

Saints Peter and Paul Catholic Primary School



Schools Emergency Management Plan

Agreed by Governors; April 2012

Next Due for Review; April 2013

Signed *J. Mousley*



Saints Peter and Paul
Catholic Primary School

CIVIL CONTINGENCIES



ACT 2004

Directorate of Children and Family Services
Schools Emergency Management Plan
(EP 01)

Reference: **Work Environment Guidance/EP 01**



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 **Contents**

Schools Emergency Plan EP 01

Section 1	Introduction	3
Section 2	Aims and Objectives	3
Section 3	Emergency Contacts	4
Section 4	Activation and Communication	4
Section 5	School and DCFS Crisis Management Teams	6
Section 6	School Roles and Responsibilities	6
Section 7	Activation of the Emergency Plan	7

Appendix 1 – Incident Guidelines – Media Response

Appendix 2 – Incident Guidelines – Emergency Rest Centres

Appendix 3 – Incident Guidelines – Disease Outbreaks

Appendix 4 – Incident Guidelines – Schools Related Incidents Involving Serious Injury/Trauma or Fatalities Mass Vaccination Centres

Appendix 5 – Incident Guidelines – Stranded Parents

Appendix 6 – Incident Guidelines – School Closures

Glossary

Amendments Procedure

Section 1 Introduction

It is acknowledged that unplanned, emergency situations may arise from time to time in an otherwise well run school, with the potential to cause disruption or create hazardous conditions likely to affect pupils, employees, neighbouring properties and members of the public.

The school must meet such events with preconceived contingency plans, so far as is reasonably practicable, in order to reduce to a minimum the disruptive outcome of a crisis situation, and to return operations to normal as soon as possible.

To this end a Crisis Management Team has been established to analyse potential crisis situations before they occur and to devise means of effectively dealing with them. The team consists of HT (Joanna Mousley),

Three Assistants Head Teachers (Christine Woodhouse, Nichola Bavin and Joy Stewart)

Child Protection Officer (Linda Mooney),
the site manager (Paul Healey)

and ADMIN (Anne Oldroyd/Ann Seasman).

A Crisis Management File will be maintained, revised and updated whenever circumstance demand. The Crisis Management Team will meet regularly to ensure response strategies remain valid and workable.

Saints Peter and Paul Catholic Primary School strives to maintain its reputation as an excellent educational establishment. Active protection of the schools' resources, including its staff, pupils and visitors, its infrastructure, its intellectual property and its community support contributes to the positive perception that Saints Peter and Paul Catholic Primary School is working towards creating a safe environment in which to work, learn and play.

The purpose of this Emergency Plan is to define the schools' response to a major incident. For the purposes of the plan a major incident is likely to be one which involves major site failure or trauma. This plan should be read in conjunction with LA policy and guidance on Health & Safety and the school's Health & Safety Policy and Child Protection Policy.

Other relevant procedures which should be considered alongside this emergency plan are:

- Fire/Bomb Procedures and Evacuation Plans
- Accident and Incident Investigation and Reporting Procedures
- Influenza Pandemic Contingency Plan EP 02
- Educational Visits Guidance EVG 01
- Infection Control Policy & Procedures

Possible School related Emergencies:

- Incidents that occur on school trips
- Incidents involving deaths, serious injury and/or trauma to students and/or staff
- Serious criminal activity/disorder
- Use of school as an Emergency Rest Centre
- Serious Communicable Disease Outbreak
- Major fire/flood/explosion or exposure to external hazard requiring full scale evacuation
- Warnings of external hazards (e.g., Cloudburst) requiring the need to shelter

- School closure

Section 2 Aims and Objectives

The aims and objectives of this emergency plan are to ensure:

- Rapid and appropriate action is taken.
- Accurate information is provided.
- Normal school routines are maintained as far as possible, giving continuity to pupils.
- Immediate, sensitive and non-intrusive support is offered.

Section 3 Emergency Contacts

Saints Peter and Pauls Catholic Primary School has an emergency contacts directory

- This contains all the contact details for staff and students including out of hours numbers. This must be kept up to date on at least a half yearly basis.
- Contact details for officers in the Directorate of Children and Family Services who are designated and trained for specific emergency roles are contained in the Directorate's Emergency Directory, held by Crisis Team Members and Activation Officers only.
- The KMBC Emergency Duty Officer also has a Merseyside Emergency Contacts Directory of other agencies.
- Children's Services Crisis Management Team Member may be operating from Knowsley Emergency Headquarters:

Location

1st Floor Conference Room
Huyton Municipal Buildings
Archway Road
Huyton
Knowsley

Section 4 Activation and Communication

Minor Incidents

For minor buildings related incidents (fires, floods, vandalism, etc that do not stop the school from operating)

During school hours – call the DCFS Health & Safety Team

 **0151 443 4294**

Out of hours – call Knowsley Security Force

 **0151 443 2804/2823/2433**

And instruct them to notify the Emergency Duty Officer to call the DCFS Crisis Management Team.

Major Incidents

Activation may come down the chain of communications (as per the flow diagram on page 7) for:

- Occasions that require the use of school as an Emergency Rest Centre to offer shelter to persons displaced as the result of an incident,
- Dissemination of warnings, either:
 - a) In the case of potential toxic gas clouds, **GO IN, STAY IN, TUNE IN** to Radio Merseyside/Radio City for public service announcements and shut all windows and doors or **EVACUATE** (using a safe route determined on the day).
 - b) Stand down* from an incident.
- To keep you informed that a disaster has occurred that is likely to have dramatic affect on your staff and/or students.

However, it may be the case that the school staff are the first to identify that an emergency has happened and so the proper lines of communication are as follows.

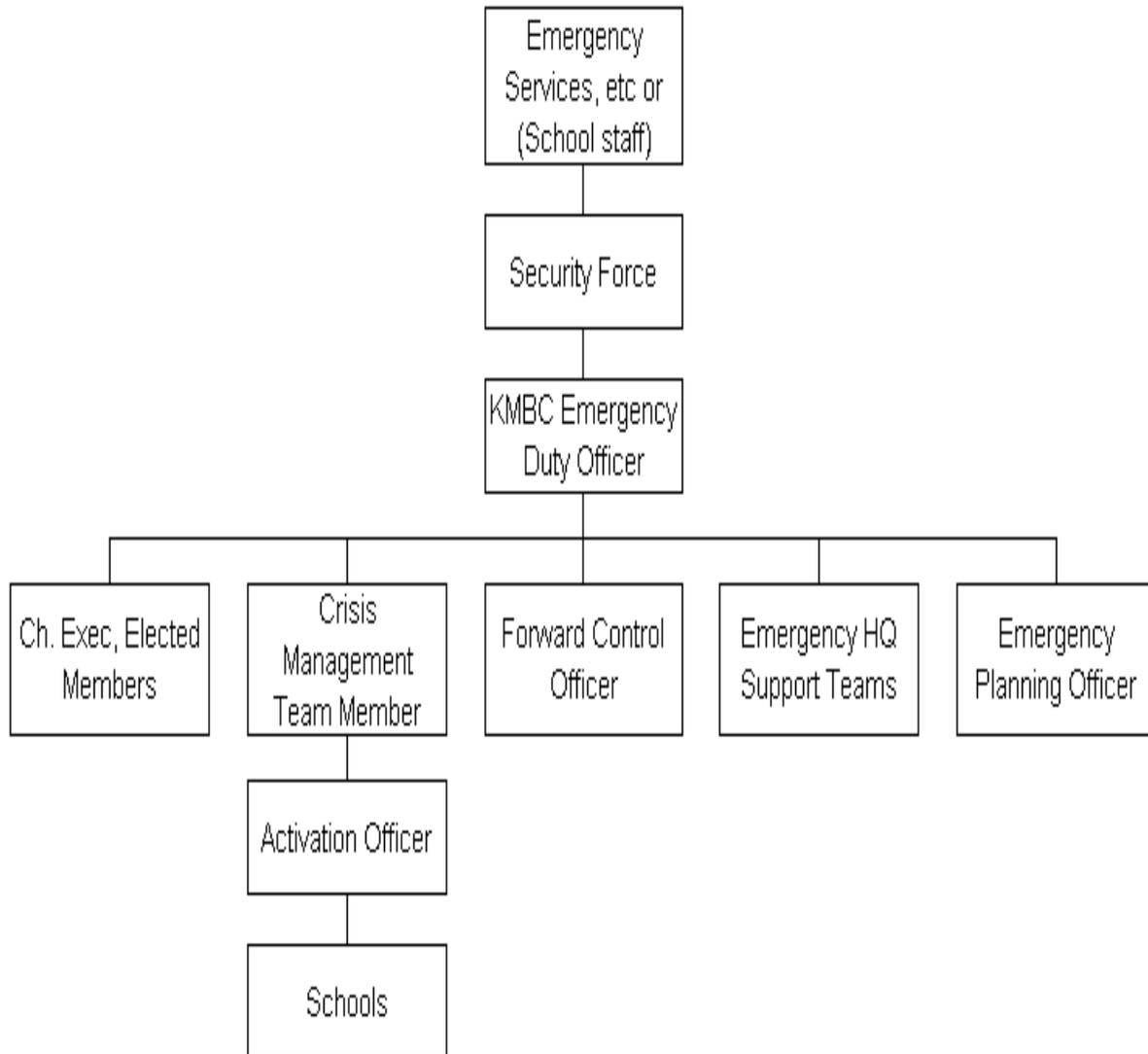
Call Knowsley Security Force
 **0151 443 2804/2823/2433**

Giving the following Major Incidents Message

THIS IS AN EMERGENCY
THIS IS AN EMERGENCY
THIS IS *(your name and designation, e.g., Head Teacher)*
AT SAINTS PETER AND PAUL CATHOLIC PRIMARY SCHOOL INFORM THE COUNCIL EMERGENCY DUTY OFFICER ASAP TO NOTIFY THE DIRECTORATE OF CHILDREN AND FAMILY SERVICES CRISIS MANAGEMENT TEAM THAT *(brief description of incident)*.
MY CONTACT NUMBER IS 477 8205

- Security Force will notify the Emergency Duty Officer who will activate the Council's Major Emergency Plan including the DCFS Crisis Management Team
- A Crisis Management Team Member will contact you to liaise, instruct you further and organise LA support and resources.

Activation Flowchart



Section 5 School and DCFS Crisis Management Teams

Schools related incidents will be dealt with by two emergency teams, one from the school and one from DCFS:

Schools Crisis Management Team – HT (Joanna Mousley), three assistants Head Teachers (Christine Woodhouse, Nichola Bavin and Joy Stewart) Child Protection Officer (Linda Mooney), the site manager (Paul Healey) and ADMIN (Anne Oldroyd/Ann Seasman).

The DCFS Crisis Management Team – which acts in support of schools staff and as activators of the plan (most of the time).

Both the School and DCFS Teams will be supported by relevant emergency teams from other Directorates in KMBC, e.g., media relations, environmental health, health & safety and emergency planning.

The Health Protection Agency and other external agencies may also support them.

5.1 School Crisis Management Teams

The Schools Crisis Management Team should consist of:

- Head Teacher – Joanna Mousley
- Senior school staff – Christine Woodhouse, Nichola Bavin, Joy Stewart
- Site manager – Paul Healey
- Child Protection Officer – Linda Mooney
- Business manager/admin/communications staff – Anne Oldroyd/Ann Seasman
- Catering manager (in some circumstances) – Diane Marlow

5.2 The Directorate of Children and Family Services Crisis Management Team

The DCFS Crisis Management Team consists of those Education Authority officers designated as:

- Crisis Management Team Members (Leadership Team)
- Activation Officers (Service Managers/Health & Safety)
- Corporate support officers (admin, welfare, intelligence, security, media, health and safety, emergency planning, educational psychologists, environmental health)

Section 6 School Roles and Responsibilities

The size, roles and responsibilities of the Crisis Management Team will vary according to the nature and circumstances of the incident. It will be the role of the Incident Manager to determine the appropriate level of response for each incident and to select the necessary roles to achieve the required level of response.

It is important that the names and roles for members of the Crisis Management Team are circulated to all members of staff to minimise confusion and risk of duplication of tasks. The key responsibilities of each role are covered within this section.

6.1 Incident Manager (Joanna Mousley - HT)

- Consider the need to alert other colleagues, external agencies and the Crisis Management Team.
- Collate all relevant information relating to the emergency.
- Categorise the incident as outlined in this plan.
- To co-ordinate and direct the activities of the Crisis Management Team.
- To draw up an emergency plan course of action for the specific incident.
- To delegate responsibilities and give task sheets to the Crisis Management Team.
- To provide a flexible response, based on this plan.
- To keep a comprehensive incident log.
- To consult with the police and the person responsible for liaison with the media about the release of information to students, staff, parents and general enquiries.

6.2 Deputy Incident Manager Christine Woodhouse, Nichola Bavin,

- Assists the Incident Manager.
- Co-ordinates and manages staff in the Crisis Management Team.
- Monitors staff welfare and organises staff rosters.
- Undertake role of incident manager in the absence of the head teacher.

6.3 Parent Liaison Officer - Joy Stewart, Linda Mooney

- Advises parents and provides information.
- Provides a point of contact for parents/guardians.
- Arranges on-site co-ordination of visiting parents/guardians.
- Maintains regular contact with parents where appropriate.
- To respond to the directions of the Incident Manager.

6.4 Administrator(s) – Anne Oldroyd, Ann Seasman

- Man telephone lines.
- Help collate information.
- Relay incoming and outgoing messages.
- Provide administrative support to the Crisis Management Team.
- Maintain a master log of key events and decisions made.
- To respond to the directions of the Incident Manager.

6.5 Communications Officer – Joanna Mousley

- Check that all available communications and office equipment are working in the designated Incident Management Room.
- Acts as a point of contact for media enquiries.
- Works with the KMBC communications team to prepare media statements.
- Establishment of a central media point.
- Provides basic information about the school. (Pre-written statement).
- Assists with internal communications.
- To respond to the directions of the Incident Manager.

6.6 Evacuation Officer – Paul Healey

- To evacuate the buildings in accordance with the Fire/Bomb procedures.
- To undertake a roll call.
- To liaise with the Crisis Management Team and the Emergency Services following the roll call.
- To respond to the directions of the Incident Manager.

6.7 Teachers

- Maintain supervision.
- Ensure the safety and security of pupils at all times.
- Provide information and offer reassurance.
- Monitor pupil's physical and emotional welfare.
- To respond to the directions of the Incident Manager.

Section 7 Activation of the Emergency Plan

The decision to activate the Emergency Plan should be made by the Head Teacher. If the Head Teacher is absent, cannot be contacted or is involved in an incident the decision should be taken by, in preferential order:

- The Assistant Head Teachers
- The next most senior member of the school staff.
- The Chair of the Governing Body.
- The KMBC out of hours Duty Officer.

The person making the decision does so by using the criteria as set out in Section 3. The judgement must be made on the basis of the nature and scale of the problem as it is presented to them. If in doubt a Category 1 response should be activated. This can always be “scaled down” if necessary.

APPENDIX 1

INCIDENT GUIDELINES

1.1 Media Response

Directorate of Children and Family Services Crisis Management Team

Will:

- Liaise with the Corporate Communications Team to offer support to School Crisis Management Teams.
- Provide Media spokespersons/advisors to deal with media attention when schools related incidents occur.
- Work with Corporate Communications Team on:
 - Press statements to be issued.
 - Briefings on how to deal with the media and advice on how to conduct media interviews.
- Liaise with DNS (via the Crisis Management Team if established) to offer support with extra security (to keep media away), and car parking attendants.
- Provide extra trained administration/communications staff to support the school's staff by:
 - Answering telephones,
 - Acting as log keepers,
 - Notifying parents, governors and other relevant interested parties.
- Provide further landline communications via arrangements with Telewest (arranged by the Emergency Duty Officer).
- Relay advice and information from other agencies, e.g., health authorities and the emergency services.
- Supply the media with pre-prepared positive information about the school.
- Access relevant support for students, parents, carers and staff affected by the incident.
- Liaise with the
 - Social Services Authority,
 - Environmental Health Officers,
 - Health Authority and Hospital Trust staff
 - Emergency Services and
 - Other agencies involved that can provide support to the School Crisis Management Team, students, parents/carers and school staff.

Schools Crisis Management Team

Note: Any schools related incident almost inevitably becomes a media event. The media will concentrate on the school. As a consequence the Head Teacher (or nominee) will usually become the chief focus of their attention. As such s/he requires a great deal of 'expert' support as soon as possible. (See above).

The Head (or nominee) on hearing of an incident will:

- Start a personal log (using the forms provided).
- Nominate staff to notify the DCFS Crisis Management Team, who will put their plans into action to support him/her.
- Activate and brief the School Crisis Management Team.
- Supply admin/communications staff with relevant forms so they can keep a log of all calls.
- Establish:
 - Lines of communication.
 - Relevant data from any sources available.

Corporate Communications Team

The Directorate of Children and Family Services Crisis Management Team will:

- Liaise with the Corporate Communications Team to offer support to School Crisis Management Teams.
- Liaise with the school, and other Directorates and agencies to assist the Corporate Communications Team to prepare press statements to be issued.
- Facilitate investigations by relevant agencies.
- Organise relevant parties to be informed; devise or correlate appropriate information leaflets, etc in consultation with the Marketing Section.
- Compose and organise distribution of letters, etc to parents/carers.

1.2 Informing parents and carers

- Ensure that you have full up to date contact details for:
 - All parents and carers of students in your school
 - All staff (even those who are part time or voluntary helpers).
- Prepare templates for letters, bulletins & memoranda in advance regarding use of the school as an emergency rest centre and likely actions in other scenarios for
 - Parents and carers,
 - Staff
 - The media.

Consider all means of communication. Ensure that this plan fits in with your school excursions health & safety plans.

1.3 Conclusion of the Incident

Stand Down

At the end of the Incident response, the Co-ordination Officer will:

- Issue the stand down to schools and all responding staff.
- Arrange and conduct a Directorate debrief which includes relevant officers from the DCFS Crisis Management Team and School Crisis Management Team.
- Attend the Local Authority multi Directorate debrief.
- Prepare a report.
- Work with the Emergency Planning Officer to revise the emergency plan where required.

INCIDENT GUIDELINES

Please refer to the KMBC Emergency Rest Centre Plan if applicable

2.1 Emergency Rest Centres

NB: Directorate of Neighbourhood Services (DNS) and Social Services teams provide the welfare function and running of the Emergency Rest Centre. DCFS provides the premises, any childcare staff and supports the other Directorates in their function.

2.2 Areas of Responsibility

Premises Management

Directorate of Children and Family Services Crisis Management Team

The emergency services are responsible for informing, the Emergency Duty Officer that

- Evacuation is considered or
- Displaced persons need accommodating.

The Emergency Duty Officer will then:

- Inform DNS and Social Services, who would liaise with the DCFS Crisis Management Team if education premises are considered for use as rest centres.
- The DCFS Crisis Management Team will then:
- Activate the appropriate School Emergency Team.
- Liaise with other Directorates in the Crisis Management Team (CMT), to support the School Emergency Team with feeding, security, car park attendants, blankets, heating and other requirements.

Note: The voluntary agencies in the form of UNITY can assist in every aspect of rest centre provision (and a variety of other services) including First Aid, which cannot be adequately provided by local authority officers and feeding out of school term.

The Primary Care Trust will send a medical team to provide medical care and medication.

School Crisis Management Team

- If education establishments are opened up as Emergency Rest Centres/Survivor Reception Centres or Assembly Points, the Emergency Rest Centre Manager will require assistance from the School Crisis Management Team regarding:
- Opening up premises, lighting, heating, alarm systems etc.
- Feeding
- Property and premises security
- Marshalling
- Car park duty
- Entertainments on site
- Nursery provision.
- All aspects of rest centre provision at Emergency Rest Centres/Survivor Reception Centres and Assembly Points.

NB: An assembly point is any building/place of safety (this case being education owned buildings) that the police have placed or directed displaced persons.

School Crisis Management Team

The head (or nominee) and site manager will:

Liaise with:

- DCFS Crisis Management Team
- DNS Rest Centre Manager,

- Other DNS staff,
- Voluntary Agencies (UNITY)
- Emergency Services (e.g., police officers on site),
- PCT
- Other Contractors.

Ensure arrangements are in place to:

- Organise clearing and reinstatement, in consultation with appropriate staff and contractors.
- Inform the students and staff of the situation.
- Arrange for the governors and other relevant interested parties to be informed.
- Compose and organise distribution of letters to parents.
- Provide the Children's Services Directorate Crisis Management Team with data for press statements.
- Give media interviews at appropriate times in consultation with the Children's Services Directorate Crisis Management Team. (Or nominate an appropriate member of staff.
- Offer support to students, parents, carers and staff affected by the incident.
- Ensure actions meet the demands of appropriate legislation.

APPENDIX 3

DISEASE OUTBREAKS

Please refer to the DCFS Influenza Pandemic Contingency Plan EP 02 and Infection Control Policy & Procedures

3.1 Areas of Responsibility

Directorate of Children and Family Services Crisis Management Team

In a major outbreak the DCFS Crisis Management Team will:

- Liaise with:
 - Head Teachers
 - The Environmental Health Section
 - Media Section
 - Emergency services
 - Knowsley Primary Care Trust
 - Government bodies.
- Follow instructions given by the Primary Care Trust.
- Organise control measures including school closures, mass vaccinations, etc.
- Facilitate investigations by relevant agencies.
- Organise relevant parties to be informed. Devise or correlate appropriate information leaflets, etc.
- Advise the media section of relevant facts for informing the public.
- Advise and liaise with other neighbouring local authorities.
- Facilitate other agencies to:
 - Gather evidence for prosecution/Public Inquiry.
 - Protect public health, the environment and the interests of KMBC.
 - Arrange the testing of suspect material/areas of the school.
 - Facilitate the HPA to carry out appropriate vaccinations.
 - Arrange with the HPA for decontamination of the school where appropriate.

School Crisis Management Team

Upon becoming aware of a disease outbreak will notify:

- The DCFS Crisis Management Team (who will in turn notify the Primary Care Trust who will then activate the Consultant in Communicable Disease Control (CCDC)).
- Students
- Parents/carers
- Governors

The School staff will:

- Respond to the advice of the CCDC.
- Carry out control measures including school closures, facilitation of mass vaccinations, etc.
- Facilitate investigations by relevant agencies.
- Provide data to the DCFS Crisis Management Team and other relevant agencies (e.g., numbers of affected students and their families, etc).
- Provide media response in consultation with DCFS Crisis Management Team.

APPENDIX 4

SCHOOLS RELATED INCIDENTS INVOLVING SERIOUS INJURY/TRAUMA OR FATALITIES

Please refer to the Merseyside Mass Fatalities Plan

Areas of Responsibility

Directorate of Children and Family Services Crisis Management Team

In any incident that involves fatalities or serious injury/trauma that affects students or staff in the Knowsley the DCFS Crisis Management Team will:

- Activate the Knowsley Child Guidance Team to provide bereavement/trauma pastoral care/counselling focussing on the children and staff affected.
- Liaise with:
 - Head Teachers
 - Child Guidance Team
 - Merseyside Integrated Family Liaison Team
 - Media Section
 - Risk and Compliance Manager
 - Emergency services
 - Local health authorities and receiving hospitals
 - Government bodies.
- Respond to the advice given by the above agencies.
- Act as per media response guidance notes.

School Staff

Children and staff members may require pastoral care/counselling from the Child Guidance Team, the local health authority mental health team and/or ministers from the faith community.

Ministers can be accessed via the Merseyside Churches Together, Ecumenical Officer.

Head Teachers

Will:

- Liaise with the:
 - Child Guidance Team
 - Merseyside Integrated Family Liaison Team
 - 5 Borough's Partnership Mental Health Trust Team
 - Social Services Mental Health Team (Children)

To facilitate pastoral care/counselling to students, staff and their families.

They will liaise with the Local Authority to:

- Arrange memorial services specifically for the school.
- Attend burials and appropriate rites and memorial services.
- Organise for and support students to attend such services.
- Act as per media response guidance notes.

STRANDED PARENTS

Parents may be stranded by the incident for a number of reasons, e.g.:

- Being cared for at a local authority emergency rest centre,
- Receiving hospital treatment
- Unable to leave a designated safe area because of a continuing hazard or threat outside the building.
- Routes home may be impassable and transport unavailable.

If the school becomes aware of a Major Incident that may affect parents, by means of:

- A call from DCFS
- Children reporting calls from parents
- News broadcasts

The Head Teacher (or nominee) will clarify the information received with a suitable source.

They will then inform and agree the following actions with DCFS (if the information comes in time):

- Instruct teaching staff to inform the students of the situation (being careful not to alarm them unduly) and identify students whose parents may be affected.
- Have those children assemble in a suitable area (e.g., the homework club) where they will be cared for and entertained beyond normal school time by those teaching and support staff that are able to stay until 18.00 hours that day.
- Establish if any staff are able to stay for longer/overnight if required later.
- Engage the admin/business manager and staff to assist in registering the children's details.
- Contact their parents if possible for an update and to discuss options.
- After 18.00, where possible place children in the temporary care of appropriate family or friends (business/admin staff to keep a record of the location and contacts for where they have gone)
- If a child has no suitable family/friends and the parents are likely to be delayed for many hours/overnight or longer.
 - Ensure that they are reunited with siblings from other schools.
 - Liaise with Sure Start teams over younger siblings attending nurseries and/or child minders.
 - Ask the business/admin staff to organise transport and hotel accommodation for the children (in consultation with other schools, etc that siblings attend) and staff who are able to stay with them. *DCFS may be able to assist with this, even if it is only to arrange payment.*
 - A clear financial audit trail must be made by the business staff of expenses and staff time and DCFS must be informed at the time arrangements are made.
 - A dynamic risk assessment will have to be made at the time if the accommodation has not been assessed previously.
- If parents are to be delayed indefinitely or may never return contact Children's Services and hand them over to the Authority to be placed in their care.
- Report all developments as they occur to:
 - The children
 - Parents (where possible) and DCFS
- Staff looking after children must attempt to keep them informed of developments at the Incident even if it is only news reports. However, they must help the children to understand the nature of media broadcasting and the possible inaccuracies and overstatements that can be made in the name of 'good television'.

Where parents are stranded at Local Authority Emergency Rest Centres

The Befrienders at the rest centre will inform the Sure Start Emergency Team of parents who are stranded.

The Sure Start Team will contact the schools, nurseries, etc directly.

APPENDIX 6

SCHOOL CLOSURES

Directorate of Children and Family Services Crisis Management Team

Any incident that involves the necessity to close schools for an extended period of time, e.g.

- Major fire or other damaging event that renders the essential buildings unusable, e.g., gas explosion, transport colliding with and demolishing buildings, etc.
- Contamination from nearby industry
- Adverse weather conditions
- Industrial action

The DCFS Crisis Management Team will:

- Activate the property services team.
- Close the school if necessary
- Liaise with and notify of closure details (e.g., duration, other buildings to be used, childcare offered):
 - Head teacher
 - Staff
 - Students and their families
 - Governors
 - Media Section
 - Risk and Compliance Manager
 - Building Control Officer
 - Social Services Child Minder's Registration Service
 - Local childcare providers, after schools clubs, youth clubs, etc.
- Arrange a meeting with parents and staff to determine the best options for your school population.
- Designate a suitable building(s) (which may be demountable units) which can be equipped to act as a school until a permanent solution can be found, e.g., building of a new school, dissemination of students to other schools, etc.
- Equip the temporary building(s) appropriately using the resources contacts in the Directorate's Emergency Contacts Directory.
- Organise transport to and from the new building(s) and other support until it is deemed unnecessary to do so.
- During the school day treat the school population as 'evacuees' and as such liaise with the Social Services Authority to accommodate them in an emergency rest centre, till home time.

School Crisis Management Team

During the school day staff will carry out the fire/emergency evacuation procedures.

Advice

NB: It is advisable to bear in mind the sensitivities of parents with regard to school loyalty, when deciding which solution to take over emergency school closure. Some may object strongly to children being 'farmed out' to the next nearest schools. Others may feel that temporary buildings may be unsuitably equipped to provide a proper service.

GLOSSARY

Activation Officer

An officer who activates all the staff required in his/her department to respond to an incident.

Assembly Point

Any 'place of safety' which the police direct displaced people to in the event of evacuation of an area.

This can mean any suitable building or simply a point in the open at a specified distance from the danger area, e.g., a car park.

Bronze Command

Also known as Operational Command. The officer or team leader in charge of an operational emergency response team.

At the scene this can be, e.g., the fire officers commanding the fire crews putting out the fire.

In a rest centre this would be the team leaders for each of the functions.

Befriending

Befriending is *NOT COUNSELLING*.

The befriending team provide a:

- Welcome to evacuee/survivors
- Caring presence
- Reflective listening service
- Advocacy
- Helping hand
- Referral to other relevant teams and agencies.

Category One Responder

All emergency services, local authorities and health service trusts are category one responders under the Civil Contingencies Act 2004.

This means that they have statutory responsibilities under that act to provide emergency plans, training, exercising to ensure an effective response and integrated management of a Major Incident.

Civil Contingencies Act 2004

Is the statute under which Category One Responders (see above) are empowered and required to carry out Integrated Emergency Management.

'Cloudburst'

A recognised Merseyside Emergency Services procedure. Declaring 'Cloudburst' automatically sets in motion particular responses & unlocks resources from all the agencies involved including KMBC.

Crèche Registration

A national WRVS system of registering children (separately from regular registration) that are to be left by their carers in a crèche organised for children in the rest centre.

Crisis Management Team (CMT)

This is the designated management team of each department or section that would provide the strategic response to an incident.

Crisis Team Manager

An officer nominated by the Chief Executive to manage the Crisis Management Team at the Emergency HQ.

Crisis Management Team Member

A senior manager who co-ordinates his/her section or department's response to an incident.

Control of Major Accident Hazards (Regulations) 1999 (COMAH)

There are several premises in Knowsley designated as COMAH sites (see the Knowsley Hazards Map & List in the Major Emergency Plan).

There is an 'off site emergency plan' for each of the top tier sites (i.e., those that are deemed to have an off-site major accident potential). These sites are also designated 'Cloudburst' sites.

Drop In Centre

An information/help centre where people can go to get help and information regarding an incident.

Emergency Cupboard

A cupboard in the Emergency HQ which contains:

All the equipment necessary to create a Emergency HQ, (see Local Authority Emergency HQ

Emergency Mortuary

(Formerly called a temporary mortuary), a designated site (not a hospital mortuary) that will be set up as a mortuary for forensic teams to examine bodies (and parts) of deceased victims of a Major Incident.

Emergency Planning Team

These officers have responsibility for:

- Writing all the Major Incident Response plans for the Borough
- Devising and delivering training packages and presentations to key staff and exercises to validate the plans.
- They are also tasked to co-ordinate any multi agency response to a Major Incident, provide advice and plan with some Local Resilience Forum sub groups.

Emergency Rest Centre

A place of safety & shelter where evacuees/uninjured survivors have been moved.

There are designated local authority premises in Knowsley which are:

- The Civic Suites
- Large Community Secondary Schools
- Leisure Centres

Force Incident Manager

A Merseyside Police Inspector who sits in a control room near the Police Control Room in Liverpool (at Canning Place HQ).

This officer is the **Silver Commander** for the **Golden Hour** (first hour) of an incident. All major incidents are reported to him/her by the Area Control Rooms.

S/He then activates all the other agencies and coordinates the overall emergency response

Forward Control Officer (Local Authority)

An officer sent to the scene to:

- Assess the response required and
- Act as the communication conduit directly from the site to the CMT.
- Coordinate all the activities of the local authority, their agents, utilities, contractors and government agencies at the scene.
- Assist the emergency services

Forward Control Unit (FCU)

Local Authority Forward Control Unit is the on-site base for the Local Authority Forward Control Officer.

It will be delivered by Merseyside Fire & Rescue Service to the scene of an incident where it is stationed at the Rendezvous Point to provide a communications point/ mobile office for all non emergency agencies, in particular the local authorities involved.

Gold Command

A group of each responding agency's most senior officers and their advisors who meet in a designated suite of rooms in Merseyside Police HQ to coordinate the overall strategic response to an emergency in Merseyside.

Initially, the GOLD commander is a very senior police officer but this mantle may pass in due course to the Local Authority Chief Executive or Director of Public Health.

Hot Debrief

This is a meeting of responders in situ, (e.g., at Emergency HQ) immediately after the end of the shift/day and when Stand Down is declared. The purpose of which is to gather as much information as possible, give responders an opportunity to air their views and make a note of lessons learned while it is all still fresh in the mind. A structured debrief a week later will use the data gleaned from this.

Humanitarian Assistance Centre

A place where people who have friends and relatives involved in an incident can gather to be cared for, informed, interviewed, and assisted in visiting the injured or dead.

Incident Control Point (ICP)

Also known as Forward Control Point (FCP). A point at which the emergency services and other agencies set up their command units together inside but close to the outer cordon around the scene.

Inner Cordon

The area directly around the incident scene often controlled by the Fire & Rescue Service. Access to this area is strictly controlled by the Fire & Rescue Service.

Knowsley MBC Emergency Duty Officer

One of a number of officers on a Duty Officer rota who holds a mobile telephone and can be reached via the Emergency Single Point Contact pager number.

They are the both the Council mobilising officer and will be the 'Silver Commander' until the Crisis Management Team is established.

Local Authority Emergency HQ

A designated and equipped room/area that Crisis Team Managers and Support Staff attend to provide a co-ordinated strategic/tactical response to an incident.

The current Emergency HQ is the 1st Floor Conference Room (and some rooms around it) in Huyton Municipal Buildings.

Should this be inoperable or inaccessible an alternative will be designated by the Emergency Duty Officer.

There is a mutual aid agreement between the Merseyside Local Authorities to use each others HQ s in these circumstances.

Local Resilience Forum

The Local Resilience Forum is a group of senior officers from all the category 1 responders (according to the Civil Contingencies Act 2004) which meets on a regular basis to determine Co-ordinated Countywide Civil Contingency policy.

Major Incident

An incident which involves a multi-agency response beyond that of the emergency services and makes a substantial demand on some or all agencies involved.

This is a trigger word. When a responding agency declares a Major Incident each agency will activate their own Major Incident plans.

The response to this trigger mechanism will follow the **GOLD, SILVER, BRONZE Command Structure**.

GOLD = strategic, multi agency management of the incident,

SILVER = tactical multi agency management of the incident

BRONZE = operational single agency response to the incident.

Mobilising & Control Centre (MaCC)

Merseyside Fire Service Control Room.

Not to be confused with Military Aid to the Civil Community or MACC.

Outer Cordon

The area around the scene cordoned off by Police, through which officers will need access.

Rendezvous Point (RVP)

The safe point near the scene between the inner and outer cordon where responding non-emergency personnel are expected to gather.

Reflective Listening

Is a psychological support term. Listeners will listen and reflect back in paraphrase to the supportee what they have heard, so that it is understood that they have been listened to.

Scene

The place where the incident has happened.

Silver Command

A group of tactical level officers from all responding agencies that meet to share information and coordinate the tactical response to a major incident.

Silver Commander

At the scene the silver commander is usually a senior police officer. S/He will gather the Bronze commanders of the other agencies and give briefings, chair tactical meetings and conduct hot debriefs. A silver command may be set up in a local police station to provide tactical multi agency coordination from a safe distance in some incidents.

Standby

Instruction for officers to be in a state of readiness to respond as required until asked to react appropriately or stood down.

Stand Down

An instruction usually initially given by the police at the end of an incident for all officers to wind up and finish their response.

Safe Route

A route to the scene/centres that does not take responding officers through any dangerous gas plumes, flooded areas, potential blast zones, etc.

Telephone Help-Line

A help-line set up to direct callers to the appropriate agency and provides a reflective listening service.

UNITY

The UNITY plan is a Countywide protocol that can be activated to provide voluntary agency support. The agencies involved are:

WRVS	RAYNET	RSPCA	Rotary Inter-national
British Red Cross	St John Ambulance	Liverpool Faith Network	Samaritans
Salvation Army	Mersey Mission to Seamen	Merseyside Jewish Rep Council	Merseyside Churches Together

Voluntary Agencies

In the context of this plan this means those agencies that are members of the UNITY protocol as above.

WRVS

KMBC has a Service Level Agreement with WRVS. Hence they have ‘primacy’ over the other agencies which means that they activate all other voluntary agencies in the protocol as required by the local authority or emergency services. They also support the local authority at rest centres by acting as Deputy Rest Centre Managers.

They can be supported in this primacy role by the British Red Cross for large scale or cross border incidents.

Voluntary Agencies can be activated via the Emergency Duty Officer or Forward Control Officer.

Amendments Procedure

Amendments for this document will be issued by the Risk and Compliance Manager as and when they become available.

All notices of amendments should be typed in red type and submitted **by email to** michael.fleming@knowsley.gov.uk