

4.5 STAND DOWN PROCEDURES

The decision to stand down will be made by SCG/TCG following recommendations from Operational Commanders. This will be communicated via the communications methods in place at the time (see section 7). Whilst the evacuation may stop, some of the other activities may remain in place e.g. shelter, humanitarian assistance, recovery process.

4.6 MUTUAL AID ARRANGEMENTS

Lead agencies all have local mutual aid arrangements in place, this includes: Police; Fire; EMAS and the Local Authority.

If necessary it is also possible for the Local Authority to call upon help regionally via GOEM through the Regional Local Authority Mutual Aid Agreement.

5. ROLES & RESPONSIBILITIES OF CATEGORY 1 & 2 RESPONDERS

5.1 POLICE

ROLE:

The police primary role will be to co-ordinate the activities of those responding to a land based sudden impact Major Incident at and around the scene.

RESPONSIBILITIES:

The primary areas of Police responsibility at a major incident are:

- a. To assist in the saving of life and protection of property;
- b. To co-ordinate the Major Incident services response to an incident;
- c. Where practicable, to establish cordons to facilitate the work of the other Major Incident services in the saving of life, the protection of the public and the care of survivors;
- d. To secure, protect and preserve the scene and to control sightseers and traffic through the use of cordons;
- e. To oversee any criminal investigation;
- f. To facilitate inquiries carried out by the responsible accident investigation body;
- g. To process casualty information and have responsibility for identifying and arranging for the removal of the dead;
- h. To assist, where practicable, in the event of the agreed procedures for warning and informing communities at risk not being effective.

5.2 FIRE & RESCUE SERVICE

ROLE:

The primary role of the Fire and Rescue services in an Major Incident is the rescue of people trapped by fire, wreckage or debris.

RESPONSIBILITIES:

The primary areas of responsibility for Leicestershire Fire and Rescue Service at a major incident are:

- a. To save life and rescue trapped persons from fire, wreckage or debris;
- b. To contain and extinguish fires and undertake protective measures to prevent them;
- c. To prevent, contain and make safe spillage or release of chemicals, radioactive materials or other hazardous substances;
- d. To assist the Ambulance Service with casualty handling;
- e. To assist the Police with the recovery of bodies;
- f. To provide monitoring procedures in respect of health and safety of those persons operating within an established inner cordon;
- g. To carry out essential damage control operations, such as pumping out floodwater and salvage works, for which a charge may be levied;
- h. To assist other relevant agencies, particularly the local authority and Environment Agency, to minimise the effects of a major incident on the community.

5.3 EAST MIDLANDS AMBULANCE SERVICE

ROLE:

East Midlands Ambulance Service (EMAS) will have responsibility for co-ordinating the on-site NHS response and determining the hospital(s) to which injured people should be taken, which may depend on the types of injuries received.

RESPONSIBILITIES:

The officer of the ambulance service with overall responsibility for the work of the service, at the scene of an emergency, is the Ambulance Incident Commander (AIC). If necessary, the ambulance service will seek the attendance of a Medical Incident Commander (MIC). EMAS – in conjunction with the MIC and medical teams – endeavour to sustain life through effective emergency treatment at the scene, to determine the priority for release of trapped casualties and for decontamination in conjunction with fire and rescue services, and to transport the injured, in order of priority, to receiving hospitals. The Ambulance service may seek support from neighbouring Ambulance Trusts under Mutual Aid arrangements or the voluntary aid societies (e.g. British Red Cross and St John Ambulance) in managing and transporting casualties.

EMAS in accordance with its Generic Major Incident Plan will ensure:

- a. That an effective alerting procedure is carried out in regard to all relevant agencies, both NHS and external.
- b. An organised, cohesive Command & Control structure is established at the scene of an incident in regard to all medical/first aid response.
- c. A medical communications network is developed at the scene compatible with the requirements of the incident.
- d. The life saving treatment, care and decontamination is provided at the incident using the appropriately qualified personnel and other agencies where necessary.
- e. Sufficient ambulances and equipment to deal with casualties are available at the incident as soon as possible after notification has been received, including mutual aid.
- f. Casualty triage is established to prioritise treatment and transportation to appropriate receiving hospitals.
- g. As the incident progresses, a steady flow of ambulances at the scene is available to transport casualties.
- h. Adequate local emergency cover is maintained throughout the normal area of operation.
- i. Full normal working is restored as soon as possible.
- j. The deployment if required of the Trusts HART (Hazardous Area Response Team) to provide medical intervention / support within the Hot Zone

5.4 LOCAL AUTHORITIES

ROLE:

In an emergency, Local Authorities will support the Emergency Services and other agencies with the provision of specialist resources and support for the affected community. In a response to an incident Unitary authorities can operate in isolation providing the services required, whereas in the Two Tier authority, response it will be important that the Upper and Lower Tier authorities work in close harmony to meet their statutory responsibilities and public expectations.

It may be that an incident requires more resources than one authority can provide, in which case a mutual aid protocol exists between all local authorities within the LLR LRF area which can be implemented should the need arise.

As an incident moves from the response to the recovery phase the relevant local authorities will take a lead coordinating role in respect of the rehabilitation of the community and restoration of the environment.

RESPONSIBILITIES:

The primary areas of responsibility for Local Authorities at a major incident are:

- a. Participate in the joint response to the incident.
- b. Provide specialist support and advice to the Emergency Services and other agencies in the areas of:
 - (1) Environmental Health,
 - (2) Structural Stability,
 - (3) Social Care and Welfare,
 - (4) Highways.
- c. Identification and provision of suitable facilities to be used as Emergency Centres;
- d. Assist in the identification and provision of facilities suitable for use as a temporary Mortuary or Body Holding;
- e. Provision of transport to convey evacuees and people otherwise displaced by the incident to appropriate centres;
- f. To lead and coordinate the response in the Recovery phase of an incident;
- g. Provide a lead in the identification and provision of Humanitarian Assistance and support;
- h. Provide liaison and a link into the Voluntary Sector and Faith/Community groups;
- i. Through Elected Members exercise a community leadership role and promote recovery within the wider community.

5.5 REGIONAL GOVERNMENT

ROLE:

In any incident the Regional Resilience Team's primary role is to assist the flow of information between local responders and Central Government.

RESPONSIBILITIES:

In extreme situations, particularly those that impact on a wider area and could overwhelm local responders, the team could also facilitate preparation for, and implementation of a regional response. These involve:

- a. Advising central departments on likely consequences/wider implications of an event and the availability of support within the region and more widely.
- b. Supporting/providing the Government Liaison Officer at Gold Command.
- c. Disseminating information, advice and instructions from Central Government to local partners.
- d. Providing local intelligence and appropriate briefing to ODPM, the Civil Contingencies Secretariat and lead Government Department officials and press officers.
- e. Providing support to the Regional Civil Contingencies Committee (RCCC) and Regional Nominated Co-ordinator (RNC) if established.
- f. Liaising with the RCCC to ensure that support requirements are quickly communicated and acted upon, and shortfalls identified.

5.6 ENVIRONMENT AGENCY

In the event of flooding necessitating an evacuation, the Environment Agency may support the operational response of the Police and Local Authority by providing staff, where resources allow.

ROLE:

Provide a 24hr service to assess the flood risk of main river watercourses, be prepared to respond to flood Incidents and advise professional partners and the public of an appropriate response to flood incidents.

RESPONSIBILITIES:

At incidents involving actual or potential environmental damage, the EA will provide co-ordination and management of the environmental response to the incident. In particular will take action, where appropriate, to:

- a. A statutory duty for providing flood warnings to the public and partner agencies;
- b. Assess the risk of the incident to the people, environment and property;
- c. Prevent or minimise the impact of the incident on human health, the environment and property particularly where the risk is serious or immediate;
- d. Investigate and gather information and evidence for possible enforcement and legal action in accordance with its role as regulator;
- e. Ensure the owner/operator/polluter takes responsibility for the appropriate remedial actions;

- f. Where the source is not identified or the required action is not instigated by the owner/operator/polluter, consider what action to take in respect of remedial actions;
- g. Ensure remedial action is undertaken in an approved, professional and competent manner and not, in general, to do the work ourselves;
- h. Notify, warn or advise relevant stakeholders;
- i. Work effectively with external partners e.g. the Major Incident services; and
- j. Recover the costs of the incident response and investigation at every opportunity.

6. REQUESTS FOR MILITARY ASSISTANCE

Should Military assistance be required to evacuate large numbers of people, then the request should be via the Regional Emergency Committee, or through an SCG on which HQ 49 (East) Brigade would be represented, or a single agency Gold.

7. COMMUNICATIONS

7.1 INTER-AGENCY COMMUNICATION

Communications between agencies will be through the following methods:

- a. Emergency Services Radio schemes (Airwave, including those to be given to non emergency services during an incident);
- b. Mobile Phones – where these are turned off, Mobile Telephony Preferential Access Scheme (MTPAS) registered mobile phones;
- c. Landlines;
- d. Electronic Mail;
- e. RAYNET (Radio Amateurs Network)

Where all the above methods of communications fail, then communications should be via messengers/couriers, etc.

7.2 WARNING AND INFORMING THE PUBLIC

The LRF Communicating with the Public Plan should be referred to for Key Messages relevant to the incident and will be used during a Major Evacuation. The Public will be informed of the on going situation via the Radio and Television media and locally via information messages in Rest Centres (if used) and liaison officers on the ground at assembly points.

7.3 MEDIA STRATEGY

The overarching Media strategy should be developed by the Communication Cell for the incident, as directed by the SCG/TCG. Guidance on how this cell operates and its remit can be found in the LRF protocol on Communicating with the Public. It can be found on the member's webpage of the LRF website. It should be noted, however, that the evacuation is not the incident, merely the reaction to it.

8. VULNERABLE PERSONS / GROUPS

8.1 The specific needs of vulnerable people/groups must be considered when responding to major incidents. Vulnerable people may be less able to help themselves in an emergency than self-reliant people. Those who are vulnerable will vary depending on the nature of the emergency, but plans should consider:

- a. Those with mobility difficulties (e.g. those with physical disabilities, health issues or pregnant women);
- b. Those with hearing or visual impairments;
- c. Those with mental health difficulties; and others who are dependent, such as children;
- d. Those for whom English is not a first language.

Local Authorities and local Primary Care Trusts will be able to assist in the identification and locating of these people/groups. Please refer to the LRF Vulnerable Person Plan, available on the LRF website.

9. POST INCIDENT ACTIONS

9.1 Following the closure of the incident the following actions should be undertaken:

- a. A formal debrief should be undertaken in line with standard LRF procedures.
- b. A 'lessons identified' report should be issued and LRF plans should be reviewed in light of any lessons identified.
- c. A report to the LRF and if required GOEM or other central government organisations as appropriate should be made via the LRF Resilience Team.
- d. A review of actions taken to address issues arising from the de-brief must be undertaken within the subsequent twelve months.

9.2 Individual agencies should also conduct their own internal de-briefs although they will be expected to co-operate fully in any multi-agency debriefing process.

10. TRAINING & EXERCISING

The plan, or individual component parts, will be the subject of regular exercises, which may take the form of tabletop, command centre or live exercising.

Testing the Plan

This plan will be tested in accordance with the Local Resilience Forum training and exercising strategy.

For further guidance please contact the LRF Resilience Support Officer.

11. FURTHER INFORMATION

11.1 Questions relating to this procedure should be directed to the LRF Resilience Team.

11.2 FURTHER READING

LRF Website	www.localresilienceforum.org.uk
UK Resilience	www.cabinetoffice.gov.uk/ukresilience.aspx
Emergency Planning College	www.epcollege.gov.uk
Civil Contingencies Act (2004)	Available for download on the UK Resilience website
Civil Contingencies Act (2004) – A Short Guide	Available for download on the UK Resilience website
Emergency Preparedness (Guidance on Part 1 of the CCA (2004))	Available for download on the UK Resilience website
Emergency Response and Recovery Non-statutory guidance to complement Emergency Preparedness	Available for download on the UK Resilience website
Evacuation and Shelter Guidance Non-statutory guidance to complement Emergency Preparedness	Available for download on the UK Resilience website

11.3 RELATED PLANS

Plans that are likely to be used in conjunction with this CONOPS are:

- a. LRF Major Incident Plan;
- b. LRF Vulnerable Persons Plan;
- c. LRF Emergency Centres Plan;
- d. LRF Humanitarian Assistance Plan;
- e. LRF Site Clearance CONOPS;
- f. LRF Recovery Guidance;
- g. LRF Communicating with the Public Plan;
- h. LRF Resilient Telecommunications Plan;
- i. Individual Emergency responder's operational plans.

12. GLOSSARY AND ACRONYMS

AVM	Automated Voice Messaging
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosives
CCA	Civil Contingencies Act (2004)
CCS	Civil Contingencies Secretariat
COBR	Cabinet Office Briefing Rooms
Defra	Department for the Environment, Food and Rural Affairs
EA	Environment Agency
GDS	Government Decontamination Service
GNN	Government News Network
GOEM	Government Office for the East Midlands
HAC	Humanitarian Assistance Centre. A one-stop-shop for survivors, families, friends and all those affected by the emergency, through which they can access support, care and advice.
ICS	Incident Command System
LGD	Lead Government Department. Government department which, in the event of an emergency, coordinates central government activity. The department which will take the lead varies depending on the nature of the emergency. The Government regularly publishes a full list of LGDs.
LLR	Leicester, Leicestershire and Rutland
LRF	Local Resilience Forum
MACA	Military Aid to the Civil Authorities
MTPAS	Mobile Telephony Preferential Access Scheme
NCC	National Control Centre (British Transport Police Term)
OCT	Outbreak Control Team
PCSO	Police Community Support Officer
PPE	Personal Protective Equipment
RAYNET	Radio Amateurs Network
RCCC	Regional Civil Contingencies Committee. A committee which meets during an emergency when a regional response or other action at regional level is required.
RCG	Recovery Coordinating Group
RIO	Rail Incident Officer
RNC	Regional Nominated Coordinator
RVP	Rendezvous Point
SCG	Strategic Coordinating Group
STAC	Science and Technical Advice Cell
TCG	Tactical Coordinating Group
THA	Tactical Holding Area
TOC	Train Operating Company
TOLO	Train Operating Liaison Officer
USAR	Urban Search And Rescue

13. INDEX OF ANNEXES

- a. ANNEX A Immediate Checklist
- b. ANNEX B Key Consequence Factors

IMMEDIATE CHECKLIST

Threat and Risk Assessment Completed?	
Decision taken to evacuate and recorded as such?	
Cordons identified and appropriate Zone identified?	
Diversions and Traffic plan in place?	
Vulnerable People Identified?	
Assembly Points, Tactical Holding Points and RVP's Identified?	
How many people are affected: - Night profile of Area - Day profile of Area	
Warning and informing the public – key messages	
Media Liaison in Place / Contacted?	
Casualty Bureau Activated?	
Has the Safety of responders been assessed?	
Can the overall command structure, Strategic (Gold), Tactical (Silver) and Operational (Bronze) be established?	

KEY CONSEQUENCE FACTORS

The need to evacuate and shelter large numbers of people could arise from several different scenarios.

The following factors should be considered when assessing whether to evacuate.

1. Full or partial evacuation (what is the threat, how long will it last)
2. Alternatives to evacuation (safe shelters)
3. Where to evacuate to (assembly areas ,time of day, weather conditions)
4. How to communicate this to the public and businesses
5. Time scale to evacuate
6. Transport for evacuees
7. Vulnerable people
8. Security of premises
9. Resources required
10. Rest Centres
11. Animals
12. Refusal to evacuate
13. Recovery and return to normality