

**Warwick District Council**

**Emergency Planning Policy**

A framework for emergency response
and preparedness work

Contents

[**EXECUTIVE SUMMARY 3**](#_Toc51684604)

[**PART ONE: POLICY INTRODUCTION 4**](#_Toc51684605)

[Background 4](#_Toc51684606)

[Aim of this document 4](#_Toc51684607)

[Objectives of the document 4](#_Toc51684608)

[Audience 4](#_Toc51684609)

[Responsibilities 4](#_Toc51684610)

[Development of the Document 4](#_Toc51684611)

[Effective Date 5](#_Toc51684612)

[Glossary of Terms Used in this Document 5](#_Toc51684613)

[**PART TWO: CIVIL CONTINGENCIES COMPLIANCE 7**](#_Toc51684614)

[SECTION 1: DELIVERY OF THE CIVIL CONTINGENCIES ACT 7](#_Toc51684615)

[Introduction 7](#_Toc51684616)

[Elements of the Civil Contingencies Act 7](#_Toc51684617)

[Duty 1- Risk Assessment 7](#_Toc51684618)

[Duty 2- Emergency Planning 8](#_Toc51684619)

[Duty 3- Business Continuity Management 8](#_Toc51684620)

[Duty 4- Community Engagement 8](#_Toc51684621)

[Duty 5- Information Sharing & Co-operation 10](#_Toc51684622)

[Duty 6- Multi-Agency Mutual Co-operation & Co-ordination 10](#_Toc51684623)

[Duty 7- Business Continuity Management Promotion 11](#_Toc51684624)

[**PART THREE: PLANS AND PROCEDURES 12**](#_Toc51684625)

[SECTION 1: INTRODUCTION 12](#_Toc51684626)

[SECTION 2: DUTY OFFICER SYSTEM 12](#_Toc51684627)

[Introduction 12](#_Toc51684628)

[Role & Scope 12](#_Toc51684629)

[Resources 12](#_Toc51684630)

[SECTION 3: WARWICK DISTRICT COUNCIL MAJOR EMERGENCY PLAN 12](#_Toc51684631)

[Outline 12](#_Toc51684632)

[Training & Exercising 13](#_Toc51684633)

[Major Emergency Plan Review & Updates 13](#_Toc51684634)

[Activation 13](#_Toc51684635)

[District Emergency Centre 13](#_Toc51684636)

[WDC Response Levels 13](#_Toc51684637)

[Parish Councils in Emergency Response 14](#_Toc51684638)

[Elected Members Role in Emergency Response 14](#_Toc51684639)

[The General Public’s Role in Emergencies 15](#_Toc51684640)

[Role & Resilience of Warwick District Council Contractors 15](#_Toc51684641)

[SECTION 4: MEDIA & PUBLIC/STAKEHOLDER INFORMATION 15](#_Toc51684642)

[Introduction 15](#_Toc51684643)

[Warwick District Council Media, Stakeholder & HR Management Team 15](#_Toc51684644)

[Joint Media Plan for Warwickshire 16](#_Toc51684645)

[SECTION 5: INCIDENT SPECIFIC PLANS & PROCEDURES 16](#_Toc51684646)

[Corporate Business Continuity Plan 16](#_Toc51684647)

[Flood Response Plan 18](#_Toc51684648)

[SECTION 6: POST INCIDENT PLAN REVIEW & TRAINING 19](#_Toc51684649)

[Introduction 19](#_Toc51684650)

[**PART FOUR: PARTNERSHIP WORKING & THE LOCAL RESILIENCE FORUM 20**](#_Toc51684651)

[SECTION 1: WARWICKSHIRE LOCAL RESILIENCE FORUM 20](#_Toc51684652)

[Introduction 20](#_Toc51684653)

[SECTION 2: WARWICKSHIRE COUNTY COUNCIL EMERGENCY PLANNING ARRANGEMENTS 20](#_Toc51684654)

[Introduction 20](#_Toc51684655)

[Involvement in an Emergency 20](#_Toc51684656)

[SECTION 3: OTHER PARTNER AGENCIES 21](#_Toc51684657)

# EXECUTIVE SUMMARY

This Emergency Planning Policy is issued to outline the strategic framework for emergency management within Warwick District Council. I am directly responsible for this work-stream and along with the Council’s Health & Community Protection Team, work to ensure that Warwick District Council is as resilient and prepared to respond to an emergency situation as possible.

In my capacity as Chief Executive I sit on the Warwickshire Local Resilience Forum, which forms the highest tier of local emergency management in Warwickshire and oversees the day to day efforts of our multi-agency partner organisations and the Local Resilience Forum Work Groups (see figure 1 below). The emergency planning work which continues across the county, seeks to ensure preparedness and greater resilience of both communities and organisations alike; and from Risk Assessment to Recovery, Warwick District Council is actively participating in this process, striving for excellence.



Figure 1

This policy outlines the specific procedures and plans Warwick District Council has in place so that we are well placed to respond to an emergency event within the District and is intended for staff, Elected Members and the general public alike. The document also outlines how we are meeting our obligations under the Civil Contingencies Act 2004 and seeks to identify areas where development work is likely to be undertaken over the next year.

Emergency management is a complex process, involving many different organisations, groups and individuals. Warwick District Council seeks to ensure that as well as meeting legal obligations we are building a resilient and prepared community, able to face the challenges ahead. I commend this approach and this document to you.



Chris Elliot
Chief Excecutive
Warwick District Council

# PART ONE: POLICY INTRODUCTION

## Background

1. The circumstances that occurred during the fuel crisis and severe flooding in the autumn and winter of 2000 and the outbreak of Foot and Mouth Disease in 2001 prompted a review by the Deputy Prime Minister of emergency planning arrangements.
2. After consultation seeking the best way forward, the Civil Contingencies Bill was introduced and received Royal Assent on 18th November 2004, becoming the Civil Contingencies Act 2004.
3. The Civil Contingencies Act now frames an integrated emergency management approach in the UK.
4. Warwick District Council has duties under the Civil Contingencies Act and this policy seeks to outline the measures in place and under development to satisfy these responsibilities and also those of best practice guidance.

## Aim of this document

1. The aim of this document is to set out the underlying policy, planning and preparedness work of Warwick District Council that allows a response to be made to emergency events that may affect the district.
2. The document considers the Major Emergency Plan, Business Continuity Plan and other specific plans; further detail should be sought from these specific documents as this policy will only outline procedures and plans that are in place.

## Objectives of the document

1. To summarise the key plans and procedures produced by Warwick District Council and the Local Resilience Forum which could be activated in the event of a major emergency affecting Warwick District, or neighbouring areas.
2. To give an overview of the response Warwick District Council will make to inform partner organisations, staff, Elected Members and the public.
3. To state the current level of planning work and compliance with relevant legislation, namely the Civil Contingencies Act (2004).

## Audience

1. This document is primarily designed for use by Elected Members, Warwick District Council staff and partner organisations.
2. It will also be published in the public domain so that residents of Warwick District can view the levels of planning work that the council undertakes and also consider their role in an emergency (page 16).

## Responsibilities

1. The responsibility of emergency planning arrangements at Warwick District Council is the duty of the Chief Executive. The Head of Health & Community Protection and the Civil Contingencies Officer are however, responsible for the day to day delivery of this service.

## Development of the Document

1. The document will be a fluid one, to ensure that the information remains as up to date as possible. It is intended to review the policy at a minimum of every six months to ensure changes in the risk landscape and planning arrangements are taken into account in the published text.

## Effective Date

1. This document has been effective since the 18th March 2009 from when it was formally approved by the Warwick District Council Executive.

## Glossary of Terms Used in this Document

1. Definition of Emergency

The Civil Contingencies Act (2004) states that an “emergency” means “*an event or situation, which threatens serious damage to —*

1. Human welfare in a place in the United Kingdom,
2. The environment of a place in the United Kingdom, or
3. War or terrorism which threatens serious damage to the security of the United Kingdom”
4. Category 1 Responder

A local responder organisation listed in Schedule 1 Part 1 of the Civil Contingencies Act likely to be involved with a central role in the response to most emergencies. This includes the emergency services and local authorities:

**Emergency Services:**

* Police forces
* British Transport Police
* Fire authorities
* Ambulance services
* Maritime and Coastguard Agency Local authorities
* All principal local authorities (i.e. metropolitan districts, shire counties, shire districts, shire unitaries)
* Port Health Authorities

**Health bodies:**

* Acute Trusts
* Foundation Trusts
* Public Health England
* Government Agencies
* Environment Agency
1. Category 2 Responder

A local responder organisation (though it may not be locally based) listed in Schedule 1 Part 3 to the Civil Contingencies Act and likely to be heavily involved in some emergencies or in preparedness for them e.g. Highways Agency, utilities and transport companies.

1. Local Resilience Forum

A process for bringing together all the category 1 and 2 responders within a local police area for the purpose of facilitating co-operation in fulfilment of their duties under the Civil Contingencies Act.

1. Major Incident/Emergency

Any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority.

1. (The) Civil Contingencies Act

This Act sets the framework for civil protection in the UK.

1. Business Continuity Management

A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that the business can continue in the event of disruption.

1. Recovery

The process of restoring and rebuilding the community and supporting groups particularly affected, in the aftermath of an emergency

1. Emergency events

This can be broadly broken down into three distinct categories due to their characteristics and provide a different degree of planning and response time accordingly:

* Sudden Impact: An event that happens with little or no prior warning. The effects are usually felt instantly and could include transportation accidents, utility failure, industrial accidents and acts of terrorism.
* Rising Tide: An event that has a lead time of days, weeks or even months. This type could include health pandemics, flooding, foot and mouth disease and industrial action.
* Foreseeable Event: An event that can clearly be predicted to such a degree that specific contingency plans can be developed for the situation. *This type could include events such as a major sports or entertainment event.*

# PART TWO: CIVIL CONTINGENCIES COMPLIANCE

## SECTION 1: DELIVERY OF THE CIVIL CONTINGENCIES ACT

### Introduction

1. The Civil Contingencies Act 2004 is the framework for civil protection in the UK and also places legal duties upon defined emergency responders.
2. Warwick District Council is a Category 1 responder and as such has duties under the Civil Contingencies Act.
3. These duties place a legal obligation on Warwick District Council to deliver the seven key elements of the Civil Contingencies Act in order to improve emergency management arrangements in the local area and to improve multi-agency working throughout Warwickshire.

### Elements of the Civil Contingencies Act

1. The following sections detail the seven duties under the Civil Contingencies Act and the actions Warwick District Council is implementing to meet its obligations in this regard.
2. Initial broad terms of the elements will be followed by the more detailed description from the Civil Contingencies Act.

### Duty 1- Risk Assessment

***“Assess the risk of emergencies occurring and use this to inform contingency planning”***

1. Warwick District Council assesses the risks within the County by sitting on the Warwickshire Local Resilience Forum (see Community Risk Register section below).
2. The risk assessment in the Community Risk Register is then tailored to the specific circumstances of Warwick District by Health & Community Protection. This work is conducted based on information of prior events and an assessment of the specific risks posed in the area in relation to the countywide perspective.
3. The output of this process is any specific plans and arrangements deemed necessary for the local area. An example of this would be the Flood Plan which forms part of the duty officer standard operating procedures.

**Community Risk Register**

1. The Community Risk Register is produced by the Local Resilience Forum. It assesses the risks that are pertinent to the Warwickshire area and identifies which of the Local Resilience Forum partners is the lead agency for the risk.
2. In completing this task, information is sought from all Local Resilience Forum partners about the hazards and past events. Information on a regional and national scale is also considered and a consequent risk rating applied.
3. The lead Local Resilience Forum partner for each risk then has the task of implementing control measures to mitigate the risk.
4. Warwick District Council uses the Community Risk Register to inform all planning and preparedness work, hoping to focus efforts on those risks with the highest risk rating.
5. Other risks are also considered and effort is also made to identify which of the countywide risks are most pertinent to the district.
6. The National Risk Register also helps to inform some of the work of the Risk Assessment Working Group by framing the national perspective of the hazards faced.

### Duty 2- Emergency Planning

***“Put in place emergency plans”***

1. Warwick District Council has a Major Emergency Plan, which is reviewed on an annual basis and revised and updated as necessary.
2. The current version is newly revised and reflects internal and external review processes and feedback from exercises held to test the plan.
3. Further information can be found on page 14 of this document.

### Duty 3- Business Continuity Management

***“Put in place business continuity management arrangements”***

1. Warwick District Council has a Business Continuity Management Plan, which is reviewed on an annual basis and revised and updated as necessary, as the Major Emergency Plan is.
2. The Business Continuity Plan has been tested under exercise conditions and was also used during the “building flood” event in 2008.
3. Further information can be found on page 18 of this document.

### Duty 4- Community Engagement

***“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”***

**Warwick District Council Website**

1. The Warwick District Council website provides an information resource for district residents on emergency planning, business continuity and flooding.
2. The basis for the pages was developed by the Warwickshire County Council Emergency Planning Unit’s Liaison Officer, under the Service Level Agreement between Warwick District Council and Warwickshire County Council and adapted to Warwick District’s needs.
3. The website also dovetails with the Coventry, Solihull & Warwickshire Resilience website to provide links to further sources of information. There are also links to specialist pages such as flood maps from the Environment Agency.
4. The web pages will be updated and reviewed as necessary in order for them to remain a suitable source of information.

**Media, HR & Stakeholder Management Team**

1. The Media, HR, Stakeholder & Business Continuity Management Team, which forms part of the District Emergency Centre is responsible for communicating relevant information to the public, staff and other stakeholders in the event of an emergency.

**Joint Media Plan for Warwickshire**

1. In the event of a wide-scale emergency the Joint Media Plan for Warwickshire may be invoked.
2. This provides for a co-ordinated approach to media and public relations during an emergency, which ensures contradictory information and any lack of clarity, can be avoided. Further details are available on page 17, paragraph 59 of this document.

**Communicating with the Public**

1. The Warwickshire County Council Communications Team is charged with the overall consideration of the communication of information and warnings to the public.
2. Warwick District Council actively interacts with multi agency communications processes and feeds ideas and best practice back via our Communications Officers, who form part of the Warwick District Council Media, HR, Stakeholder & Business Continuity Team, in the event of an emergency.

**Parish Emergency Plans**

1. Parish Emergency Plans have been developed and rolled out to all Parishes.
2. The intention is to build resilience at a local level and take advantage of community knowledge, especially in terms of vulnerable people and locations.
3. The Parish Emergency Plan was re-launched in 2015 and Warwick District Council will be seeking to build increased relationships with the parish councils to ensure that the district is as resilient and prepared as possible, with clear communication channels.

**Volunteers and Voluntary Agencies**

1. Voluntary agencies and volunteers are also engaged via Coventry, Solihull & Warwickshire Resilience who also co-ordinate their involvement, should an emergency occur.

**Involvement of Schools**

1. Warwickshire County Council have also carried out work to ensure that school children are engaged and aware of hazards and planning work in their area.
2. Warwickshire County Council have previously conducted an initiative called *Crucial Crew* which sought to engage key stage two school children on emergency planning awareness.

### Duty 5- Information Sharing & Co-operation

***“Share information with other local responders to enhance co-ordination”***

**Districts & Boroughs**

1. This process exists between all Districts and Borough Councils within Warwickshire.

**Local Resilience Forum**

1. The Local Resilience Forum, supplies the opportunity for Warwick District Council to work with other local responders and for information sharing to occur (for more information see page 23).
2. Warwick District Council sits on all groups in the Local Resilience Forum and receives and shares information at all levels.
3. In some cases Warwick District Council representatives act as a representative for all Districts and Boroughs allowing them to play an increased role in local information sharing.

**Wider-scale Partner Working**

1. The opportunity to work with local responders outside of the Local Resilience Forum structure also exists and Warwick District Council has working relationships with many local responders and is committed to maintaining and developing this process as required.
2. An example of this is the working relationship that Warwick District Council has with the Environment Agency; both parties work together before, during and after even small events to ensure information flows between the two organisations in the best manner possible.

**Parish Council Emergency Plans**

1. The involvement of Parish Councils in emergency planning is a positive development and seeks to facilitate information sharing between local communities and Local Authorities. It is hoped that through this process communities become better aware of hazards in their area and in turn that the Council are informed of local information and circumstances, that they may have been unaware of without the community’s involvement.
2. Warwick District Council also has a relationship with a number of individuals in certain high risk areas. This relationship has been established over time and the Council are committed to maintaining these personal links wherever practically possible and the relationship is shown to mitigate or reduce risk and increase knowledge in vulnerable communities.

### Duty 6- Multi-Agency Mutual Co-operation & Co-ordination

 ***“Co-operate with other local responders to enhance co-ordination and efficiency”* Local Resilience Forum**

1. As a partner agency in the Local Resilience Forum, Warwick District Council is part of a co-operative development of response plans and general preparedness works to ensure an efficient response to emergency situations in Warwickshire.
2. Warwick District Council is committed to this process and developing the Local Resilience Forum, as required, to best suit this goal.

**Wider-scale Partner Working**

1. Warwick District Council actively engages with local responders on a one to one basis as well as through the Local Resilience Forum structure to ensure that any emergency response in Warwick District is as efficient as possible.
2. Warwick District Council is committed to this process and will seek to further develop partnerships as required by circumstance or risk.
3. The work regarding development of Parish Emergency Plans is intended to continue to ensure communities are prepared for likely emergencies and they are aware of how they can help in response. This work seeks to increase resilience in communities across the district in association with the Parish Councils.

**Mutual Aid and Resource Sharing**

1. Mutual aid support between organisations is an important part of emergency preparedness work so that when resources are stretched, organisations can seek assistance from within the county or further afield if the situation dictates.
2. Currently this function is co-ordinated by the Coventry, Solihull and Warwickshire Resilience, who will assess the severity of the situation in affected areas and seek to deploy resources as appropriate.

### Duty 7- Business Continuity Management Promotion

***“Provide advice and assistance to businesses and voluntary organisations about business continuity management”***

**Service Level Agreement with Warwickshire County Council Emergency Planning Unit**

1. The Coventry, Solihull & Warwickshire Resilience Team provide for this duty on Warwick District Council’s behalf.
2. Generic business continuity management advice is provided by the Coventry, Solihull & Warwickshire Resilience Team to Health & Community Protection at Warwick District Council so that council representatives, in particular the Town Centre Managers, are informed of developments in the field.

**Warwick District Council Initiatives**

1. Warwick District Council will also seek to utilise, when possible, any other viable means of communication to promote business continuity management to the wider community.
2. Compliance with the Civil Contingencies Act will be delivered by the Coventry, Solihull & Warwickshire Resilience Team but Warwick District Council will always seek to consider building value into any existing available opportunities.
3. Currently the Warwick District Council website is being utilised to promote business continuity management awareness and links to the Coventry, Solihull & Warwickshire Resilience Team website for further information.

# PART THREE: PLANS AND PROCEDURES

## SECTION 1: INTRODUCTION

1. This is the strategic outline of Warwick District Council’s emergency procedures for dealing with an “emergency” as defined in the Civil Contingencies Act (2004).
2. The plans are based on available best practice advice, information and guidance from the Civil Contingencies Secretariat and the Coventry, Solihull & Warwickshire Resilience Team as well as other Local Resilience Forum partners.
3. These procedures are designed to best use available council resources and integrate with the Emergency Plans developed by other Local Resilience Forum partners and other organisations, such as Parish Councils.

## SECTION 2: DUTY OFFICER SYSTEM

### Introduction

1. Warwick District Council Officers from several service areas remain vigilant to different incidents that might occur within the district.
2. Health & Community Protection will be the main point of contact for partner response organisations and council service areas in the event of an emergency situation developing or situations arising that may give rise to an emergency.

### Role & Scope

1. The Health & Community Protection Duty Officer will have the responsibility of monitoring rising tide situations that may progress into an emergency, including during out of hours times.
2. The duty officer will not be directly responsible for responding to an emergency event or directly managing it but they will help bring control and co-ordination to Warwick District Council’s response to it.
3. Once a rising tide situation is clearly going to become an emergency, or the duty officer is directly notified of a sudden impact emergency they will notify the relevant Senior Officers.

### Resources

1. The duty officer’s actions will be guided by a set of Standard Operating Procedures, setting out what actions are required and details relevant to the situation (where possible).
2. The duty officer will hold a duty mobile telephone and the Standard Operating Procedures and any other pertinent plans or information for the duration of their time on duty.

## SECTION 3: WARWICK DISTRICT COUNCIL MAJOR EMERGENCY PLAN

### Outline

1. In the case that an emergency situation will require the focussed efforts of a number of individuals or council service areas to the exclusion of normal day to day work, or out of normal operating hours, the Major Emergency Plan may be activated.
2. The plan details the specific procedures and roles that will be undertaken by council officers and/or service areas to best co-ordinate the Warwick District Council response to the emergency.

### Training & Exercising

1. The plan will be exercised at least once a year.
2. Training and development work for those involved in the plan is also undertaken on a regular basis.
3. Training programmes will also be considered, where appropriate, to allow full understanding of any changes to the Major Emergency Plan by relevant personnel, post review.

### Major Emergency Plan Review & Updates

1. The Major Emergency Plan is developed within Warwick District Council by Health & Community Protection and is tested and reviewed at least yearly.
2. Updates will also be conducted to ensure relevant personal and contact details are included and any changes have been taken into account.
3. Review will also be conducted after any emergency or training event to incorporate any lessons learned.

### Activation

1. The activation of the Major Emergency Plan will normally be completed after liaison between Health & Community Protection and a member of the Council’s Senior Management Team.
2. Details of the circumstances of activation are covered in the Warwick District Council Response Levels section (page 15, paragraph 29).
3. The plan activation will normally involve a full call-out of staff required in response as well as the opening of the District Emergency Centre.
4. This situation allows all of the response functions of the council to be located in the same place, improving the ability to offer a command and control structure to co-ordinate council efforts between service areas and across management levels.
5. In some situations, a smaller response may require activation of the plan and opening of the District Emergency Centre for the same purposes but with a smaller team.

### District Emergency Centre

1. The Council’s Emergency Centre will be located in Leamington Spa in the first instance with other sites available as alternative locations if necessary.
2. The purpose of the District Emergency Centre is to help bring co-ordination and control to the council’s response and focus the response as the Gold and Silver Teams decide.
3. The District Emergency Centre will normally consist of four teams The Gold Team (Strategic Team); Silver Team (Tactical); Bronze (Operations) and the DEC Support Team (administrative support and information management).
4. In the case of certain incidents there may also be a Business Continuity Tactical Incident Team and/or a Tactical Recovery Team.
5. These different teams all have a defined scope of responsibility and tailor with the nationally accepted Strategic, Tactical, and Operational response management structure.

### WDC Response Levels

1. In association with the Warwickshire County Council Resilience Team, Warwick District Council has developed response levels which help to indicate the level of the response being undertaken.
2. The levels can be used to express the state of the response quickly between local authority partners and internally.
3. The levels may also be used to inform decision making, for example the District Emergency Centre may be opened flexibly (depending on the emergency) at Level 2. Levels 3 and 4 require a council-wide response and will require the District Emergency Centre to be operational.

### Parish Councils in Emergency Response

1. Most Parish Councils choose to prepare a Parish Emergency Plan in conjunction with Warwick District Council and CSW Resilience.
2. There is no legal requirement for this to occur or for Parishes to have a response capacity; however, it is an accepted part of a best practice approach to emergency planning.
3. Many risks and vulnerabilities are better known to the local community through experience and personal relationships, this information, if compiled can be used by responders working over a larger area to inform their widescale response with local understanding. For example, the Environment Agency can keep the council informed of river levels via the Floodline service but those residents who live next to the river will probably understand its behaviour equally well and be able to pass vital information back such as a faster rise in level than normal.
4. Local groups can also provide information about those in their community who might be most vulnerable to emergency situations. These could be elderly people, disabled persons, or people who live in a certain location, have young children or any other factor that could limit personal response to
5. an emergency. It is important that if this knowledge exists in the local community that it is recorded in the parish plan and made available to inform the council’s response and that of any other partner agency.
6. Some parish groups have taken this idea further, establishing emergency committees who act to warn and inform the community as well as managing any local scale response and liaising with emergency response organisations as required.
7. Examples of parish responses would be deployment of sandbags to protect homes and businesses and opening the village hall as a rest centre for members of the community who have been displaced from their homes or need food and shelter.

### Elected Members Role in Emergency Response

1. Elected Members can play an important role in emergencies, acting as a focal point for the community they represent and being a conduit for information from and to this community, if available to do so.
2. Members will receive regular updates from the Chief Executive (or Gold Team representative) as to the state of the emergency.
3. Members are encouraged to feed information back as well as receiving it as they may be aware of local circumstances in a similar way to parish councils, which may help to inform the response.
4. It is unlikely that Members will be asked to play a role in emergency response, as trained council staff will normally provide this service. However, during the stages of recovery from a major emergency it is likely that Councillors will become increasingly involved in helping the community to rebuild (if necessary).

### The General Public’s Role in Emergencies

1. The role of the public in emergency situations depends on the emergency, the extent to which people are affected and their ability to respond to mitigate the effects of the emergency upon themselves.
2. At no point should people attempt to respond to an emergency situation in a way that puts themselves or others at risk.
3. There are some actions that the public can take to ensure that they are prepared for emergency situations, namely being aware of the risks that they might face in their area and any methods by which they can reduce their exposure to these risks.
4. An example of this would be a resident who lives near to a river being aware of the extent of flooding that would have to occur to affect them and then signing up to the Environment Agency’s Floodline flood warnings to help alert them in times of risk. They might also store valuable documents and possessions on the first floor of their house alongside an emergency supply of essential items and food supplies.
5. It is accepted best practice that where people and communities are better aware of the hazards they face and those mitigating actions they can take, both for themselves and for others, community resilience to emergencies increases.
6. Further information can be sought from both the county and district council as well as government information sources such as the Preparing for Emergencies website.
7. Warwick District Council will attempt to decrease community vulnerability wherever possible through continued work with Parish Councils.

### Role & Resilience of Warwick District Council Contractors

1. Contractors are used to aid the Warwick District Council response in many emergency situations.
2. Contractors currently in place have been encouraged to improve resilience and participate in business continuity planning.

## SECTION 4: MEDIA & PUBLIC/STAKEHOLDER INFORMATION

### Introduction

1. Ensuring a competent and effective Media response to any emergency situation is a key tenet of the Warwick District Council response.
2. Providing the media with up to date and accurate information can help disseminate information to those people affected or who know people who might be affected and can help avoid unnecessary angst or confusion.
3. The use of the media to disseminate information has to be carefully managed however, as misinformation, even unintentionally can cause confusion and distress.
4. Information releases directly to the public and to staff must also be carefully managed to ensure that as many people as possible are correctly informed as to the emergency situation.

### Warwick District Council Media, Stakeholder & HR Management Team

1. As a part of the activation of the Major Emergency Plan the Media, HR, Stakeholder & Business Continuity Management Team will be formed.
2. They will be charged with crafting the Warwick District Council media response following direction from the Chief Executive, and articulating this via whatever media or public communications are available and best fit the message.
3. The team will also be responsible for media management and liaison in general.
4. Stakeholder and HR communications will also be managed by the team, allowing them to be the one voice for Warwick District Council in times of emergency.

## Joint Media Plan for Warwickshire

1. If an emergency occurs that is widespread in effect then the Joint Media Plan may be invoked by the [Multi-Agency Gold] Media and Public Information Coordinator (normally the Media Communications Officer, Warwickshire Police).
2. The Joint Media Plan ensures that there is a co-ordinated media response across Warwickshire and the Warwick District Council Media, HR, Stakeholder & Business Continuity Management Team must ensure they comply with the details of the plan or specific instructions issued.

## SECTION 5: INCIDENT SPECIFIC PLANS & PROCEDURES

1. Generic emergency plans are a valuable tool in preparedness works, covering all hazards that might occur. However, certain plans for especially common or severe hazards are part of good practice and in the case of business continuity plans, a legal requirement.
2. Warwick District Council has, and will, continue to develop specific plans on a needs related basis to ensure that refined plans are available whenever possible.
3. It is not conceivable that specific risk-related plans would be available for every occurrence and Health & Community Protection will continue to develop plans relating to specific events experienced or where government guidance at a central or local level, deems it necessary.
4. The following sections will outline the current specific plans that Warwick District Council has in place to deal with incident specific situations.

### Corporate Business Continuity Plan

**Introduction**

1. Category 1 responders have a duty under the Civil Contingencies Act to *“… put in place Business Continuity Management arrangements…”*
2. Warwick District Council has a Corporate Business Continuity Plan and is committed to developing and embedding a business continuity culture within the council.

**Development**

1. The Corporate Business Continuity Plan is presently in its thirteenth version.
2. As awareness of business continuity grows within the organisation the aim is to ensure that all service areas have a business continuity plan or combined emergency/continuity plan. This would detail the specific tasks that the service area should discharge, which staff can be utilised and how this interlinks with the Corporate Business Continuity Plan.
3. Where service areas have functions that require offices or work areas outside of Riverside House, this should also be considered at a service area level.

**Activation**

1. The Corporate Business Continuity Plan is activated in the same way as the Major Emergency Plan and will normally be completed after liaison between the Duty Officer, Chief Executive (or nominated deputy) and any relevant Service Area Managers (or deputies).
2. Details of the circumstances of activation are covered in the Warwick District Council Response Levels section (page 15, paragraph 29).
3. The plan activation will normally involve a full call-out of staff required in response as well as the opening of the District Emergency Centre. However, alternative locations are identified in the Corporate Business Continuity Plan, in case first choice venues are inaccessible or in some way rendered inappropriate.
4. This situation allows all of the response functions of the council to be located in the same place, improving the ability to offer a command and control structure to co-ordinate council efforts between service areas and across management levels.
5. In some situations a smaller response may be required based on a particularly affected Service Area.
6. Where an emergency and a business continuity incident occur at the same time the Gold Team will define which aspect has primacy in response.

**Business Continuity/MEP Interface**

1. There is a likelihood that some emergency events will occur in such a way that a business continuity situation will also transpire; there may also be occasions where events combine as a matter of coincidence.
2. In these circumstances Warwick District Council needs the ability to respond to both events either in a combined or differentiated fashion; hence an interface between the plans is required.
3. Sections in the Major Emergency Plan and the Corporate Business Continuity Plan identify how this will occur, a brief overview is included here:
4. The Gold Team will set the objectives for the response, defining whether the Emergency or Business Continuity situation takes precedence.
5. There will be an Incident Silver Team and a Continuity Silver Team formed, each with a Commander. Again, which team has primacy will be designated by the Gold Team.
6. The Silver Incident and Continuity teams will consist of different personal and hence may stretch the resources of certain Service Areas. However, an attempt has been made to allow core business areas to have a reduced emergency role to allow for this occurrence.
7. The Silver Incident and Continuity Commanders will liaise to ensure expediency of response. They will also jointly liaise with the Gold Team to ensure clarity of information and that the correct team has primacy at the right time.
8. The Bronze Team will be a joint resource, shared between both Tactical teams due to the impracticality of splitting Service Area staff resources across more teams. Operational staff should however, delegate actions back to staff within Service Areas to increase efficiency and reduce pressure.
9. The Warwick District Council response levels will be used to define the scale of the response and will also be used to progressively stand the response down.

### Flood Response Plan

**Introduction**

1. Warwick District has a propensity for flooding, with the Rivers Leam and Avon and various other smaller rivers and watercourses within the district.
2. A range of flood events have left the local community and response organisations alike with experience and knowledge of the rivers in flood; this knowledge should not be lost and has led to the development of the Flood Response Plan.
3. The plan is held by the Health & Community Protection Duty Officer and helps to inform their response to any flood warnings issued by the Environment Agency or reports of flooding reported from people or organisations in the area.

**Monitoring & Surveillance**

1. The prime function of the plan is to aid the monitoring and surveillance of the main rivers of the District and to aid decision making associated with this process.
2. Information is held on the levels at the various Environment Agency gauges on the Rivers Leam and Avon and as reports from the Environment Agency come through, or are obtained, the severity of flooding can be estimated.
3. There are also details held of persons and groups who the Health & Community Protection Duty Officer will liaise with in times of high river levels, in order to keep them informed of the possibility of flooding in their area. This contact is normally made through Parish or Town Councils and their Emergency Committees.

**Activation**

1. The Flood Response Plan will be activated by the Health & Community Protection Duty Officer when any reports of fluvial flooding or high river levels are received; either from the Environment Agency or from local reports.

**Flood Plan/MEP Interface**

1. The Flood Response Plan is an operational document to aid the decision making and initial actions of the Health & Community Protection Duty Officer.
2. If the situation is progressing towards a major flood, or simply one where the officer needs help in maintaining a response then the Warwick District Council response levels will help to inform the necessary scale of response.
3. The Flood Response Plan is therefore a precursor to the Major Emergency Plan and once the Duty Officer feels they need help in response the activation procedures of the Major Emergency plan will come into effect.

**Development**

1. The plan is a ‘living’ document and requires updating on a regular basis, especially with regard to contact details.
2. There will also be an annual review when data and details specifically relating to the plan will be assessed.
3. Prediction of river response can never be entirely accurate and will always be based on Environment Agency data however; an attempt will be made to ensure that the plan reflects the recent and historical response of the river to precipitation events, thus allowing an informed emergency response.
4. Warwick District Council have also participated in the development of a Multi-Agency Flood Plan and have made available the details of the Flood Response Plan to aid that process.

## SECTION 6: POST INCIDENT PLAN REVIEW & TRAINING

### Introduction

1. Specific review and training schedules will be implemented on a plan by plan basis, as stated in previous sections; however, another important opportunity for plan assessment and revision is post any emergency when plans have been activated.
2. This allows the plan to be assessed against its performance in a ‘real’ event and is an opportunity to improve plans and response in general, that should not be missed.

Health & Community Protection Duty Officer Involvement

1. Whenever the Health & Community Protection Duty Officer utilises the Standard Operating Procedures, or any other plan they should complete an assessment form and return to the Civil Contingencies Officer for any required maintenance.
2. Included on the form should be any details of information that proved useful and also any areas for improvement.

**Evaluation of Response**

1. If a larger response is initiated the Civil Contingencies Officer will undertake a review of the response and the report will be submitted to CMT.
2. Feedback should be sought from all those involved in the response and the assessment report should primarily consider the plan’s efficacy and the suitability of resources available in response.
3. Performance and training needs of staff should be considered in a separate document that can then inform future training schedules. This report will be developed by Health & Community Protection.

**Evaluation of Recovery**

1. Evaluation of the Recovery phase of the emergency response is also vital, especially as Warwick District Council may find itself leading this phase. Postrecovery analysis should be conducted by Health & Community Protection, involving any relevant service areas, so that lessons can be learnt and knowledge retained.
2. This report may be submitted to CMT alongside the response evaluation or may form an entirely separate report, depending on the circumstances of the incident and recovery time required.

**Training Staff and Plan Development**

1. The reports into any incident should be considered and developed into an action plan for plan review and staff training, as required.
2. This process might fit in with already defined programmes for training and development or might be implemented separately depending on the nature of work needed; but, must incorporate the lessons learned into procedures to ensure that Warwick District Council is better placed to respond to future incidents.

# PART FOUR: PARTNERSHIP WORKING & THE LOCAL RESILIENCE FORUM

## SECTION 1: WARWICKSHIRE LOCAL RESILIENCE FORUM

### Introduction

1. The Warwickshire Local Resilience Forum allows category 1 and 2 responders to plan, share information and intelligence and generally co-operate in the preparedness work undertaken in the county.
2. At the base levels of activity are the Telecoms Sub-Group and various Task and Finish Groups, which deal with subject specific matters depending on the risks posed; these report to the Tactical Group which in turn reports to the Local Resilience Forum itself.
3. The most senior representatives from each organisation sit on the Local Resilience Forum and in major emergencies this group would form the Strategic Co-ordinating Group.

**Telecoms Sub-Group / Task and Finish Groups**

1. Underneath the Strategic and Tactical Teams sit the Telecoms Sub-Group and various Task and Finish groups. Task and Finish Groups are formulised to work on various priorities identified by the Strategic and Tactical Teams. These risks are identified by the LRF’s risk identification processes.
2. Each group looks at a specific subject area and attempts to ensure that compliance duties under the Civil Contingencies Act are being maintained.
3. Some groups have a subject area that requires or allows the development of plans and procedures in addition to the sharing of information.
4. Warwick District Council actively participates in the Local Resilience Forum process and uses the *Warwickshire Community Risk Register* and other Local Resilience Forum documents to inform planning and aid response.

## SECTION 2: WARWICKSHIRE COUNTY COUNCIL EMERGENCY PLANNING ARRANGEMENTS

### ****Introduction****

1. Coventry, Solihull & Warwickshire Resilience co-ordinate local authority emergency planning in the county and promotes good practice on behalf of Warwickshire County Council.
2. In an emergency response they also act as a central point for response and resource management, deploying resources and voluntary groups to the worst affected areas.

### Involvement in an Emergency

1. In an emergency the first contact will most likely be from the Coventry, Solihull & Warwickshire Resilience Duty Officer who may be the first to alert the Health & Community Protection Duty Officer to an incident in the District.
2. As the emergency develops the Emergency Centre at Shire Hall may be opened and Coventry, Solihull & Warwickshire Resilience will act as a central information and coordination point for the Local Authority response.
3. In certain circumstances Coventry, Solihull & Warwickshire Resilience may send an officer to the District Emergency Centre to ensure an informed and co-ordinated response.

## SECTION 3: OTHER PARTNER AGENCIES

1. Warwick District Council works with many partner agencies to establish information and develop suitable preparations and plans; for example, the Environment Agency has a working relationship with Warwick District Council to ensure flood warnings and information is received.
2. Warwick District Council will seek to develop and improve relations with all partner agencies and ensure that a multi-agency and integrated emergency management response remains a reality.