



# EMERGENCY PLAN

Not Protectively Marked

**'REFER TO PAGE 15 IF ACTIVATING THIS PLAN DURING AN INCIDENT'**

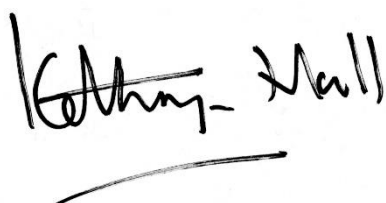
## Foreword

This Emergency Plan stipulates how Mid Sussex District Council's resources would be deployed to assist the emergency services (and other agencies) in the response to a local major incident.

This plan identifies the emergency functions of the relevant service areas and the roles and responsibilities of key officers. These emergency roles are considered an extension of the Council's normal duties. Training will be provided to the relevant officers identified in this plan should their responsibilities during an emergency differ from their normal duties.

The officer roles and procedures within this plan will be reviewed annually unless they are otherwise tested during an incident or exercise.

The next review date for this plan is 1<sup>st</sup> October 2025

A handwritten signature in black ink that reads "Kathryn Hall". The signature is written in a cursive style and is positioned above a horizontal line.

Kathryn Hall

Chief Executive

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## **Distribution**

**A copy of this plan is held on the Council's SharePoint network. The plan is published on the Council's website [www.midsussex.gov.uk/emergencies](http://www.midsussex.gov.uk/emergencies) and shared with Sussex Resilience Forum partners via Resilience Direct, the government's secure website for Civil Contingency planning.**

## Record of amendments

Amendment Number	Amended section (s)	Date	By whom
1	Various to reflect organisational changes	November 2004	
2	Various – contact details	5 <sup>th</sup> August 2005	
3	Various contact details & organisational changes	8 <sup>th</sup> March 2006	
4	BT (British Telecom) Linkline number added to Appendix 6	22 <sup>nd</sup> May 2006	
5	Mid Sussex Amateur Radio Society numbers added to Appendix 6	22 <sup>nd</sup> May 2006	
6	Met Office Severe Weather contact details	27 <sup>th</sup> June 2006	
7	Burgess Hill Town Council Contact numbers added	30 <sup>th</sup> August 2006	
8	Chief Exec added to contact list and as leader of Management Team	12 <sup>th</sup> October 2006	
9	Staff added to Appendix 5	6 <sup>th</sup> November 2006	
10	Appendix 9 ECC Layout added	28 <sup>th</sup> November 2006	
11	Various amendments to call out lists	19 <sup>th</sup> March 2007	
12	Various Amendments to call out lists	25 <sup>th</sup> July 2007	
13	MSDC Switchboard/Call Centre Roles/Procedure added	10 <sup>th</sup> September 2007	
14	Strategic Corporate Director amended to Deputy Chief Executive	11 <sup>th</sup> October 2007	
15	Contact list and job titles amended	25 <sup>th</sup> October 2007	
16	Analogue phone number added to section 2 (ECC)	6 <sup>th</sup> November 2007	
17	Contact details amended in Appendix 1	20 <sup>th</sup> November 2007	
18	Contact details amended in Appendix 1	13 <sup>th</sup> March 2008	
19	Contact details amended in Appendix 1	8 <sup>th</sup> May 2008	
20	Addition to Contact Centre procedure & contact details amended	5 <sup>th</sup> June 2008	
21	Contact details amended in Appendix 1 and page 25 amended	5 <sup>th</sup> June 2008	
22	Contact details amended in Appendix 1 & job title on page 16	9 <sup>th</sup> July 2008	

23	Contact details for Press Officer amended in Appendix 1	16 <sup>th</sup> July 2008	
24	Contact details for HoS L & S and Customer Services & Communications Officer amended in Appendix 1	16 <sup>th</sup> December 2008	
25	Titles for HoS amended in with latest organisational structure, Incident Liaison Officers contact details added	28 <sup>th</sup> April 2009	
26	Contact details amended in Appendix 1	12 <sup>th</sup> June 2009	
27	HoS Contact details amended in Appendix 1	22 <sup>nd</sup> July 2009	
28	Various to Contact details App. 1, 2 & 6-9	11 <sup>th</sup> August 2009	
29	Refresh Officer Job Titles	10 <sup>th</sup> August 2010	
30	Major Revision following review and to reflect structural changes	1 <sup>st</sup> March 2011	
32	Minor edits to update text	31 <sup>st</sup> October 2013	
33	Distribution list removed as copies of this plan are now available on-line and via the network drive.	1 <sup>st</sup> January 2015	
34	Various edits to reflect re-structure in the Council's Management Team	1 <sup>st</sup> January 2016	
35	Various edits to reflect re-structure in the Council's Management Team	31 <sup>st</sup> October 2016	
36	Plan reviewed and updated	4 <sup>th</sup> April 2018	
37	Plan reviewed and updated. Rest Centre set-up & management revised.	9 <sup>th</sup> April 2019	
38	Full Plan review and amended to reflect new management and council structures	9 <sup>th</sup> August 2023	Paul Collard EPM
39	Full plan review and update to reflect change in MSDC management structure	7 <sup>th</sup> March 2024	Paul Collard EPM
40	Amendments to Acronyms and addition of a Glossary for clarity	16 <sup>th</sup> April 2024	Paul Collard EPM

# 1 Introduction

This plan specifies the District Council’s response to a major incident in Mid Sussex.

By producing this plan, the Council will devise arrangements to complement the activities of emergency responders, whilst trying to maintain public services and to support the local community during times of crisis.

## 1.1 Aim

The aim of this plan is to provide guidance to key officers so that they are sufficiently prepared to implement an appropriate response by the District Council to a major incident in Mid Sussex.

This preparedness should enable the critical functions of the Council to continue during a major incident, mitigate the impact of such an incident on our community and facilitate the fastest possible recovery and return to normality.

## 1.2 Objective

The objective of this plan is to define the District Council's management arrangements and service area responsibilities during the response to a major incident.

## 1.3 Further information

[This Emergency Plan\\*](#) constitutes the generic major incident response plan for MSDC. Please refer to the following documents for further information:

<b>MSDC Emergency Contacts Directory</b>	<b>MSDC Rest Centre Information</b>
<b>MSDC Out of Hours Manual</b>	<b>MSDC Severe Weather Plan</b>
<b>MSDC Business Continuity Plan</b>	<b>SRF SERR Document</b>
<a href="#">SRF Community Risk Register*</a>	<a href="#">Emergency Response &amp; Recovery*</a>
<a href="#">Emergency Preparedness*</a>	

These documents can be found by clicking the relevant link.

Documents containing personal information are encrypted; contact the Emergency Preparedness Manager to request the relevant passwords.

**\* Denotes that the plan is available to the public by clicking the relevant link above**



#### **1.4 Requirement to Produce this Plan.**

The Civil Contingencies Act (CCA) came in to force on 1st April 2005 having received royal assent in November 2004.

The CCA replaced the Emergency Powers Act 1948 and was devised to build upon a tradition of local good practice among emergency responders to bring coherence to civil protection and resilience arrangements in the UK. The CCA categorises emergency responders in the following way:

**Category 1** – Have a general duty of civil protection (risk management, emergency planning, business continuity, warning and informing).

- Local Authorities
- Police
- Fire & Rescue Service
- NHS Trusts (ambulance services, hospitals etc.)
- Port Health Authority (where applicable)
- Health Protection Agency
- Environment Agency
- Maritime & Coastguard Agency

**Category 2** – Have supporting obligations (information sharing and co-operation)

- Utilities (Electricity, gas, water, public electronic communications)
- Met Office
- Railways
- Transport for London / London Underground
- Airports
- Harbours
- Secretary of State (Highway Authorities)
- Health and Safety Executive

As a Category One (Cat 1) responder, the District Council has seven duties under the CCA:

- I. assess the risk of emergencies occurring and use this to inform contingency planning
- II. put in place emergency plans
- III. put in place business continuity management arrangements
- IV. 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
- V. share information with other local responders to enhance co-ordination
- VI. co-operate with other local responders to enhance co-ordination and efficiency

- VII. provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only)

The CCA requires Category One responders to work together and recommends that civil protection arrangements are planned and delivered by a multi-agency Local Resilience Forum. In Sussex this is known as the Sussex Resilience Forum (SRF).

**1.5 Community Risk Register (CRR)**

All Category One responders are required to identify the potential hazards and threats in their area, assess the likelihood of an emergency occurring and the impact it would have on the community if it did. This information is held in the Sussex Community Risk Register, which is compiled and agreed by the Sussex Resilience Forum.

**1.6 Definition of an Emergency**

Under the CCA, an emergency is defined as:

***“An event or situation, which threatens serious damage to human welfare, the environment or security of a place in the UK.”***

**1.7 Types of Emergencies**

<b>Natural</b>	Storms, flooding, snowfall
<b>Technological</b>	Damage to structures and buildings; industrial (e.g., by explosion; release of toxic substances; transport accident)
<b>Social</b>	Health emergencies (epidemics), poisoning of the food chain
<b>Environmental</b>	Air, water and land pollution or contamination
<b>Hostile Acts</b>	Terrorism or actions of a hostile state

**1.8 Levels of Emergency (Based on their Impact)**

<b>Catastrophic</b>	9/11 attacks, Ukraine Conflict, Gaza conflict
<b>Serious</b>	Foot and Mouth Disease, 7/7 attacks, CoVid19
<b>Significant</b>	Severe weather or flooding over a wide area
<b>Local</b>	Large fire, road accident, water outage, evacuation

## 1.9 Definition of a Major Incident

Under the CCA, a major incident is defined as:

***“An event or situation with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agency”.***

### Notes

1. *“Emergency responder agency” describes all category one and two responders as defined in the Civil Contingencies Act (2004) and associated guidance.*

2. *A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment, or national security.*

3. *A major incident may involve a single-agency response, although it is more likely to require a multi-agency response, which may be in the form of multi-agency support to a lead responder.*

4. *The severity of the consequences associated with a major incident are likely to constrain or complicate the ability of responders to resource and manage the incident, although a major incident is unlikely to affect all responders equally.*

## 1.10 Responding to an emergency.

This plan has been produced to specify the Council’s response to a major incident in Mid Sussex, should assistance be required. In such circumstances, the District Council would be expected to support the emergency services during the response phase.

A range of other organisations may also be involved, such as voluntary agencies, utilities providers, telecoms companies and transport services.

This plan specifies the roles of District Council officers in responding to a major incident in Mid Sussex.

A major incident can be declared by any Category One responder, and this usually occurs when an emergency requires the implementation of special arrangements for:

- the treatment, rescue and transportation of a large number of casualties
- the management of a large number of evacuees, witnesses or bystanders
- the handling of a large number of media or public enquiries

- the deployment of additional resources from more than one responder
- the welfare arrangements for a large number of people

### **1.11 Role of the District Council**

The requirements of the District Council in responding to a major incident are defined in the SRF Sussex Emergency Response & Recovery (SERR) Document as follows:

- Alert other local authorities and organisations, including parish councils.
- Deploy MSDC Incident Liaison Officers (ILO)
- Assist in warning and informing the public
- Provide a Strategic level officer to the Strategic Coordinating Group (SCG) (when required)
- Provide and manage Rest Centres & arrange emergency feeding
- Support the Police in the running of Survivor Reception Centres (SurRC)
- Coordinate the provision of transport (if not already being carried out by County)
- Re-housing and accommodation need for displaced persons
- Waste removal
- Provide building, technical and engineering advice
- Environmental health advice and services
- Building Control Services e.g., structural safety advice

The leading role allocated to the District Council during the response phase would be to identify and operate suitable emergency shelter for any evacuees and/or uninjured survivors. It should also be noted that local authorities are expected to take the lead during the recovery phase of any major incident, to support the community.

In more broad terms, the authority's role will encompass:

- a. Supporting the emergency services and those engaged in the response.
- b. Support and care for the local community.
- c. Facilitating the recovery and return to normality of the community.

d. Maintaining the Authority's essential services at an appropriate level.

According to the SRF SERR Document, the County Council takes the lead role in the local authority response to a major incident, with support from Districts and Boroughs.

## **1.12 The Roles of other Responders**

### **Sussex Police**

The Police will generally co-ordinate the joint response between the emergency services and other organisations at the scene of an incident. Unless an incident is due to natural causes such as severe weather, they will treat all incidents as a crime scene until proven otherwise. Police operations may include setting up cordons, implementing evacuation, identification of victims and dissemination of survivor and casualty information.

### **West Sussex Fire and Rescue Service (WSFRS)**

The overall aim of the Fire & Rescue Service is to save life, mitigate damage to property and to provide humanitarian services. Their responsibilities include firefighting and rescue operations, including the release of trapped people, urban search and rescue, controlling leaks and spillage of hazardous substances, damage control/salvage operations, and investigating the cause of the incident.

### **South East Coast Ambulance Service (SECAMB)**

The Ambulance Service will be responsible for the treatment and care of those injured at the scene. SECAMB will determine the priority evacuation needs of the injured (triage) and their transportation to nominated receiving hospitals. They will also provide medical support at survivor reception centres and rest centres, as necessary.

### **Environment Agency (EA)**

The Environment Agency has responsibility for protecting water, land and air. It will respond to all reports of environmental emergencies, which have the potential to cause harm to the environment or (in certain circumstances) human health. The EA will be the lead agency in planning for the response to and recovery from flooding.

### **Town & Parish Councils**

Although they are not required to respond by law, Town & Parish Councils can play a vital role during and after a local incident. Most of our Towns and Parishes have their own emergency plans which have been devised to complement those of the emergency responders. MSDC will communicate with the relevant Town and Parish Councils during the response and recovery from a major incident, and their officers, elected members or volunteers may be asked to support the response.

## **Voluntary Sector Organisations**

### **Sussex Community Resilience Partnership (SCRIP)**

Voluntary organisations and individual volunteers are coordinated through the Sussex Community Resilience Partnership and during an emergency their resources can be requested via the Sussex Resilience Forum.

### **St. John Ambulance and British Red Cross**

St. John Ambulance and the British Red Cross can provide a range of services such as first aid, transportation, bedding and other auxiliary roles at rest centres. The British Red Cross provides the Fire Emergency Support Service (FESS) to support people who have been evacuated from their homes. Both services will also provide ambulances and resources to assist SECAMB as required.

### **Royal Voluntary Service (RVS)**

The RVS has volunteers who can provide light refreshments, welfare support and other auxiliary roles at rest centres.

### **Sussex 4x4 Response**

Sussex 4X4 Response is a group of volunteers who provide four wheel-drive vehicles and skilled drivers to support the emergency services during an incident. Their roles can range from providing transport to supporting temporary road closures.

## **1.13 Minor Incidents**

Whilst the procedures used within this Emergency Plan are primarily designed with major incidents in mind, the District Council's assistance may occasionally be requested by other responders for smaller-scale emergencies. For example, a rest centre may be requested to accommodate a small number of people evacuated from their homes during a localised incident, such as a gas leak or water disruption.

Minor incidents are unlikely to require the full activation of this Emergency Plan, though certain procedures from this plan may be implemented and resources deployed in a proportionate way. In these circumstances, the Emergency Preparedness Manager and/or the Incident Liaison Officer will liaise with the emergency services to provide the necessary District Council assistance, whilst also monitoring the impact of the incident on Council services and the wider community.

Certain incidents (such as severe weather events) may require a different approach and in these cases a separate, specific plan will define the District Council's response. Any additional procedures included in such plans will mirror those held in this document, so that officers can facilitate the best possible response with the resources available at the time.

## 2 Activation, Management and Co-ordination

### 2.1 Notification of an emergency/major incident

During office hours, Sussex Police, West Sussex Fire & Rescue Service and West Sussex County Council are expected to report emergencies directly to the District Council's on-call Incident Liaison Officer. Outside of office hours, reports will be made through the MSDC out of hour's team or direct to the on-call ILO using the advertised contact number.

If support from MSDC is required, the Council's senior management must be informed, see [Fig.1](#)

### 2.2 Activation of this Emergency Plan

Consideration will be given to activating this plan in the following circumstances:

#### Trigger -

- A. MSDC is notified that a major incident has been declared in Mid Sussex.
- B. A local incident develops or threatens to develop beyond the response capabilities of the Council service(s) dealing with it.
- C. A localised incident develops or threatens to develop that will prevent the Council service from maintaining its essential day-to-day work.
- D. The National Threat Level is elevated to 'Critical', meaning that an attack is expected imminently, and exceptional arrangements may be required.

#### Activating the plan due to:

##### A above

The Incident Liaison Officer and/or the Emergency Preparedness Manager will:

1. start a log.
2. contact WSCC Resilience & Emergencies team and confirm response roles
3. attend the incident scene (or send an Incident Liaison Officer) where necessary.
4. notify Deputy Chief Executive
5. advise whether the Emergency Control Centre should be set up and where.
6. provide on-going assistance to the emergency services.

##### B, C and D above

The Incident Liaison Officer and/or the Emergency Preparedness Manager will advise:

1. if the Emergency Management Team (EMT) should be convened
2. if the Emergency Control Centre should be set up and where.
3. which service areas may be required to provide an emergency response
4. which service area will take the lead
5. If Lockdown Procedures should be instigated

**The decision on 1-5 above will made by the management team**

## 2.3 Command & Control

All response agencies will manage a major incident using three levels of command.

These are:

**Strategic (Gold)** – senior executives who set the strategy and co-ordinate the response

**Tactical (Silver)** – Commanders or managers who implement the strategy set out by Strategic and assume tactical command of the incident.

**Operational (Bronze)** – trained and equipped staff working at the scene

If two or more response agencies are required to be working at a strategic (Gold) level, the relevant officers will form a Strategic Coordinating Group (**SCG**) under the Sussex Resilience Forum response structures (see SRF SERR document)

Tactical Commanders will form a multi-agency Tactical Coordinating Group (**TCG**) under the Sussex Resilience Forum response structures (see SRF SERR document)

These groups will normally convene at Sussex Police & East Sussex Fire & Rescue Service (**ESFRS**) Headquarters, Malling House, Church Lane, Lewes BN7 2DZ or virtually via the TEAMS platform.

Operational (Bronze) Command will usually be situated close to the scene and may initially convene at the Forward Control Point (**FCP**), Incident Command Vehicle (**ICV**) or Rendezvous Point (**RVP**).

## 2.4 Additional Assistance

When a major emergency affects a wider area than Sussex, a higher level of co-ordination and control may be established. This may be at Government level (**COBR**) or by the implementation of a Department for Levelling Up Housing and Communities (**MHCLG**) Resilience & Emergencies Division (**RED**) Regional Co-ordinating Centre (**RCC**). The SCG will continue to deal with strategic issues that only affect Sussex, whilst overall strategy and allocation of resources from other areas will be dealt with at the higher level.

If voluntary organisations are required to assist in the response, the Incident Liaison Officer or Emergency Preparedness Manager will request their services in consultation with West Sussex County Council and the SCG.

The decision to call for Military Aid to Civil Authorities (**MAC-A**) will be made through the Strategic Coordinating Group (**SCG**).

**All contact details can be found in the SRF Contacts Directory**



## 2.5 Emergency Control Centre (ECC)

If required, the Emergency Control Centre (ECC) will be set up in the Digital Offices at the MSDC campus at Oaklands as it has Uninterrupted Power Supply (UPS) capability (or at another location to be decided by MT)

The ECC will act as a communications hub during an incident, Strategic Management Team meetings will be held in the Mid Sussex Room at Oaklands from where the decisions made, and actions taken by the District Council will be recorded.

In the event of the Oaklands Building being un-useable, the Emergency Control Centre and meeting location will be set up at such other place as the Chief Executive shall direct, depending on the location of the incident.

The Emergency Store (located beneath the Council Chamber) contains basic administrative equipment to facilitate an ECC away from the Oaklands Campus. The key safe code for the Emergency Store is within the Key Safe on the wall to the left of the door. The Code can be obtained from the Emergency Preparedness Manager or on call Incident Liaison Officer (ILO).

## 2.6 Emergency Management Team (EMT)

During the response to a major incident in Mid Sussex, all members of the Council's Management Team will be expected to undertake emergency duties related to their service areas. In addition, other specialist officers may be required to support the Council's response, depending on the nature of the incident. Please refer to [Appendix 1](#) Diagram of the Council's Emergency Management Structure.

## 2.7 The Emergency Committee

During a major incident, the Chief Executive will convene and chair the Council's Emergency Committee to keep elected members informed of the incident. The Committee consists of the:

- Leader of the Council
- Deputy Leader & Cabinet Member for Communities & Communications
- Cabinet Member for Finance, Revenues & Benefits
- Cabinet member for Sustainable Economy & Housing
- Cabinet member for Leisure & Customer Services

The Emergency Committee will:

- a. be kept informed of the Council's response.

- b. provide the political momentum to enable the diversion of resources from other authorities (should this be necessary)
- c. authorise emergency actions undertaken by the Council and provide approval for expenditure incurred.

## 2.8 Situation Reporting (SITREP)

During the response to an emergency, all partners will periodically be asked to complete and share a situation report on the impact of the incident. Responders will use the Red, Amber, Green (RAG) status to comment on conditions affecting their organization (see overleaf).

Condition (RAG Status)	Description
Green	Normal operational response, little or no impact on services
Amber	Emergency resources deployed, minor impact on services
Red	Emergency resources at full capacity, ongoing service disruption, further assistance may be requested

## 2.9 Warning & Informing the Public

Any statements, bulletins or media releases will be made through the AD for Organisational Development who will maintain close liaison with the press officers of other agencies involved via the SRF Communications Group.

## 2.10 Finance & Insurance

When assisting in the response to a major incident, the District Council may be entitled to the 100% reimbursement of eligible costs under the Bellwin Scheme.

A Bellwin scheme may be activated where an emergency or disaster involving destruction of or danger to life or property occurs and, as a result, one or more local authorities incur expenditure on, or in connection with, the taking of immediate action to safeguard life or property, or to prevent suffering or severe inconvenience, in their area or among its inhabitants. There is no automatic entitlement to financial assistance. Ministers are empowered by [section 155 of the Local Government and Housing Act 1989](#) to decide whether or not to activate a scheme after considering the circumstances of each individual case.

To qualify, such costs must be incurred when the District Council takes immediate action to safeguard life or property or prevent suffering or severe inconvenience within Mid Sussex. The minimum spending threshold to activate the Bellwin Scheme is currently **0.2%** of the authorities' annual budget. **It is therefore essential to keep a record of all expenditure connected with a major incident.**

Examples of expenditure that would qualify for reimbursement via the Bellwin Scheme include:

- The hiring of vehicles, plant or equipment to commence salvage works
- The cost of providing temporary accommodation
- The cost of removing debris which causes a hazard
- The cost of hiring temporary staff or contractors to assist with the response

Examples of expenditure that **would not** qualify for reimbursement under the Bellwin Scheme:

- Costs which are otherwise insured – e.g., damage caused by terrorism
- Loss of income from closed facilities
- The normal wages and salaries of employees
- Any element of betterment when making repairs to a significantly higher standard

The Ministry of Housing, Communities and Local Government (MHCLG) must be notified within one month of the Council's request to activate the Bellwin Scheme.

The AD Corporate Resources will be responsible for monitoring emergency expenditure during the response to a major incident and ensure there is sufficient insurance cover for staff involved in the response to a major incident.

## 3 – Roles & Responsibilities of the Emergency Management Team (EMT)

### 3.1 Chief Executive - Chair of the Emergency Management Team

#### Emergency Roles & Responsibilities

- Co-ordinate the Council's emergency response
- Chair Emergency Management Team Meetings
- Convene and chair the Emergency Committee
- Attend SCG Meetings on behalf of the District Council
- Keep elected members informed about the incident

- Report on decisions taken by the Emergency Management Team during the incident and post incident
- Formally request additional support (mutual aid) if required

### **3.2 Deputy Chief Executive**

#### Emergency Roles & Responsibilities

- Deputise for the Chief Executive in their absence
- Lead on preparations for the recovery phase
- Agree the deployment of staff, contractors, plant and transport at the scene of the incident as agreed with other responders
- Liaise with the local business community to assess the economic impact of the incident
- Provide advice and assistance to local businesses whose functions are essential to the economy and provide support during the recovery
- Maintain a record of assistance provided by the private sector
- Arrange accommodation for evacuees who may not be able to return to their homes after rest centres have ceased operation **(AD Digital & People Services)**
- Ensure that appropriate advice is given on Environmental Health matters and to oversee any remedial action **(AD Communities)**
- Provide measures to control the spread of diseases, maintain reasonable standards of health and hygiene and advise on health matters **(AD Communities)**
- Take action to safeguard public health, including chemical spillages, animal disease, pollution monitoring and provision of clear water supply **(AD Communities)**
- Assist the County Council in the establishment of a temporary mortuary (should the need arise) **(AD Communities)**
- Ensure continuity of other critical functions within service area

### **3.3 Director - Resources & Organisational Development**

#### Emergency Roles & Responsibilities

- Provide emergency finances to facilitate the Council’s response **(AD Corporate Resources)**
- Set the communications strategy to warn and inform the public during an incident **(AD Organisational Development)**
- Monitor and record expenditure in connection with the incident **(AD Corporate Resources)**
- Recover expenditure incurred during an emergency (when appropriate) **(AD Corporate Resources)**
- Oversee staff welfare during and after an incident **(AD Organisational Development)**
- Provide legal advice to officers and members during an emergency **(AD Legal & Democratic Services)**
- Produce information about the emergency to warn and inform the public in a timely manner **(AD Organisational Development)**
- Maintain close liaison with the media **(AD Organisational Development)**
- Deploy a Press Officer to the scene as necessary **(AD Organisational Development)**
- Maintain close liaison with the Press Officers of all other agencies involved in the incident to ensure a joint message **(AD Organisational Development)**
- Monitor media reports and broadcasts **(AD Organisational Development)**
- Provide staff and resources to support the operation of the Emergency Control Centre (if activated) **(AD Corporate Resources)**
- Oversee the handling of public enquiries via the Customer Contact Centre and out-of-hours service **(AD Digital & People Services)**
- Provide news conference facilities as deemed appropriate **(AD Organisational Development)**
- Ensure that any resources deployed during the incident are secure and safe **(AD Organisational Development)**
- Work with partner agencies to set up a Help Line for enquiries, as deemed necessary **(AD Digital & People Services)**

### 3.4 Director – People & Commercial Services

#### Emergency Roles & Responsibilities

- Arrange for the inspection of land or premises owned or managed by the Council **(AD Commercial Services & Contracts)**
- Ensure that the public is protected from any possible hazards found as a result of the inspection of land or premises owned or managed by the Council **(AD Communities)**
- Oversee the operation of the Emergency Control Centre (if activated)
- Ensure the Council’s IT systems are capable of functioning during an emergency **(AD Digital & People Services)**
- Ensure that resilient forms of communication are available to officers **(AD Digital & People Services)**
- Provide Building Control Officers to assess dangerous structures and organise specialist contractors if demolition is considered necessary **(AD Commercial Services & Contracts)**
- Support the removal of waste material from the incident scene (if requested) **(AD Commercial Services & Contracts)**
- Preserve and protect the integrity of all Council assets
- Ensure continuity of other critical functions within service area

### 3.5 Other Assistant Directors and additional considerations

#### Emergency Roles & Responsibilities

- Attend Sussex Resilience Forum Tactical Co-ordinating Group meetings **(AD Communities)**
- Support the Council’s response to a major incident by providing, staff, contractors or other resources as determined by the Emergency Management Team **(All)**
- Be prepared to support the recovery from a major incident by providing, staff, contractors or other resources in consultation with Sussex Resilience Forum partners **(All)**
- Make business continuity arrangements to ensure that providing such resources does not compromise the delivery of essential services. **(All)**

### **3.6 Emergency Preparedness Manager/Incident Liaison Officer**

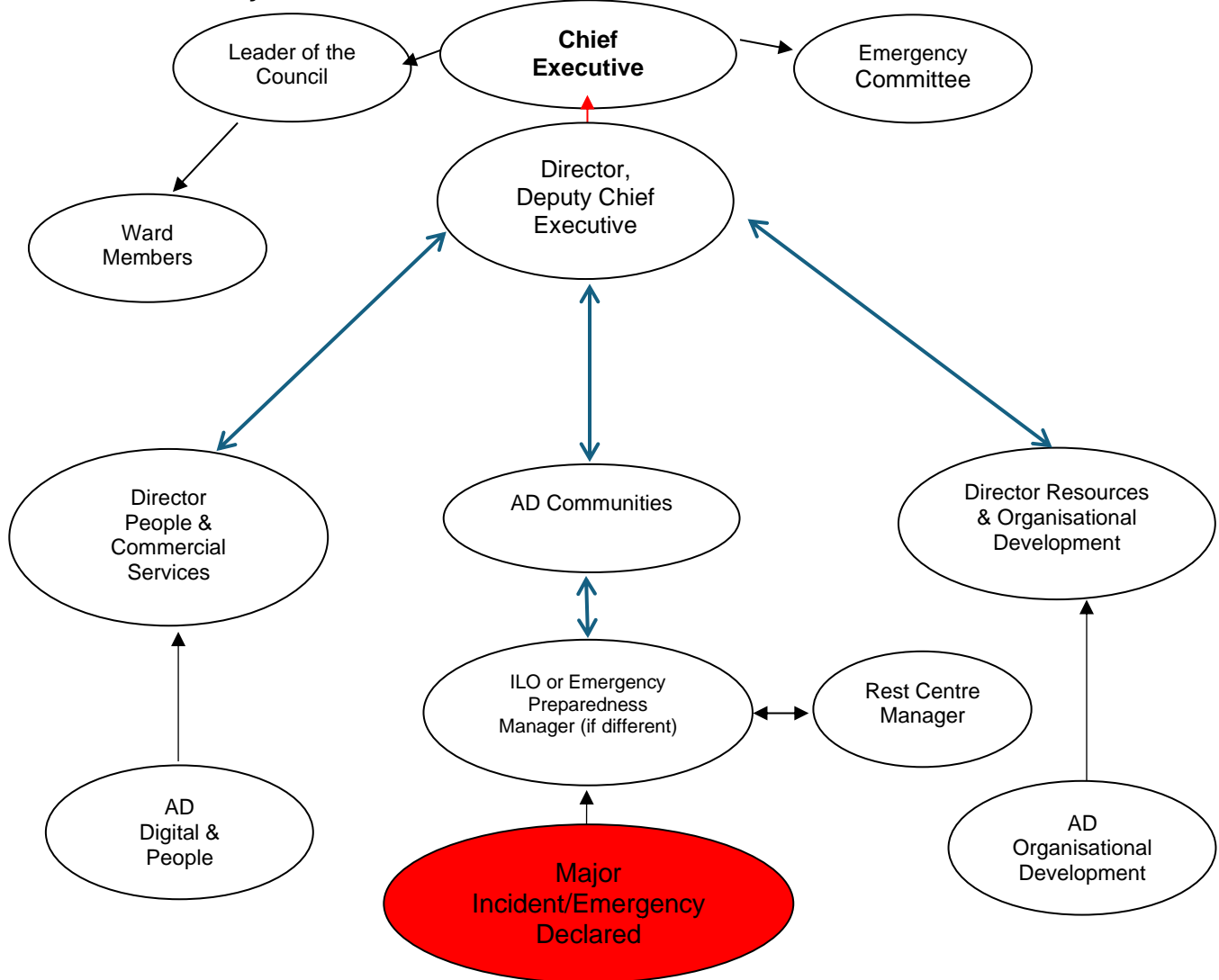
#### **Emergency Roles & Responsibilities**

- Act as Tactical Advisor to AD Communities and the wider EMT
- Liaise and report to and from the Sussex Resilience Forum
- Liaise with the emergency services and other responders during the incident
- Identify, set up and manage an appropriate Rest Centre
- Attend the scene of the incident as directed by the EMT
- Oversee the deployment of other Incident Liaison Officer(s) to the scene (Mutual Aid)
- Liaise with other MSDC staff or contractors who are responding to the incident
- Monitor the activities of voluntary organisations during the incident

## 4 - Procedures & Guidance for the Emergency Management Team (EMT)

If a major incident is declared in Mid Sussex, the Emergency Preparedness Manager or Incident Liaison Officer will be notified by the WSCC Duty Emergency Management Officer or directly by the emergency services, unless out of hours (see 2.1).

**Fig. 1 Cascade Call-out System for the Emergency Management Team when a Major Incident has been declared:**



**Red Arrows Signify Notifications to activate the Emergency Management Team**

**Blue Arrows depict dual lines of communication**

**Black Arrows depict other possible lines of communication**

**Phone calls are the primary means of initial communication,**



#### **4.1 Guidance for EMT Cascade Call-out**

The Cascade Call-out System should be used during the normal working day or out of hours.

In the absence of the Emergency Preparedness Manager, the duty Incident Liaison Officer (ILO) will receive the initial notification of the emergency and start the process.

Once notified, members of EMT should use the MSDC Intranet Staff Directory (during normal office hours) or the MSDC Emergency Contacts Directory to call the appropriate officer(s).

In the initial stages of an incident, the Emergency Preparedness Manager may assume the role of Incident Liaison Officer and will go to the scene until further requirements are known.

If a member of EMT is unable to reach the officer as specified in Fig. 1, contact the next officer in the chain. Keep attempting to contact the specified officer (or their nominated deputy) until a response is received.

If, for any reason, it is anticipated that EMT will not be able to communicate effectively by telephone, they must meet in person at the Emergency Control Centre as soon as possible, following notification.

#### **4.2 Out of Hours Activation Procedures for Emergency Control Centre**

- a) Contact AP Security and ask a duty Officer to open up MSDC premises as soon as possible.
- b) Travel to MSDC Emergency Control Centre as soon as possible. The ECC will be set up in the Digital Office and Mid Sussex meeting room at Oaklands.
- c) Each member of the Emergency Management Team is responsible for contacting their emergency support staff relevant to their service area.
- d) To make the ECC fully operational, support staff may initially be required from Digital & People Services and the Customer Contact Centre.
- e) EPM/ILO to keep other responders informed of MSDC actions.
- f) The target time for out-of-hours activation is 1-2 hours

#### **4.3 Guidance for Officers Setting up Emergency Control Centre**

The Director for People & Commercial Services will oversee the setting up of the Emergency Control Centre (ECC) as above.

A plan of the layout of the ECC is shown at [Appendix 2](#)

#### **4.4 Emergency Control Centre (ECC) Functions & Administration**

- a) Ensure that an incident log is being maintained to record all decisions and actions taken by MSDC
- b) Provide the necessary furniture, stationery, reference material and secretariat for meetings of the Emergency Management Team.
- c) Ensure that there is adequate heating, lighting and cleaning of facilities.
- d) Arrange meals and refreshments for personnel in the ECC and at the site of the incident.

##### **4.4.1 ECC Communications**

When activated, the ECC may require additional capability to be set up in Digital Office at Oaklands. Mobile phones (unless affected by the incident) will continue to be used along with TEAMs telephony and meeting its capability.

If the mobile signal to the incident site is poor, RAYNET may be able to assist by providing additional resources.

**Contact for RAYNET is via the WSCC Duty Emergency Officer.**

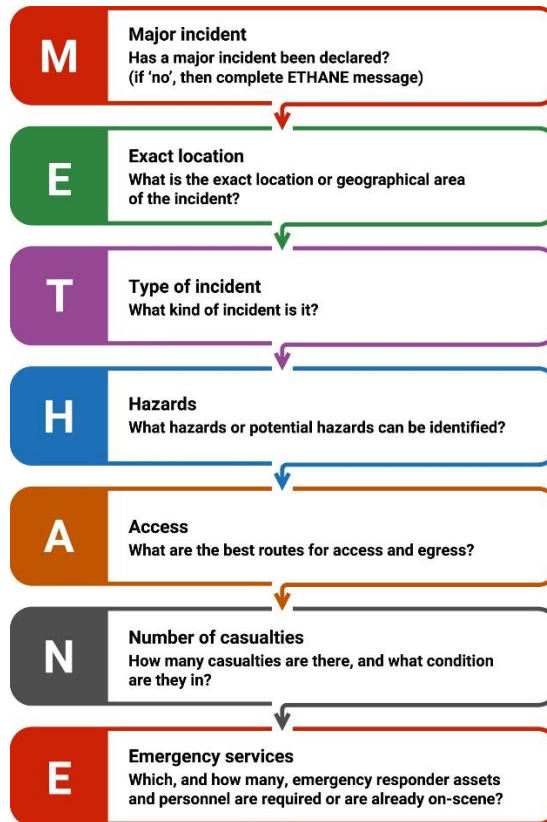
During prolonged incidents, members of EMT may be required to seek overnight accommodation close to the ECC, if it is felt that returning to their homes would hamper ongoing communications and decision making.

##### **4.4.2 Incident Logging & Message Handling**

- All requests for assistance and the associated action undertaken by MSDC to them must be logged by the ECC. Logbooks can be found in the emergency store.
- All logbooks should be collated into chronological order and checked regularly by the ECC Manager to ensure actions have not been missed.
- All logbooks must be retained for the Chief Executive's Final report and for evidential purposes.

#### **4.5 Guidance for Emergency Preparedness Manager (EPM) and/or the Incident Liaison Officer (ILO)**

- Use the Mnemonic (M)ETHANE to obtain details of the incident (Form at [Appendix 3](#))



- Upon receipt of notification of a major incident, find out the precise location and nature of the incident and the nature of the assistance required from the District Council. Take the details of the person contacting you.
- Contact and liaise with the West Sussex County Council Duty Emergency Officer
- Start a record of decisions and actions, using the Joint Emergency Services Interoperability Principles (**JESIP**) app on the duty phone or a notebook.
- Contact AD Communities and activate Cascade Call-Out for EMT.
- If a rest centre is requested, identify which one should be used and contact the key-holder using the list provided. NB the rest centre should be opened within 1-2 hours.
- Travel to the scene of the incident.
- Once at the scene, report to the Incident Command Vehicle, identify yourself and ask if any further assistance is required from MSDC. **Ensure that you are wearing an Incident Liaison Officer tabard** and the appropriate Personal Protective Equipment (**PPE**)

- Attend Tactical level Briefings and pass on any situation reports to relevant agencies.
- Provide the link between all responders at the scene and the Council's Emergency Management Team
- Inform WSCC Duty Officer if the MSDC ECC is in operation and request that the SRF SERR Cascade is activated if assistance/mutual Aid is anticipated.

## 4.6 Additional Guidance for Incident Liaison Officers (ILOs)

### 4.6.1 Introduction

If requested, MSDC will provide an ILO to assist the emergency service response. In most circumstances, the Emergency Preparedness Manager will initially perform this role until relieved by another member of staff. In the absence of the Emergency Preparedness Manager, the duty ILO will perform this role. ([See 4.5 above](#))

Occasionally it may be possible for another Council Officer (such as a Building Control Officer) to act as the Incident Liaison Officer. However, adopting this role should not in any way compromise their ability to carry out their primary duties.

Incident Liaison Officers are provided with training and equipment to assist them with undertaking their duties during an incident.

### 4.6.2 Procedure

Upon arriving at the scene, the ILO will wear the Tabard supplied and report to the Incident Command Vehicle for briefing by the emergency responders. The Incident Command Vehicle (**ICV**) will normally be provided by West Sussex Fire & Rescue Service and will be located outside the safety cordon and be displaying its blue lights.

Once briefed, the ILO will communicate a situation report and requests for Council assistance to the Emergency Management Team.

The ILO will not cross any police cordon unless requested or authorised to do so by a senior officer and only when appropriate PPE has been provided and being worn.

### 4.6.3 Supplies & Equipment

All Incident Liaison Officers will hold the following equipment:

- High visibility jacket and ILO tabard
- MSDC ID Badge & Name Plate (including mobile contact number) for car

- Copy of this Plan & Emergency Contacts Directory
- Copy of Rest Centre Information Booklet
- Incident Liaison Officer Pack & Clipboard
- Mobile Phone & Charger

#### 4.6.4 Communications

The Incident Liaison Officer will use a mobile phone (or VHF radio if instructed by the EMT) to communicate with the Emergency Control Centre (**ECC**).

The Emergency Preparedness Manager (**EPM**) or another member of EMT is responsible for giving accurate instructions to enable the nominated Incident Liaison Officer to work with the emergency services at the scene.

If the Emergency Services request equipment or supplies that MSDC does not provide, pass on the request to the ECC or County Emergency Officer for action.

Inform the emergency services of an approximate Estimated Time of Arrival (**ETA**) at the site if equipment can be located. If the request cannot be met, inform the service concerned.

Remain in regular contact with the EMT to update the Control Centre with reports from the incident scene.

Incident Liaison Officers are also to act as support to any other MSDC Officers that may be at the scene.

#### 4.7 Guidance for Director of Resources & Organisational Development

- Contact the press officers of relevant response agencies to agree a joint message. These include: -
  - Emergency Services.
  - Local Authorities.
  - Health Authorities, Environment Agency,
  - Utilities Companies
  - Voluntary agencies - RVS, British Red Cross, St John Ambulance
- Expect a high volume of media and public enquiries, via the Customer Contact Centre and at the scene of the incident. Staff should be sufficiently briefed to handle these enquiries. Contact Centre staff may be required to support the ECC.
- Send a press officer to the scene to handle media enquiries and support other Council staff.

- Consider posting an emergency bulletin on the home page of the Council’s website and other social media platforms.
- Consider setting up an automated telephone messaging system to handle incident-related calls.
- Work with other agencies to facilitate a separate Help Line to give advice to concerned friends and relatives.
- Set up a TV/Radio in the in the ECC to monitor news of the incident.
- If necessary, set up a suitably equipped Media Briefing Centre. Small-scale briefings can be held in the Customer Services and Communications Office, larger-scale briefings should be held in the Committee Room or Council Chamber.
- If none of these rooms are available, Media Briefings should be held at the headquarters of another response agency or a nearby public building, e.g., a Town or Village Hall.
- It is essential that regular information updates are sent to Rest Centre personnel.

#### **4.8 Guidance for Press Officer at the Scene**

- Identify yourself to the press officer(s) of other agencies.
- Report to the MSDC Incident Liaison Officer (**ILO**) or Emergency Preparedness Manager (if present).
- Liaise with press officers present to prepare a statement and handle media enquiries.
- Maintain regular contact with the ECC to provide information updates.
- As soon as possible, arrange with other press officers-controlled media visits to the scene.

#### **4.9 Staff Welfare**

- For most local authority staff, responding to a major incident will not be a normal or expected part of their duties.
- Suitable cover should be organised by EMT, to ensure that staff receive adequate rest intervals and do not exceed their working hours.
- Managing incidents can be traumatic and stressful for all staff involved whether they are at the scene or working in the ECC or the rest centre.

- Staff may be required to work outside of normal working hours in a strange and uncomfortable environment.
- Staff may be affected by their experience of handling an emergency and support may be required from Occupational Health professionals.
- EMT must ensure that all staff are sufficiently supported during the response so that they are able undertake their emergency duties with minimal risk.
- After the incident, an internal structured de-brief involving all officers must be conducted with observations recorded. This will precede any multi-agency debriefs.

### **5.0 Rest Centres – (Emergency Assistance Centres)**

A Rest Centre is defined as a temporary place of safety for survivors or evacuees who have been affected by an incident.

A Rest Centre should be equipped to provide shelter, warmth, first aid, hot food and drink, washing and toilet facilities for up to **24 and not exceeding 48 hours** after which a more permanent solution should be considered i.e., hotels.

In most incidents, Sussex Police or West Sussex Fire & Rescue Service will request a Rest Centre to be opened. The District Council will be responsible for making a suitable facility available within 2-4 hours of a request.

For this purpose, the Council can access more than 40 community buildings situated across Mid Sussex. These facilities range from large Council-owned Leisure Centres to smaller pavilion and community buildings. **The precise location of rest centres is not to be published to allow those using them privacy and to avoid unnecessary media attention should a rest centre be required.**

A Map of indicative Rest Centre in the District is provided in [Figure 2](#).

EMT will consult with the ILO or EPM to decide the most appropriate Rest Centre for a given incident.

When selecting a Rest Centre, consideration must be given to the number of people requiring temporary accommodation, their physical and emotional condition, and the proximity of the centre to the incident, travel arrangements ([see 5.1](#)), and any hazards that may be present.

The business continuity needs of the building hosting the rest centre must also be considered.

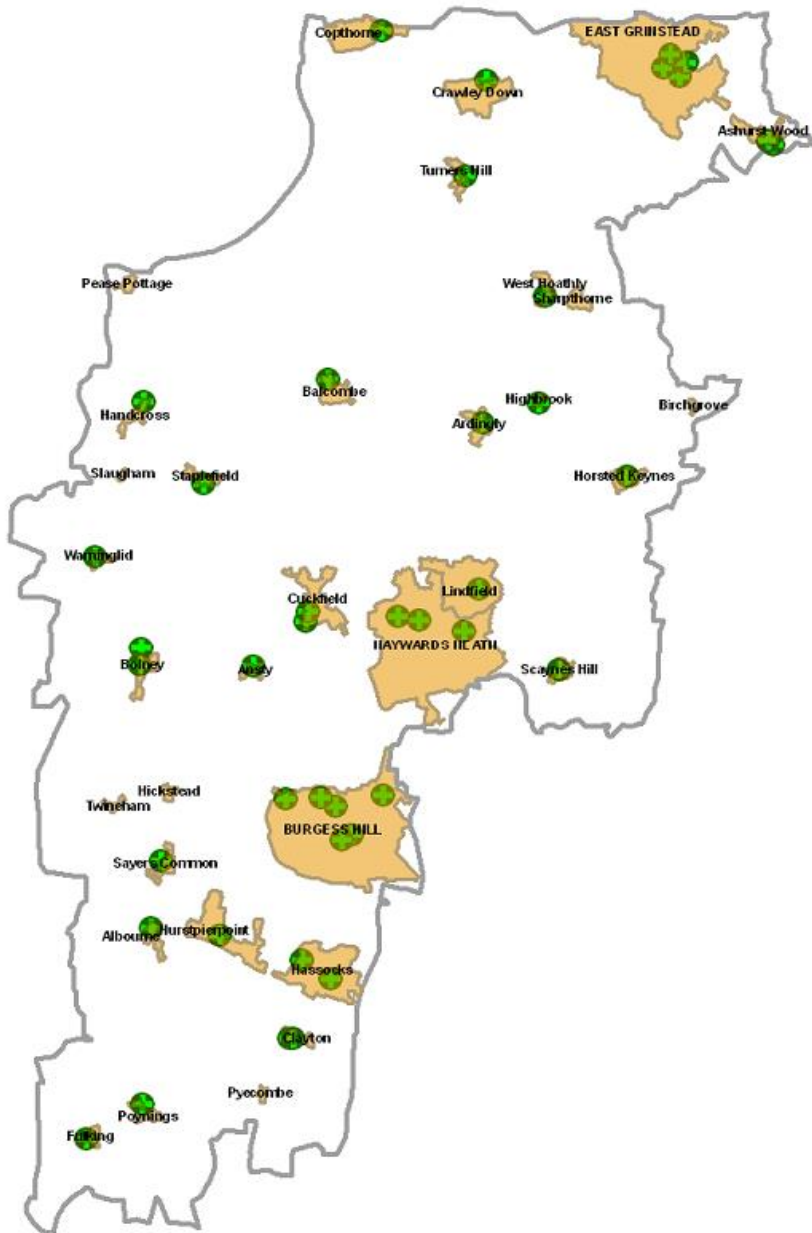
Please refer to the **MSDC Emergency Assistance Centre Plan** for further information, including the contact details of key holders.

### 5.0.1 Types of Rest Centre

Type of EAC (Emergency Assistance Centre)	Lead Organisation
<p><b>Rest Centre</b></p> <p>For evacuees from a hazardous place, e.g., fire, flooding, etc.</p>	<p>City/Borough/ District Council</p>
<p><b>Survivor Reception Centre</b></p> <p>For survivors, e.g., from a transport incident (road, rail, or air crash).</p>	<p>Police LA Assistance</p>
<p><b>Family and Friends Reception Centre</b></p> <p>For relatives/friends seeking information about those people caught up in the incident.</p>	<p>Police LA Assistance</p>
<p><b>Humanitarian Assistance Centre</b></p> <p>Provides access medium to long term support, care and advice is made available to people impacted by the disaster.</p>	<p>Police and/or City/Borough/ District Council</p>



**Fig. 2 Indicative Map of Rest Centre Locations in Mid Sussex**



**Click here for the password protected encrypted Rest Centre contact list  
(Contact the on call ILO or EPM for the Password)**

## **5.1 Transportation**

Where required, the transportation of survivors or evacuees to the Rest Centre is the responsibility of WSCC. Transport arrangements will be communicated to the ECC by the ILO/EPM on the scene.

WSCC Social Services can provide assistance with evacuees with special needs, the elderly or vulnerable groups. Contact is through WSCC Duty Emergency Management Officer.

## **5.2 Housing - (Emergency Accommodation)**

Arranging longer-term accommodation (more than 24 hours after the incident) will be the responsibility of the Council's Housing Needs officers.

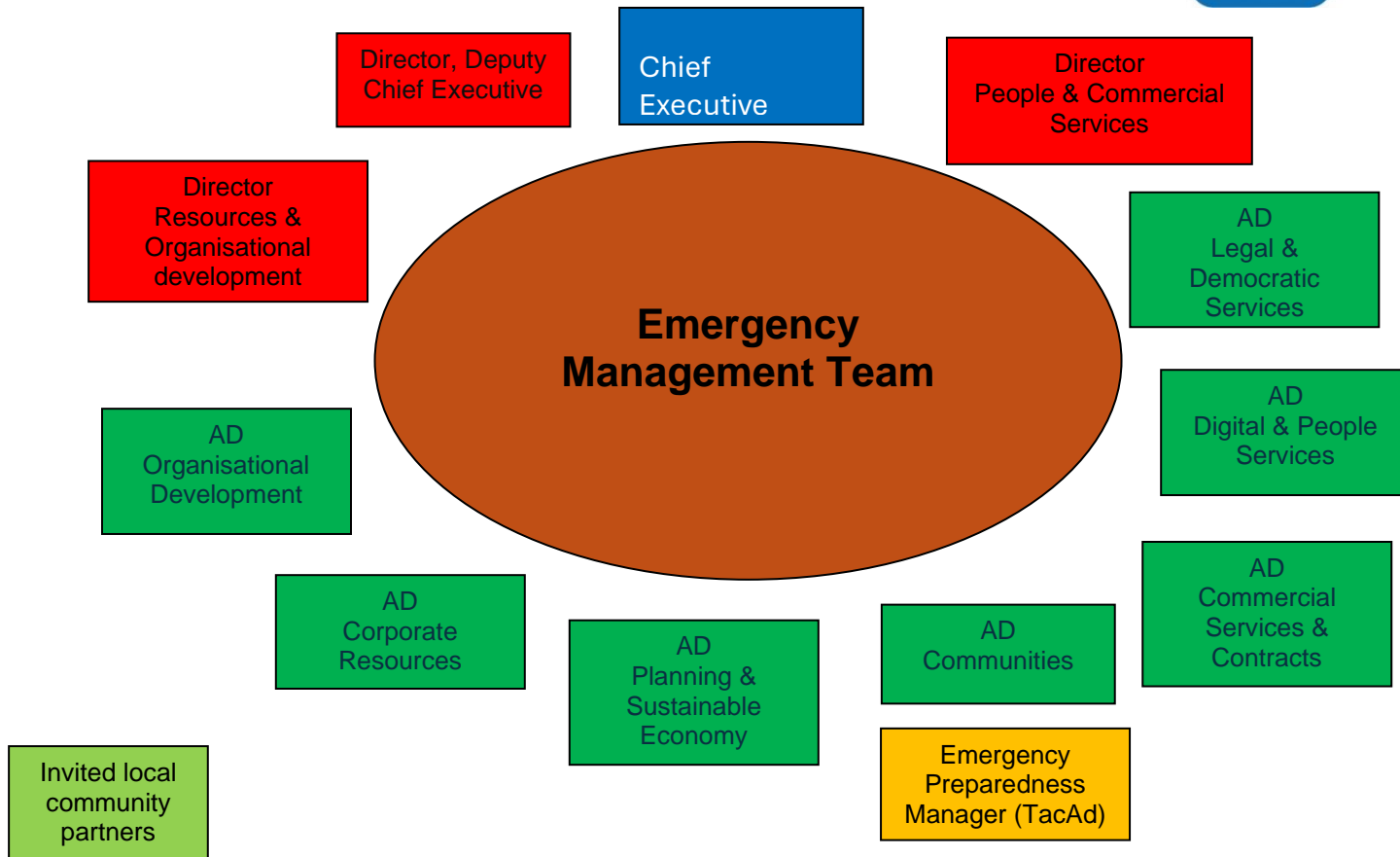
It is essential that the Housing Needs Team are alerted to the possibility of longer-term accommodation requirements as soon as possible, if necessary, via the Council's Out-of-Hour's service.

Housing Needs officers have a list of hotels and other accommodation in Mid Sussex, which could be used in an emergency.

## **6.0 Stand-down Procedure**

- a) Strategic Coordinating Group (SCG) declares response phase over
- b) EMT De-brief & Close ECC
- c) Officer De-Brief
- d) Financial & Administrative recording and reporting completed (consider Bellwin)
- e) Return to 'business as usual' operation
- f) Enter Recovery Phase - Local Authorities to lead community recovery, refer to SRF Recovery Plan.
- g) Internal structured debrief to be conducted as soon as practical after stand-down.

**Appendix 1 - Mid Sussex District Council - Emergency Management Team Membership during the response to and/or the recovery from an Incident**



**Appendix 2 – MSDC Oaklands Campus, Chief Executive’s Suite - Emergency Control Centre Layout**

Removed from Public version

Appendix 3 – (M)ETHANE Pro-forma



**M/ETHANE Form**

Time	Date
Organisation	
Name of Caller	Tel No

<b>M</b>	Major incident	Has a Major Incident been declared? <b>YES/NO</b> <i>(If no, then complete ETHANE message)</i>	
<b>E</b>	Exact Location	What is the exact location or geographical area of incident	
<b>T</b>	Type of Incident	What kind of incident is it?	
<b>H</b>	Hazards	What hazards or potential hazards can be identified?	
<b>A</b>	Access	What are the best routes for access and egress?	
<b>N</b>	Number of casualties	How many casualties are there and what condition are they in?	
<b>E</b>	Emergency Services	Which and how many emergency responder assets/personnel are required or are already on-scene?	

*Restricted once complete*

Signature \_\_\_\_\_

Date	Status	Document Name	Version	Page
09/01/2018	OFFICIAL	M/ETHANE Template	1	Page 1 of 1

## Appendix 4 – Glossary

See the [Cabinet Office Lexicon](#) for full terms

<b>AAIB</b>	Air Accident Investigation Branch
<b>ACP</b>	Ambulance Command Post
<b>ACPO</b>	Association of Chief Police Officers
<b>AIO</b>	Ambulance Incident Officer ( <i>may change to Commander</i> )
<b>ALP</b>	Ambulance Loading Point
<b>AMIRT</b>	Ambulance Marine Incident Response Team
<b>APP</b>	Ambulance Parking Point
<b>ARCC</b>	Aeronautical Rescue Coordination Centre
<b>APTR</b>	All Purpose Trunk Roads
<b>AQC</b>	Air Quality Cell
<b>AWO</b>	Adverse Weather Office
<b>BC</b>	Business Continuity
<b>BTP</b>	British Transport Police
<b>CAA</b>	Civil Aviation Authority
<b>CasBur</b>	Casualty Bureau
<b>CBRN</b>	Chemical, Biological, Radiological, Nuclear
<b>CCA</b>	Civil Contingencies Act
<b>CCDC</b>	Consultant in Communicable Disease Control
<b>CCG</b>	Clinical Commissioning Group
<b>CCS</b>	Casualty Clearing Station
<b>CGLO</b>	Coastguard Liaison Officer
<b>CGOC</b>	Coast Guard Operations Centre
<b>CHEMET</b>	Chemical Meteorological Service
<b>COBR</b>	Cabinet Office Briefing Room
<b>COMAH</b>	Control of Major Accident Hazards
<b>CoS</b>	Chief of Staff (SCC)
<b>CRR</b>	Community Risk Register
<b>CRT</b>	Coastguard Rescue Team
<b>CSCATT</b>	Command Safety Control Assessment Triage Treatment Transport
<b>DEFRA</b>	Department of the Environment, Food and Rural Affairs
<b>DCPSO</b>	Duty Counter Pollution & Salvage Officer

<b>DVI</b>	Disaster Victim Identification
<b>DVRT</b>	Disaster Victim Recovery Team
<b>EA</b>	Environment Agency
<b>EAP</b>	Evacuation Assembly Point
<b>EBC</b>	Evacuation Briefing Centre
<b>ECC</b>	Emergency Communications Centre
<b>EG</b>	Environment Group
<b>EOD</b>	Explosive Ordnance Disposal
<b>EMT</b>	Emergency Management Team
<b>EPM</b>	Emergency Preparedness Manager
<b>ERMT</b>	Emergency Resilience Management Team
<b>FCC</b>	Force Command & Control
<b>FCP</b>	Forward Command Post (Point)
<b>FFRC</b>	Family and Friends Reception Centre
<b>GIG</b>	Gold Information Group
<b>GLO</b>	Government Liaison Officer
<b>GLT</b>	Government Liaison Team
<b>HAC</b>	Humanitarian Assistance Centre
<b>HAZMAT</b>	Hazardous Materials
<b>HMEPA</b>	Hazardous Materials and Environmental Protection Advisor
<b>HLS</b>	Helicopter Landing Site
<b>HMCG</b>	Her Majesty's Coast Guard
<b>HPU</b>	Health Protection Unit
<b>HSE</b>	Health and Safety Executive
<b>IAG</b>	Independent Advisory Group
<b>IVC</b>	Interoperable Voice Communications
<b>JESIP</b>	Joint Emergency Services Interoperability Principles
<b>JOL</b>	Joint Organisational Learning
<b>JRLO</b>	Joint Regional Liaison Officer
<b>JRCALC</b>	Joint Royal Colleges Ambulance Liaison Committee
<b>LA</b>	Local Authority
<b>MA</b>	Marshalling Area
<b>MACA</b>	Military Aid to the Civil Authority

<b>MO</b>	Marshalling Officer
<b>MAIB</b>	Marine Accident Investigation Branch
<b>MASHA</b>	Multi-Agency Strategic Holding Area
<b>MBP</b>	Media Briefing Point
<b>MCA</b>	Maritime and Coastguard Agency
<b>MEIR</b>	Major Emergency Incident Room
<b>MERIT</b>	Medical Emergency Response Incident Team
<b>MET</b>	Major Emergency Team
<b>MLO</b>	Media Liaison Officer
<b>MOD</b>	Ministry of Defence
<b>MTC</b>	Major Trauma Centre (lead hospital in a Major Trauma Network)
<b>MTN</b>	Major Trauma Network (group of hospitals who deliver major trauma care and services)
<b>MRCC</b>	Maritime Rescue Coordination Centre
<b>MTPAS</b>	Mobile Telephone Preferential Access Scheme
<b>NAIR</b>	National Arrangements for Incidents involving Radioactivity
<b>NCMCEV</b>	National Capability Mass Casualty Equipment Vehicles
<b>NCP</b>	National Contingency Plan
<b>NHS</b>	National Health Service
<b>PHE</b>	Public Health England
<b>PTSD</b>	Post-Traumatic Stress Disorder
<b>RAIB</b>	Rail Accident Investigation Branch
<b>RAF</b>	Royal Air Force
<b>RAYNET</b>	Radio Amateurs Network
<b>RCG</b>	Recovery Coordinating Group
<b>RDG</b>	Rail Delivery Group
<b>RED</b>	Resilience and Emergencies Division
<b>REPPIR</b>	Radiation Preparedness and Public Information Regulations
<b>ROLE</b>	Recognition of Life Extinct
<b>ROW</b>	Receiver of Wreck
<b>RVPO</b>	Rendezvous Point Officer
<b>RVS</b>	Royal Voluntary Service
<b>RWG</b>	Recovery Working Group



<b>RZ</b>	Rescue Zone
<b>SAR</b>	Search and Rescue
<b>SCC</b>	Strategic Coordinating Centre
<b>SCG</b>	Strategic Coordinating Group
<b>SCU</b>	Salvage Control Unit
<b>SDG</b>	Sussex Delivery Group
<b>SECAMB</b>	South East Coast Ambulance
<b>SEASU</b>	South East Air Support Unit
<b>SERR</b>	Sussex Response & Recovery (Policy & Procedure)
<b>SIM</b>	Senior Identification Manager
<b>SIO</b>	Senior Investigating Officer
<b>SitRep</b>	Situation Report
<b>SOSREP</b>	Secretary of States Representative
<b>SRF</b>	Sussex Resilience Forum
<b>SRN</b>	Strategic Road Network
<b>STAC</b>	Scientific and Technical Advice Cell
<b>SuRC</b>	Survivor Reception Centre
<b>SWIG</b>	Sussex Warning & Informing Group
<b>TAG</b>	Tactical Advisory Group
<b>TCC</b>	Tactical Coordination Centre
<b>TCG</b>	Tactical Coordinating Group
<b>TOC</b>	Train Operating Company
<b>TU</b>	Trauma Unit (acute hospital part of the Major Trauma Network)