



Community of



Resource Directory

Parishes and communities working together

Part 2 – Issue Valid until



Record of Amendments

Directory History

Record of Amendments / Revision of Plan		
Date	Details of amendments / revisions	Amended / revised by
January 2015	Template revision and formulation	EPO Steve Eason-Harris
January 2015	Comments on revised template	EA Rachael McMahon / Melanie Byrne
January 2016	Template revised and formulated	EPO Steve Eason-Harris
June 2016	Template updated to reflect changes to Version 3.5 community emergency plan template	EPO Steve Eason-Harris

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Section 1

Emergency Planning Group information and structure

Management and & Tactical team

* Any two of the following people from the Emergency Planning Group can activate the Community Emergency Plan

Role	Name	Contact Details & Email
Emergency Planning Group Team Leader	Insert name here	Insert name here
Assistant Emergency Planning Group Team Leader	Insert name here	Insert name here
Chairperson of Town/Parish Council	Insert name here	Insert name here
Deputy Chair Person of Town/Parish Council	Insert name here	Insert name here
Town/Parish Council Clerk	Insert name here	Insert name here

*if more personnel are required click into the last cell of the table and push the TAB button on your keyboard

Wider Emergency Planning Group

Providing support during an emergency (Operational)

Role	Name	Contact Details & Email
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here
Insert name here	Insert name here	Insert name here

*if more personnel are required click into the last cell of the table and push the TAB button on your keyboard

Role Specific Personnel

Emergency Support Centres

*Persons identified in the table below have received training to be able to fulfil assigned role

Role	Name	Contact Details & Email
Loggist	Insert name here	Insert here
Emergency Support Centre Manager	Insert name here	Insert here
Deputy Emergency Support Centre Manager	Insert name here	Insert here
Meet and Greet	Insert name here	Insert here
Registration Staff	Insert name here	Insert here
Registration Staff	Insert name here	Insert here
Welfare Staff	Insert name here	Insert here
Welfare Staff	Insert name here	Insert here

Role Specific Personnel

Volunteer Reception Centres

*Persons identified in the table below have received training to be able to fulfil assigned role; it could be that they are the same as above

Role	Name	Contact Details & Email
(Initial) Volunteer Reception Centre Manager	Insert name here	Insert here
Deputy Volunteer Reception Centre manager	Insert name here	Insert here
Meet & Greet/Security	Insert name here	Insert here

Registration	Insert name here	Insert here
PPE Issuer	Insert name here	Insert here
Welfare and Catering	Insert name here	Insert here

Section 2

Local Community Risk Register

Local identified risks:

Pandemic Flu	Assessed Nationally and Regionally as our Highest Threat.
Inland Flooding	Insert Quick reference information here
Severe Weather	In recent times heavy rain, strong winds, snow and ice have become more frequent, possibly due to the effect of global warming. An effective Snow & Ice Clearance plan is required. There was a drought, as well as flooding, in 2012. More are likely in the future.
Transport Accidents	Insert Quick reference information here
Industrial Accidents	Insert Quick reference information here
Loss of Critical Infrastructure	Damage caused by fire, storms or accidents may have a potential impact on energy supplies, water or deprive the community of its important facilities including the school.

*if more risks are identified click into the last cell of the table and push the TAB button on your keyboard

Flood Risk

The Environment Agency provides a free flood warning service called Floodline to help warn communities of expected flooding from the rivers and sea

Flood Alert Areas – low-lying land and roads affected		
Name	Description of area	Quick dial number
e.g. Areas near the Wash and Tidal Estuaries	Including Gibraltar Point, Freiston Shore, Wyberton Marsh, Old Leake, Frampton, Holland Fen, Boston etc.	0311

Flood Warning Areas – property affected		
Name	Description of area	Quick dial number
<i>e.g. Waterside properties between Town Bridge and Haven Bridge in Boston</i>	<i>Including post office and music centre</i>	113031

*For help and guidance please contact the Environment Agency's Floodline service on 0345 988 1188. As an Emergency Planning Group, you should register to receive both Flood Alerts and Flood Aarnings.

Flood Warning Codes

There are three flood warning codes that are explained below, along with what action you/residents could take if they are issued.

Trigger	What it means	When it's used	What to do - EPG	What to do - Community
Flood Alert	Flooding on low-lying land and roads is possible: be prepared	Two hours to two days in advance of flooding	<ul style="list-style-type: none"> • Get out the Community Emergency Plan and ring round to see who is available in case the situation escalates. • Check the weather forecast • Monitor river/sea levels online www.gov.uk/check-if-youre-at-risk-of-flooding • Based on above, consider whether Emergency Planning Group should meet 	Community should not be registered for Flood Alerts. These relate only to a very early heads up to emergency services. No action needed by community, although they should be encouraged to have flood plans in place for their homes and businesses.

Flood Warning	Flooding of property is expected in the area: immediate action is required	Half an hour to one day in advance of flooding	<p>Activate your Plan, if not already done so. Remember to inform EPU. Arrange meeting of Emergency Planning Group to discuss actions which may include:</p> <ul style="list-style-type: none"> Consider opening Temporary Emergency Shelters Put volunteers on standby Contact those with 4x4 vehicles Making contact with those who may need more support – directly or via other organisations Informing neighbouring parishes Arranging for construction/distribution of sandbags 	<ul style="list-style-type: none"> Put your flood plan into action e.g. Move family, pets and valuables to a safe place. Keep emergency flood kits ready. Put flood protection products like airbrick covers or sandbags in place. <p>Be ready to turn off gas and electricity if safe to do so</p>
Severe Flood Warning	Severe Flooding. Danger to life	When flooding is imminent and poses a significant threat to life	<p>Call 999 if you are in immediate danger</p> <p>Stay in a safe place with means of escape</p> <p>Co-operate with the emergency services</p>	<p>Call 999 if you are in immediate danger</p> <p>Stay in a safe place with means of escape</p> <p>Co-operate with the emergency services</p> <p>Be ready to leave your home or place of work to go to a friend or relative – or Temporary Emergency Shelter</p> <p>After the flooding is over and danger has passed, notify your insurance company as soon as possible if you have flooded. Do not throw anything away, and take photos to show where the floodwater went.</p>

Local Flood Trigger Points / Source of Flooding

Flood trigger points include abnormally high water levels or a Flood Alert/Flood Warning being issued. Insert your local trigger point/s in the box below e.g. when water reaches the bottom of the bridge.

Locations of Risk / Source of Flooding			
Area Number	Location of Risk	Source & Direction of Flooding	Local Actions Notes & Timescales
1	Insert Details	Insert Details	Insert Details
2	Insert Details	Insert Details	Insert Details
3	Insert Details	Insert Details	Insert Details

Locations of Risk / Source of Flooding			
Area Number	Location of Risk	Source & Direction of Flooding	Local Actions Notes & Timescales
4	Insert Details	Insert Details	Insert Details
5	Insert Details	Insert Details	Insert Details
6	Insert Details	Insert Details	Insert Details

*Area numbers refer to a point on the community flood map (see page [Insert Details](#)). If more space is required click into the last cell of the table and push the TAB button on your keyboard.

Other Local Emergencies / Action

Please populate this table with your own community's potential emergencies and action you would take.

Emergency	Cause or impact	Local Action or Response
Fire		Get out / Stay out / Call the Fire brigade (999) out Do not return to the property until you are advised it is safe to do so
Loss of electricity	Sustained power outage	Keep a supply of torches, batteries or use windup versions. Ensure vulnerable people safe. Although candles and matches are an alternative, these can potentially become fire hazards
Contamination of water supply	e.g. during or after flooding	Only use drinking water from clean water sources such as designated water bowzers. Keep a supply of bottled water to distribute. Contact your local water authority for further information
Sewerage	Flooding	Do not venture out into flood water Ensure children are made aware of the dangers Always ensure you clean down using clean water and soap
Plane crash	Light aircraft crashed near village	Call 999, go in \ stay in \ tune in Co-operate with the emergency services
Pandemic flu	People unable to leave their homes, get to work, or their children go to school	Maintain catch it \ bin it \ kill it campaign
Major road accident	People unable to get to work or take children to school	Call 999 Share information about alternative routes.
Heavy snowfall	Some difficulties were experienced during 2010/11	Ensure vulnerable people are warm and safe. Arrange to clear pavements in most affected areas. Tune into your local radio station for more up-to-date information. Check out weather-related social media channels e.g. Facebook/Twitter

Section 3

People Needing More Support

Most communities will have people who need more support than others during a crisis, and should be considered a higher priority. Make a list below of known people, properties and/or locations where early assistance may be required e.g. **a care home**

Vulnerable people / Property / Locations			
Name	Address	Contact number(s)	Assistance required

*To comply with Data Protection only record information already within the public domain or by location. As an example: Mrs Smith lives in church lane, she has a disability and requires assistance – record this as Church Lane requires assistance in evacuation.

Section 4

Community Resources

This section contains as much information as you can provide. It can include:

- Local volunteers
 - 4x4 owner/drivers
 - First aiders
 - Doctors
 - Child care professionals
 - Teachers
 - Dentists
- Vets
 - Farmers
 - People with equipment such as submersible pumps / chain saws etc
 - RAYNET (Radio Amateurs' Emergency Network)

This table is not for internet use, or circulation outside the Emergency Planning Group.

Name	Contact	Equipment	Personnel	First Aid	Vehicles (4x4, boats etc)	Storage

*if more cells are required click into the last cell of the table and push the TAB button on your keyboard

Buildings / Key holders and Accommodation

Building Address	Key Holder	Telephone	Comments

*if more cells are required click into the last cell of the table and push the TAB button on your keyboard

Neighbouring Town/Parish Councils

Parish	Name	Telephone	Comments

*if more cells are required click into the last cell of the table and push the TAB button on your keyboard

Other Resources

Plan ahead now by creating a list of reputable contractors / building suppliers and local businesses that you could approach for materials, or assistance, during and after an emergency.

Name	Type of business	Contact details	Comments

*if more cells are required click into the last cell of the table and push the TAB button on your keyboard

Community Emergency Box Checklist

The Community Emergency Box is held by the Emergency Planning Group Team Leader. Please review the contents of the box at least twice a year to ensure all items are working and the latest versions. Replace any defective items immediately.

Item Number	Item	Checked	Review date
1	Master Community Emergency Plan & Community Resource Directory	Checked by ...	Insert Date
2	Maps of community	Checked by ...	Insert Date
3	Keys to relief buildings	Checked by ...	Insert Date
4	Telephone numbers of BT lines in relief buildings	Checked by ...	Insert Date
5	Copy of Electoral Roll	Checked by ...	Insert Date
6	Telephone directory / Yellow Pages	Checked by ...	Insert Date
7	Vulnerable people list	Checked by ...	Insert Date
8	Floodline Booklet	Checked by ...	Insert Date
9	Pens, notepaper	Checked by ...	Insert Date
10	Torch and spare batteries	Checked by ...	Insert Date
11	Emergency diary and log sheets	Checked by ...	Insert Date
12	How to get tea/coffee etc	Checked by ...	Insert Date

*if more cells are required click into the last cell of the table and push the TAB button on your keyboard

Section 5

Useful Contact Numbers and Websites

Emergency Services Routine Numbers	
Lincolnshire Police	01522 532222
Lincolnshire Fire & Rescue	01522 582222
East Midlands Ambulance Service	0115 8845000

Environment Agency	
Floodline (24hrs)	0345 988 1188
Incident Hotline (24hrs) to report flooding or pollution incidents	0800 80 70 60

Lincolnshire County Council	
Main Number	01522 552222
Emergency Planning & Business Continuity Service (working hours only) Out of hours (not for public consultation)	01522 582220 01522 888111
Highways & Planning	01522 782070
Adult Social Care	01522 782155

Lincolnshire County Council	
Children's Social Care	01522 782111
Carers Support Team	01522 782224
Schools Transport	01522 782020
Community Safety	01522 782050
Education	01522 782030
Library Services	01522 782010
Lead Local Flood Authority (LLFA)	01522 782082

District Council	
Main Number:	Insert Details Here
Out of Hours:	Insert Details Here

Utility Companies	
Electricity	0800 0568090
Gas	0800 111999
Water	08457 145145

Useful Websites	
Lincolnshire Police	www.lincs.police.uk/
Lincolnshire Fire & Rescue Service	microsites.lincolnshire.gov.uk/LFR/
East Midlands Ambulance Service	www.emas.nhs.uk/
Environment Agency	www.gov.uk/
Maritime and Coastguard Agency	www.mcga.gov.uk/c4mca/mcga-home
North Kesteven District Council	www.n-kesteven.gov.uk
BBC News On-Line	www.bbc.co.uk/news
DEFRA	www.defra.gov.uk/
Health Protection Agency	www.hpa.org.uk/

Section 6

Organisational Generic Roles and Responsibilities in Response and Recovery

The primary areas of responsibility of the agencies and groups that form the LRF during a multi-agency response are detailed in the following paragraphs. Additionally, also listed are the responsibilities of those organisations likely to be involved in the recovery.

Lincolnshire Police

- The saving of life together with the other emergency services.
- The co-ordination of the emergency services, local authorities and other organisations acting in support at the scene of the incident.
- To secure, protect and preserve the scene to facilitate the work of the emergency services.
- The management of cordons to protect the public, property and survivors.
- The criminal investigation of the incident; collation of evidence and the facilitation of investigation by the responsible accident investigative bodies where applicable.
- The collection and distribution of casualty and survivor information.
- Undertake body recovery in consultation with Her Majesty's (HM) Coroner
- The identification of the deceased on behalf of HM Coroner.
- The co-ordination of search activities on land.
- Ensure that the RCG is convened as early as possible during the actual response phase to an emergency/major incident.
- Be represented at the local level on the RCG in order to ensure that local issues can be addressed with foreknowledge of particular areas and issues.
- Offer managerial guidance with respect to, or act as conduit for, the other emergency services should they not be present at the RCG.
- Give feedback to the RCG regarding implications for the police service that any proposed recovery strategy or measure may entail, in particular with regards to:
 - Body recovery, identification and forensic examinations.
 - Security issues.
 - Traffic management at funerals, memorial services, etc.
 - Order at funerals, memorial services, etc.
- If Family Liaison Officers are deployed, a Family Liaison Manager may join the RCG (or liaison to the FLO Manager should be sought) in order to liaise closely with the RCG regarding investigative and individual recovery issues, such as funerals.
- If a temporary mortuary has been established, a Senior Identification Manager may join the RCG or should be liaised with.

Lincolnshire Fire & Rescue Service

- Search for, locate and rescue trapped casualties.
- Prevention of further escalation of the incident by firefighting measures. Dealing with released chemicals or other contaminants in order to save life and rescue or protect people from imminent danger.
- To provide a specialist response to UK based collapsed structure and major transport incidents.
- To assist other agencies with the removal of large quantities of flood water.
- Co-ordination of the health and safety of all personnel of all agencies working within the incident inner cordon. Responsibility rests with the individual organisation.
- On behalf of the NHS and in liaison with the ambulance services, undertake mass decontamination of the public in a CBRN incident.
- Liaison with Incident Medical Officer and Ambulance Service re assistance at ambulance loading points and priority evacuation of injured persons.
- Liaison with the Police Incident Officer regarding access to the inner cordon, particularly in a terrorist incident.
- May assist with body recovery if required – dependent upon other priorities.
- Provide the use of specialist equipment during the recovery phase.
- Provide professional advice on Fire and Rescue issues.
- Provide a long term urban search and rescue capacity if required.

East Midlands Ambulance Service (EMAS)

- Endeavour to sustain life through effective emergency treatment.
- To co-ordinate the on-site NHS response and to determine the hospitals to which the injured should be taken.
- To determine the priority for release of trapped casualties.
- Decontamination of the public in liaison with the Fire and Rescue Service.
- Transportation of the injured, in order of priority, to the receiving hospitals.
- To co-ordinate the support of the voluntary aid societies in managing and transporting casualties.

Armed Forces

The Armed Forces national structure, organisation, skills, equipment and training may assist the civil authorities in managing the response and recovery to an Emergency. However, it is essential responding agencies do not base plans on assumptions of military assistance. Military support is governed by the arrangements called Military Aid to Civil Authorities (MACA) and includes:

- Military Aid to the Civil Power (MACP).
- Military Aid to other Government Departments (MAGD).
- Military Aid to the Civil Community (MACC).

City, Borough and District Councils

- To respond to emergencies within the district boundary in conjunction with others as appropriate.
- To arrange for the re-housing of those made homeless by an emergency.
- To provide aid to neighbouring district/ borough councils when requested.
- To restore services affected by the emergency for which the council is usually responsible.
- To liaise with other organisations as part of the combined response.
- Provide information and advice in relation to the emergency to the local community (including business community) in conjunction with other responding agencies.

Lincolnshire County Council (LCC)

- Provide their wide ranging functions in support of the emergency services.
- Exercise a community leadership role.
- Liaison with HM Coroner in provision of emergency mortuary accommodation.
- May provide, in a single place, catering and rest facilities for use by all the agencies responding to the Emergency.
- Take the lead in facilitating the rehabilitation of the community and the restoration of the environment.
- Work with partners to meet the immediate and longer term welfare needs of survivors and the community e.g. feeding, clothing, shelter.
- Work with partners to facilitate the remediation and reoccupation of sites or areas affected by an Emergency.
- Via the County Council Emergency Planning Unit (and their 24 hour duty officer system) co-ordinate and facilitate Emergency planning and response work among responding local authorities and coordinating the response of volunteers.
- Liaise with other agencies to ensure that warning and informing the public is carried out as appropriate during an Emergency.
- Restore those services which have been affected by the Emergency for which the County Council is responsible.

County, City, Borough and District Councils in recovery:

- Chair the RCG and provide other officers to assist if required.
- Lead on providing support to the local community working with community groups and residents.
- Deal with any highways issues involved (in conjunction with the Highways Agency as required) such as road closures, clean up, etc.
- Implement, with the support from other agencies, a communications strategy.
- Deal with the implications of any school closures or school children that have been affected by the emergency.
- Provide Environmental Health advice.
- Lead the waste management for the recovery process including sourcing specialist contractors to dispose of toxic waste.

- Co-ordinate the support from the Voluntary Agencies.
- Co-ordinate the local political involvement.
- Provide humanitarian assistance, including through Humanitarian Assistance Centres if appropriate.
- Provide alternative accommodation for displaced persons.
- Work with utilities suppliers to co-ordinate the restoration of the utilities services.
- Offer advice and support to local businesses.

County, City, Borough and District Elected Members

The Elected Members of the community affected have an important role to play in assisting with the recovery process. They have a duty as the community representatives to gather and make known the concerns of their community and feed them into the recovery process mainly through an appropriate committee process as well as disseminating credible information and advice back to the community. They have a role as:

- The focus for community concerns.
- Identifying problems and vulnerabilities of their community that may require priority attention and feeding them back to the relevant recovery group.
- The knowledge bank of local personalities and resources.
- Encouragement and support to recovery teams working within their community.
- Enhancing local community liaison.
- Visiting people affected to be a listening ear and to give them reassurance.
- Consider, at an early stage, recommendations from the RCG on the strategic choice between 'normalisation' and 'regeneration' of the affected area.
- Assisting with the media in getting messages to the community (following established policy guidelines).
- Assisting with VIP visits
- Liaising with other elected representatives (MPs/MEPs/other LA's representatives, etc.).
- Assisting (and possibly chairing) debrief sessions with the community

Critical Infrastructure Organisations

Infrastructure providers are statutorily regulated in order to build resilience and put in place effective response arrangements. These organisations should ensure that their own arrangements are fully linked with the Lincolnshire Concept of Operations and include. Anglian Water, National Grid Gas, Eon, Internal Drainage Boards, BT, British Waterways Board, Network Rail and the Highways Agency:

- Work closely with the emergency services and local authorities to deliver timely restoration of essential services.
- Minimise the impact on the wider community.

DCLG Resilience & Emergencies Division (Central)

- Establishing and maintaining immediate lines of communication with the Lead Government Department and the Cabinet Office. As part of this process, agreeing the level and frequency of on-going reporting requirements.
- Making staff available (which may be initially via telephone), to deploy as the Government Liaison Officer (GLO) once an SCG has been established unless alternative arrangements have been agreed.
- Ensuring a Strategic Local Recognised Information Picture (or other incident specific, nationally agreed, reporting template) is developed and maintained, for each SCG, established in order to support local response efforts and contribute as appropriate to the regional/national appreciation of the situation.
- Establishing and maintaining immediate lines of communication with the LGD and the Cabinet Office.
- Working with partners to identify regional priorities and guide the deployment of scarce resources across the region.
- Facilitating mutual aid arrangements between LRF's.
- Assisting local responders to deliver co-ordinated and coherent public message.
- To be the initial point of contact for local responders' requests for central Government financial support.
- Liaise with central government departments in relation to the incident.
- Provide advice and support to local responders during the recovery phase, including assisting with the co-ordination of recovery from a regional/ widespread incident if required.

Environment Agency (EA)

- Prevent or minimise the impact of the incident.
- Investigate the cause of the incident and consider enforcement action.
- Seek remediation, clean up and restoration of the environment.
- In a pollution incident, it will seek to prevent/ control and monitor the input of pollutants into the environment.
- In other incidents (such as animal disease outbreaks) its principal role is usually to regulate and provide advice and support on waste disposal issues.
- Lead on pollution incidents to water, land and air, eg. major oil/chemical spill. Prevention, control and monitoring of environmental impact. Can arrange for remediation of pollution.
- During flooding events, focus is on operational issues such as issuing flood warnings and operating its flood defence assets to protect communities at risk. At the recovery phase the focus is on continued provision of public information.
- Investigation and enforcement of environmental offences.

The Environment Agency will also provide advice/support on:

- Hazardous Waste disposal.
- CBRN decontamination waste disposal.
- Recovery after nuclear and non-nuclear radiation events including knowledge of installations and list of contractors.
- COMAH sites plus other major industrial installations regulated under Integrated Pollution Control (IPC) regime.

Maritime and Coastguard Agency (MCA)

- To initiate and co-ordinate civil maritime search and rescue.
- Responsibility for dealing with pollution at sea and to assist local authorities with the clean-up operation.
- At the request of the police or local authority to assist during civil emergencies such as flooding.

NHS England

Will act as 'Lead' for the NHS response across the Lincolnshire Health Community:

- To ensure a co-ordinated response across the Lincolnshire Health Community.
- To ensure that health service resources are mobilised as necessary to support the immediate clinical response.
- Co-ordinate the primary care, community and mental health role during the recovery stage.
- Co-ordinate care and advice to evacuees, survivors and relatives, including replacement medication.
- Establish with local authority facilities for mass distribution of counter-measures, for example vaccinations and antibiotics.
- Provide support, advice and leadership to the local community on health aspects of an incident.
- Maintain liaison with regional and national health structures.

Public Health England

- Provide national leadership and coordination for the public health elements of the emergency preparedness, resilience and response system.
- Provide health protection services, expertise and advice and co-ordinate the PHE response to major incidents;
- Provide risk analysis and assessment of emerging diseases, natural extreme events, chemical, radiological and Chemical Biological Radiological Nuclear and Explosive (CBRNE) threats to inform the Department of Health and other government departments and agencies, health and multi-agency EPRR;
- Ensure provision of high quality and timely public health data to the Secretary of State and NHS CB, local authorities and across Government, in preparedness and response.;

- Communicate with Devolved Administrations to coordinate investigation and management of cross-border public health incidents;
- Provide guidance to professionals in health and local government and other sectors.
- Communicate with the public by providing information and advice relevant to PHE's responsibilities.

The Voluntary Sector

The Voluntary Sector can provide a wide range of operational, support skills and services to responding agencies. The BRC will provide the co-ordination of the voluntary sector response in accordance with the Lincolnshire LRF & Volunteer Sector MOU. In recovery, the nature, range and scale of services offered by the voluntary sector may alter depending upon the context of the emergency situation at the time. The voluntary sector can provide support in a number of generic areas specifically:

- Welfare.
- Social and psychological aftercare.
- Medical support.
- Search & Rescue.
- Transport.
- Communications
- Documentation.
- Training & exercising.

There are other key organisations who are not normally involved in the response to an emergency however, they are likely to be involved in the recovery phase; the responsibilities of these organisations are listed below.

Animal Health & Veterinary Laboratories Agency

- Ensure that farmed animals in Great Britain are healthy, disease-free and well looked after.
- Implement government policies aimed at preventing - or managing - outbreaks of serious animal diseases.
- Support the farming industry.
- Protect the welfare of farmed animals.
- Safeguard public health from animal borne disease.
- Ensuring that dairy hygiene and egg production standards are met.

Business Link

Business Link provides information, advice and support to businesses and individuals. Rather than providing all the advice and help itself, it fast-tracks customers to support and advice on the following:

- Start Ups.
- Finance and Grants.
- Taxes.
- Employing people.
- Health and Safety.
- IT and e-commerce.
- Sales and Marketing.
- International Trade.
- Business Continuity and Disaster Recovery.

The British Chamber of Commerce

The British Chamber of Commerce is a private organisation with a paid membership. It is not, therefore, a recognised responder. However, members of the Chamber of Commerce can receive the following support:

- Making new business contacts.
- Legal expenses.
- Insurance.
- Business helpline.
- HR advice.
- Health & safety service.
- Payment services.
- Risk Insurance.

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) will provide free information and advice to help people resolve their legal, monetary and other problems.

DEFRA

- Protect animal welfare.
- Minimise the impact of the emergency on food production, farming and fishing industries.
- Advise on the disposal of contaminated carcasses.
- Provide the Rimnet (radiation monitoring) service for radiological incidents.

Faith Groups

Have a role in:

- Recognising the spiritual dimension of life and death.
- A ministry of care and comfort to relatives and others caught up in the disaster.
- To support others as requested by Family Liaison Officers.
- Providing a ministry with Hospital Chaplains in hospitals.
- Providing a ministry at temporary mortuary facilities.
- To organise local church services as required by the community.
- To assist with the organisation of memorial services.

Food Standards Agency

- Ensure any food products that are suspected or known to be contaminated do not enter the food chain.
- Enforce countermeasures that are put into place during the emergency phase and withdraw them as quickly as possible.
- Advise, together with the EA, on the safe disposal of food that has been affected by the emergency.

Government Decontamination Service

- Provide advice and guidance to support those responsible for the decontamination of buildings, infrastructure, mobile transport assets and the open environment following a CBRN or major Hazardous Material incident.
- Ensure that responsible authorities have ready access to the services of the specialist decontamination companies on its framework.
- The Government News Network will assist all responders to obtain the latest and best information, and gather information for national media briefings.

Health and Safety Executive

- The Health and Safety Executive protect people's health and safety by ensuring that risks in the workplace are properly controlled. They regulate health and safety in nuclear installations, mines, factories, farms, hospitals, schools, offshore gas and oil installations, and other workplaces. They also regulate the safety of the gas grid, railway safety, and many other aspects of the protection of both workers and the public.
- Their remit encompasses the workplace health and safety of other responding agencies, including the emergency services. In addition, its Chemical, Biological, Radiological and Nuclear experts can provide relevant specialist or technical advice to support recovery from emergencies, especially, but not exclusively, those events that involve major hazard industrial sites.

Insurance Industry

Following an emergency, the insurance industry will provide the following:

- Facts and figures about who and what is covered by household and business insurance.
- Specific guidance on the issues likely to arise after a flood or terrorist event.
- Details of the protocol between the insurance industry, the police and other emergency responders on communication and co-operation after a major event
- Key contact details of the organisations that represent the insurance industry.

The Met Office

- Provide weather forecasts.
- Provide weather advice to assist plume modelling during pollution events.
- Provide weather advice to assist in mapping the airborne spread of diseases.

Section 7

Roles setting up an Emergency Support Centre by a community group

ROLE	RESPONSIBILITIES	INITIALLY STAFFED BY	EVENTUALLY STAFFED BY
Emergency Support Centre Manager	The Emergency Support Centre Manager is responsible for ensuring that the Centre is set up and managed effectively to care for the needs of the people evacuated to it. The Emergency Support Centre Managers main function will be to keep a strategic overview of the operation of the Centre and to liaise with the Emergency Planning Unit to keep them informed of the situation and any assistance, intervention, or resources required.	Community Group	Local Authority Officer (District, Borough or City) / or British Red Cross Manager
	<p>Emergency Support Centre Manager duties are:</p> <ol style="list-style-type: none"> 1. Ensure that a risk assessment of the premises is made on arrival; 2. Notify the Emergency Planning Unit once the Emergency Support Centre is set up; 3. Ensure that gas, water and electricity supplies are working and that heating is switched on if required. This may be carried out with the premises supervisor/caretaker. 4. Identify the staffing needs of the Emergency Support Centre and liaise with the various support organisations for additional staff to be drafted in / put on standby 5. Review the availability & requirement of resources and inform the County Emergency Centre or Emergency Planning Unit of any additional requirements; 6. To ensure that staff attending the centre are briefed as to the nature of the incident, layout of the building, fire exits and the number of evacuees expected; 7. Ensure that staff and evacuees receive regular updates of the current situation; 8. Ensure that detailed records are maintained of people in the centre including staff, volunteers and details of who has left including their destinations; 9. Ensure that a log is kept of all events involved in the running of the centre including any expenditure made while the centre is in operation and record 		

	<p>of any accidents that occur;</p> <p>10. Liaise with voluntary organisations at the centre and confirm the functions they are to perform and the areas within the centre which are available to them;</p> <p>11. Be responsible for dealing with the media and or dignitaries who arrive at the centre;</p> <p>12. Be responsible for closing the centre and arranging for its return to its original role as quickly and efficiently as possible at the conclusion of the incident;</p> <p>13. Any other requirement to ensure the smooth running of the centre.</p>		
Emergency Support Centre Deputy Manager (in consultation with the Emergency Support Centre Manager)	<ol style="list-style-type: none"> Continually review the needs of those waiting, especially if they have additional needs; Receive and action any information received from Emergency Support Centre Assistants regarding changes in evacuees' needs; Keep all centre staff up to date with events. Review and allocate appropriate areas and facilities for pets. 	Community Group	Local Authority Officer (District, Borough or City) / or British Red Cross Staff
Meet & Greet Staff	<ol style="list-style-type: none"> Make initial contact with evacuees; Ensure that all people entering and leaving the Emergency Support Centre (including staff and volunteers) are booked in and out. Provide them with information and reassurance; Ensure that all visitors to the Emergency Support Centre are greeted and directed to the appropriate personnel. 	Community Group	Community Group

Section 8

Roles in setting up a Volunteers Reception Centre

ROLE	RESPONSIBILITIES	INITIALLY STAFFED BY	EVENTUALLY STAFFED BY
Volunteers Reception Centre Manager	<ol style="list-style-type: none"> 1. To liaise with either the on call Emergency Planning Duty Officer or the Community Resilience Cell to ascertain the tasks that need to be resourced. 2. Discuss with the Community Group Co-ordinator the details of the Recovery Impact Assessment (if undertaken) 3. Establish and set up the Volunteers Reception Centre liaising with the key holder – ensure gas, electricity and water supplies are connected. 4. Identify the staffing needs of the Volunteers Reception Centre and liaise with the various support organisations for additional staff to be drafted in / put on standby. 5. Identify and resource the PPE requirements for the tasks to be undertaken. 	Community Group	Emergency Planning Officer /
Spontaneous Volunteer Coordinator <i>(If resources are limited this role may be encompassed in the Tasking Supervisor role.)</i>	<ol style="list-style-type: none"> 1. To ensure that all spontaneous volunteers are registered as evidenced by wearing a designated wristband. 2. To brief all Volunteer Supervisor's around the task to be completed and ensure they carry out Risk Assessments around each specific task. 3. Liaise with the Volunteers Reception Centre Manager for an update on the tasks to be completed and in what order. 4. Manage any Spontaneous Volunteers with complex issues or queries. 	Communities and Commissioning Officer (LCC)	Communities and Commissioning Officer (LCC)
Meet and Greet / Security	<ol style="list-style-type: none"> 1. Make initial contact with spontaneous volunteers; 2. Ensure that all people entering and leaving the Volunteers Reception Centre (including staff and volunteers) are booked in and out. 3. Provide them with information and reassurance; 4. Ensure that all visitors to the Volunteers Reception Centre are greeted and directed to the appropriate personnel. 	Community Group	Community Group

ROLE	RESPONSIBILITIES	INITIALLY STAFFED BY	EVENTUALLY STAFFED BY
Registration	<ol style="list-style-type: none"> To establish a registration desk Register all spontaneous volunteers using the pre-printed registration forms and wristbands Make the Tasking Supervisor aware of any physical or medical restrictions on task allocation process. 	Community Group	Community Group assisting British Red Cross
Tasking Supervisor	<ol style="list-style-type: none"> To establish from the registration forms which volunteers can undertake what tasks. To allocate a community group or organised voluntary sector volunteer to supervise the spontaneous volunteers in tasks, where appropriate. To identify an appropriate timeframe for each rota'd shift according to the task carried out. To ensure that the tasking sheet is completed and the whereabouts of volunteers are known at all times. To ensure that all volunteers are accounted for at the end of the day. For higher risk tasks – establish safe operating system and produce a risk assessment and ensure appropriate PPE is made available. 	Communities and Commissioning Officer (LCC) – <i>this is a requirement as Indemnity Insurance can only be assured if deployment is made by LCC employee.</i>	Communities and Commissioning (LCC)
PPE Issuer	<ol style="list-style-type: none"> To ensure the appropriate PPE is issued to spontaneous volunteers relevant to the task being undertaken. To keep track of all PPE and collect at end of day. 	Community Group	Community Group and /or District Council Staff
Welfare/Catering	<ol style="list-style-type: none"> To provide refreshment suitable for the duration of the working period. 	Community Group	Community Group
Safety & Just-in-time Training	<ol style="list-style-type: none"> For higher risks to deliver appropriate safe operating system training (for example – risk associated with cleaning a house following inundation from flood water) 	British Red Cross or District Council Staff	British Red Cross or District Council Staff

The types of tasks that Spontaneous Volunteers are likely to be asked to do, but not exclusive, are:

- Distribution of donated items: sorting out clothing / bagging up food parcels
- Assisting with evacuated pets
- Provision of light refreshment
- Assistance in interpreting (not medical interpretation)
- Cleaning
- Assisting with re-occupation of homes/affected sites
- Physical labour (such as street / house clean up)
- Recovery Impact Assessments – an assessment of the overall impact of the incident on the community
- Clearing Snow and Ice