

MKCC Emergency Response Arrangements.

MKEP01 – Emergency Planning

October 2024

Official Sensitive (sensitive information removed)

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Responding to emergency incidents

Milton Keynes City Council (MKCC) has duties under the Civil Contingencies Act (2004) (CCA) to respond 24/7 with our emergency services partners. We are duty bound to support and protect the public of Milton Keynes (MK) during and after an incident or emergency. We must also have our own Business Continuity arrangements in place in case an incident affects us and the delivery of our services.

We work closely and collaboratively with Thames Valley Local Resilience Forum (TVLRF) and its partner agencies when doing this. This Emergency Response Arrangements (ERA) guide will assist you in the event of an incident. It is for a localised incident and our response to it.

Each incident is different and the details in this guide are guidelines only. You may find that not all steps apply, and their order may vary. Additional supporting information, such as MKCC Emergency Plans or Role Cards, can be found in Linked Documents and Appendices and in the EP Sharepoint area. For major or ongoing incidents, the Corporate Incident Management Team (CIMT) will allocate an Incident Director (ID). In this instance, this ERA is supplemental to the TVLRF ERA plan found on Resilience Direct (RD) and should be read in conjunction with it and other relevant TVLRF response plans.

Police, fire, and ambulance will be the first responders to any emergency locally, but it is highly likely that additional support will be required from MKCC i.e., road closures; building control; emergency housing etc. During office hours calls for support will come initially from the emergency services to MKCC Emergency Planning who will contact the Duty Emergency Planning Response Officer (DEPRO). Out of office hours calls will come from the emergency services to the MKCC Community Alarm Centre who will pass the information onto the DEPRO. Occasionally, notification may come via “Everbridge” automated emergency system.

MKCC Emergency Planning Officers (EPOs) provide tactical and operational support to the Duty Emergency Planning Response Officer (DEPRO). All DEPROs are senior MKCC managers at Director or Head of Service level. They help provide a 24-hour call-out service through MKCCs Control Centre and provide the initial Emergency Planning response to an incident.

DEPROs can contact Emergency Planning colleagues for tactical and operational advice and support at any time however staff are not on-call.

Emergency Planning contacts

EPO (Emergency Planning Officer)
Head of Partnerships and Resilience
Customer and Community Director

E-mail: emergencyplanning@milton-keynes.gov.uk

Latest contact details for response partners can be found in the MKCC Emergency Callout Contact List. Contact details for current DEPROs are found on MKCC Sharepoint at Managing Emergencies (Response), DEPRO files section. The DEPRO rota can also be found here along with specific multi-agency emergency response plans. Plans are also available via Resilience Direct, the Government's emergency planning portal.

Initial notification, incident reporting, attending the scene

1. **Start an incident log!** Use the MKCC Incident log. Take the details of the incident using the METHANE mnemonic in Fig. 1
From this point on everything you do, write, or say is disclosable in a court of law if there is a court hearing or inquiry because of the incident. Maintain your records scrupulously, log everything and dispose of nothing. Be sure you keep a clear, consistent log of all your actions and the reasoning behind them. Be prepared to share this and other information via a Teams group, if necessary.
2. **Assess the MKCC response required – response needed now or alert colleagues to be on standby?** How many properties are affected? How many casualties? How many roads closed? Types of affected properties? Rescues? Is there a multi-agency response? **Evacuation, casualties, fatalities.**

Use the METHANE mnemonic when noting down important incident information (to ensure consistent information is shared with emergency service partners and other responders). Make a note of the name and contact details of the message originator:

Fig 1. METHANE Mnemonic and National Decision Model

M	Major incident declared?
E	Exact location?
T	Type of incident?
H	Hazards present or expected?
A	Access – routes that are safe to use?
N	Number, type, severity of casualties?
E	Emergency services present – and those required?



Multi-agency partner response will depend on several factors such as the amount of people or size of area impacted and the location of the incident (in relation to critical infrastructure, essential services, population density).

Overall response may be divided into three levels, Strategic (Gold), Tactical (Silver) and Operational (Bronze). The levels work in escalation from bronze upwards or at the same time depending on the scale of the incident.

Groups are set up at each level to help coordinate the response: -

- Strategic Coordination Group (SCG) - to set the overall strategy to respond to the incident.
- Tactical Coordination Group (TCG) – to provide overall management of the response.
- Operational – the ‘hands on’ work, either at the incident site(s) or elsewhere. This reflects the usual arrangements for responding to smaller scale emergencies.

The Joint Emergency Services Interoperability Principles (JESIP) provides a standard approach to multi-agency working. The JESIP Joint Decision Model (JDM) provides a common and consistent model that will allow operational and tactical commanders from different organisations to make effective decisions together. More information can be found at <https://www.jesip.org.uk>.

Emergencies will usually be undertaken in 3 stages: -

- 1. Assess and identify impacts:** Assess site - identify likely evacuation zone(s), consider impacts, safe rendezvous points and cordons. Identify vulnerable people, buildings or utilities who may be affected. Liaise closely with all response partners.
- 2. Evacuate and shelter:** Evacuate all those who will be impacted (using as many volunteers as possible to knock door-to-door-and present evacuation notice card). Time permitting, second door knock to collect cards and arrange specialist assistance. Identify and set-up a rest centre, arrange transport to centre and process evacuees. Provide any humanitarian assistance required.
- 3. Restore and recover:** Make safe/repair any affected reservoir structures, restore utilities, address all health and safety concerns (environmental/public health/waste/building structure integrity etc). Control the return of evacuees in phases. Coordinate recovery groups until restoration phase complete.

In the event of an escalation or larger scale event, it is very likely that TVLRF Emergency Response Arrangements (ERA) will be activated. Management of the incident will be managed through these. MKCC will need to set up, support and attend meetings and any support cells or structures, such as:

- Strategic Co-ordinating Group (SCG)
- Tactical Co-ordinating Group (TSG)
- Partner Agency Teleconference (PAT)
- Multi-Agency Information Cell (MAIC) plus any internal MKCC operational and support cells and structures.

Flowcharts and considerations

When notified of an incident, MKCCs Duty Emergency Planning Response Officer (DEPRO) and/or appointed Incident Director (ID) will usually determine the appropriate level of response. It is the role of the MKCC Corporate Incident Management Team (CIMT) using the Corporate Incident Management Plan (CIMP) and an Emergency Operations Centre (EOC/ECC) to manage the efforts of the local authority during an incident.

Contact in emergencies falling outside of office hours is via [Community Alarm Centre, Care and Response Team](#) so incidents are managed in a controlled way as per MKCC's Emergency Planning processes and statutory duty obligations as a Category 1 responder. Trained Local Authority Liaison Officers (LALO) are available to assist, visit site(s) and liaise with partners. **Remember to fill in an Incident Log.**

Figs 2 and 3 show MKCC's response to an incident which can be briefly summarised as:

If an **alert** or **warning** is received:

1. Take down the details of the incident using the Incident Log₂ and the METHANE mnemonic

2. RECORD the details of **any** decisions made on your INCIDENT LOG

- DEPRO will standby (Emergency Planning during office hours)

3. Attend scene or deploy MKCC LALO and/or other resources to the scene to liaise and report back. **Always consider responder safety**

- outside of office hours, DEPRO to seek to deploy the on-duty Highways Officer to act as MKCCs first response LALO (Local Authority Liaison Officer) - and monitor the **MKCC Emergency Response Channel**. DEPRO to contact any other relevant MKCC on-call duty officers as applicable using the MKCC Emergency Contact List MKEP01A which accompanies this plan
- during office hours Customer Services colleagues to be notified and will standby, outside of hours it may be necessary to draft in staff from the Emergency

Contact List to take calls or help with the response. The DEPRO may also consider opening a temporary rest centre or activating the Emergency Operations Centre (EOC/ECC) at Room 0.03, Civic Offices if needed

- DEPRO to notify relevant CLT and Communications officer depending upon the incident. EP will send briefing (when appropriate) to notify partners and affected Parish Councils/Response Groups.

OR

ask them to standby in readiness in case of escalation (if no immediate action is required)

IN CASE OF ESCALATION: -

4. Attend TVLRF meetings and liaise with partner agencies, appoint an Incident Director

5. Coordinate the MKCC response by setting up an Emergency Operations Centre AND if required any specific type or type(s) of Humanitarian Aid Centre. Consider volunteer or aid avenues

6. Stand down and begin the RECOVERY PHASE, welfare groups etc

7. Collate reports, carry out debriefings, submit and log final reports and incorporate lessons learned. Ensure emergency plans and business continuity plans are updated to reflect learnings.

8. Return to business as usual

- EP to consider setting up a Microsoft Teams group for communication and sharing of information such as incident and call logs, PAT meeting minutes etc
- All those on standby to be notified of escalation to action
- Communications team to send out information to those who may possibly be affected (**warn and inform** duties under the CCA) and monitor social media
- Consider if a EOC will be needed. To assist with the briefing and updating of key response staff, it may prove useful to establish display, logging, and incident update boards within relevant control centres during an event
- Notify MKCC Highways for road closures and other council departments who are impacted and/or can provide support and any voluntary organisations if required (Emergency Planning can advise on volunteers)
- Identify any vulnerable people who may be affected by the incident
- Consider Public Health/Environmental Health implications of the incident

- Work with MKCC Communications to support partner messaging and use all methods available to convey them or any associated MKCC messaging
- If evacuation is required, activate a suitable Rest Centre and support structure
- If evacuation is required, supply transport to chosen centre
- If a Survivor Reception Centre, Friend and Relatives Reception Centre and Casualty Bureau are required, liaise closely with the Police to ensure a suitable location is chosen and there is sufficient resource to support
- Any other actions as identified in the TVLRF Emergency Response Arrangements and the LRF Community Recovery Plan
- As the emphasis moves from the immediate response to the recovery phase, MKCC will take the lead role to facilitate the recovery, rehabilitation of the community and the restoration of the environment. Involvement may include the provision of welfare needs and access to appropriate personal, social, psychological, and financial support.
- Act in support MK residents and the emergency services
- provide road warning signs and diversions and may (if access and resource allow)
- maintain prevention assets to avoid potential damage
- assist in the provision of information to people at risk
- where required, assist in provision of transport to evacuate people from at risk areas
- open and operate Emergency Rest Centres to provide shelter for evacuated people
- lead recovery to help restore normality to affected communities
- attend Silver (tactical) and / or Gold (strategic) control centres/meetings as appropriate
- provide Environmental Health advice to the public as appropriate.

Public Health

When needed, the UK Health Security Agency (UKHSA) can provide 24-hours authoritative professional advice to officers and MKCC Public Health colleagues.

- the MKCC Director of Public Health and public health consultants provide information to elected members and to the public with the help of the MKCC Communications team
- they provide the first point of contact for public health specialist advice and on the need to access other specialist support
- together they provide effective communication and advice to the public about threats to health and how to reduce risk
- and provide health information/messages for the media including acting as the authoritative “talking head” on health matters for the media
- this supports decision making by the incident command team to ensure protection of the public’s health during and following an incident.

Fig 2. MKCC response flowchart APP60

MKCC are made aware of an incident or receive notification from the Emergency Services or a resident(s). A sudden event may mean the Emergency Services are first on scene.

Initial incident call log information should be logged using the **Incident Log**. This is available on MS Teams Emergency Response SharePoint site (see also Linked documents and appendices).

OFFICE HOURS: Emergency Planning (EP) will receive the notification and liaise with Highways and the Emergency Services, if necessary.

OUT OF OFFICE HOURS: Information received to MKCC Alarm Control Centre and **Duty Emergency Planning Response Officer (DEPRO)**, and **Duty Highways Officer** are alerted.

The ECC/MKCC office-based staff should log incident details using the **Incident Log**. This is available on MS Teams Emergency Response SharePoint site (see also Linked documents and appendices).

NOTE: Sudden onset or a large incident may mean a barrage of notifications all at once. During office hours these are fielded by Customer Services, and they will need to pass important or changing information on quickly. **During office hours** and **out of office hours** deploy MKCC Emergency Response staff and volunteers **immediately** to collate the information received and visit/assess the site(s). Once the situation has been properly assessed and if the need subsides, they can be stood down.

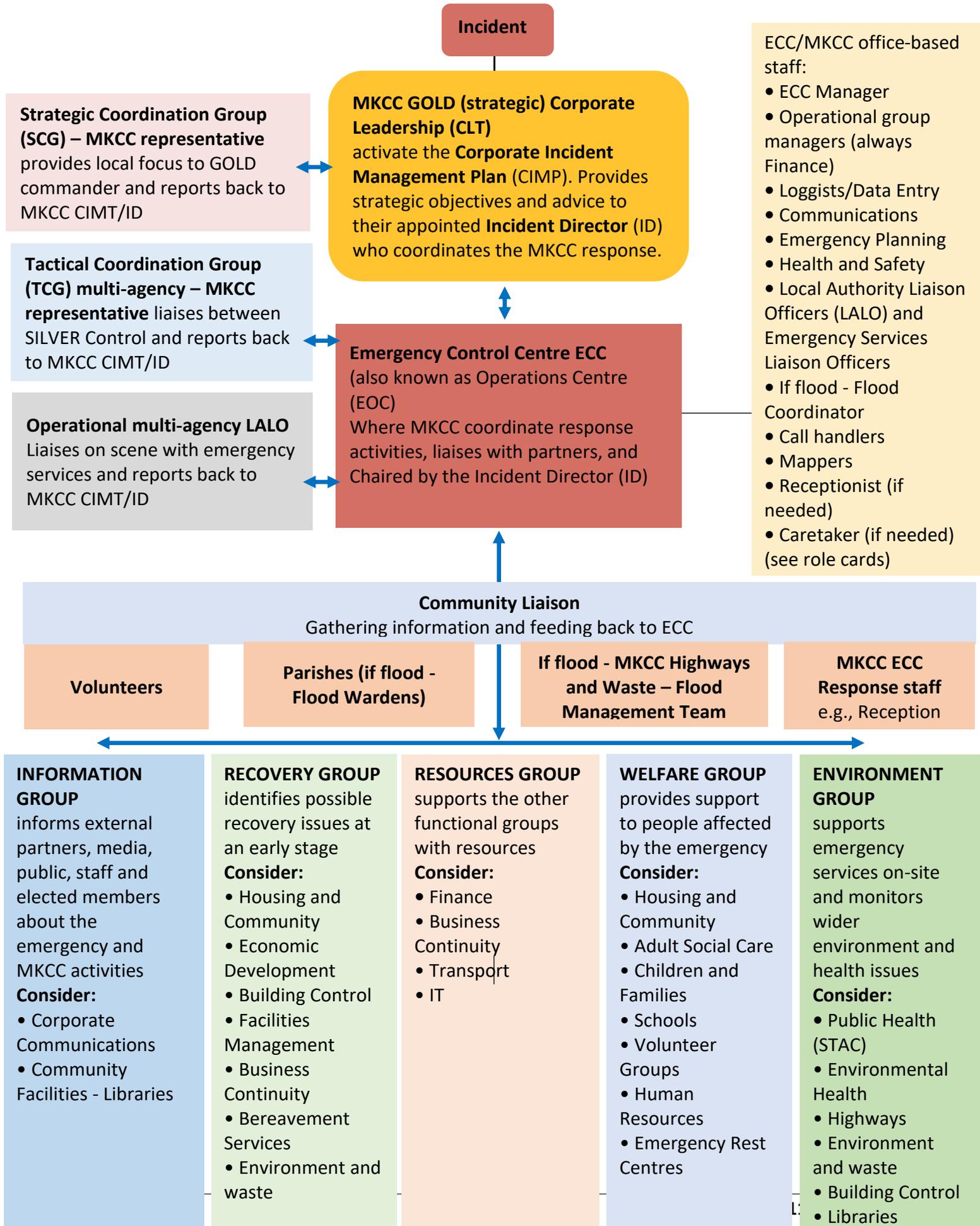
- Liaise with Highways and Emergency Services (if necessary) Police, Fire, Ambulance, Environment Agency, Utilities companies or other affected response partners
- Deploy additional MKCC specialist staff, if needed to incident site to assess the situation and feedback information (ask office-based staff to collate this incoming information). If Fire, Police or Ambulance at site discuss action required.
- If necessary, arrange for the set-up of an MKCC Emergency Control Centre (ECC), a central site where updated information can be collated, shared, and communicated. **Incident Director to be appointed.**
- **If it is likely that the incident lasts longer than 6 hours, then a staff shift rota should be organised.**
- Consider convening a PAT, if necessary. A Local Authority Liaison Officer (LALO) may be deployed to the Tactical Co-ordination Centre (TCC) to ensure shared situational awareness.
- Consider internal communications – are vulnerable or immobile residents affected or care homes, schools, prisons, or businesses. Liaise with MKCC service provider teams and inform staff.
- Liaise with health professionals.

If evacuation of homes is required, and Highways are first on scene, they will contact EPO/DEPRO in the usual way. Think about potential sites of Reception Centres, if needed.

Assistance needed? MKCC redeployed staff, voluntary sector, mutual aid, other additional support resources? Discuss with Incident Director and Emergency Planning.

REMEMBER to stand down officers / organisations when the incident is downgraded / cancelled, although it is usual to wait until daylight hours to do so. Consider whether recovery groups are required and coordinate, if necessary. All paperwork should be kept together, including logs and end of incident reports, and handed to Emergency Planning as these may need to be referenced in any subsequent inquiry.

Fig 3. MKCC emergency response structure APP59



Points to bear in mind from initial response point forward:

- Your response will be measured against a test of reasonableness. You will not be expected to perform miracles.
- There may be stages ahead where there will be a great deal of information coming to you in a very short period and requiring very swift analysis. Be prepared to accept that you will have significant competing calls on your attention; a common situation which you will be expected to handle.
- If it looks as though this incident could be a protracted one, start to consider a shift system now - later may be too late.
- Under stressful conditions and with the best will in the world, the most able performer's efficiency will begin to tail off markedly after about 6-8 hours. You will be of no use if you are over tired. Be alert for stress in yourself and others
- Remember if you have a problem that you cannot see an answer to there are others to help and support. Make use of such resources. Make use of any personal emergency contacts you already have for advice and support
- Check your lines and methods of communication as soon as you can
- If there are written procedures in place to deal with this specific incident refer to them immediately or seek clarification from an Emergency Planning Officer.

Additional Useful Operational Background Information:

- The Police are responsible for coordinating the response to all incidents which they attend and as such they maintain control of the scene. In many cases the police will be reliant upon the specialist expertise of others whom they call to the scene.
- In the event of a fire or similar hazard the senior fire officer present is in command of the 'fire ground'
- When attending or sending others to the scene, be mindful of the health and safety hazards it may pose and prepare accordingly
- Check your communication devices before you go – ensure you have your mobile phone charger
- Be sure you keep a clear, consistent log of all your actions and the reasoning behind them
- Make sure you are easily identifiable. **Take your ID badge wherever you go**
- If you are attending a briefing, switch your phone to vibrate and warn colleagues that you are entering a meeting and that you will contact them afterwards

Considerations must be made across a variety of different MKCC services, such as:

- Evacuations (possible locations for rest centres)
- Vulnerable people (mobility issues, very young or older people - are they known to us or our health partners? Check details on the social care system and liaise with health partners), utilities and charities
- Council tenants (possible temporary housing/rehousing)

- Care homes/hospitals/schools/businesses/prisons etc in the possible affected area (activation of their emergency/business continuity plans)
- Infrastructure (road closures and diversions)
- Communications for appropriate messaging to elected members, residents, and staff affected.

Response roles

Actions for each role can be found on the relevant role cards – see [Linked document and appendices](#).

If action is required, follow the DEPRO role card actions and refer to local and multi-agency plans as necessary on MS Teams.

Duty Emergency Planning Response Officer (DEPRO) – initially during office hours, Emergency Planning receive information / response requests either directly from an emergency service or, if out of hours, via the MKCC Community Alarm Centre. If immediate action is not required the information must be noted, using the DEPRO forms provided. If there is a high likelihood that a response will be required later, the DEPRO should put responding personnel on ‘stand-by’, monitor the situation and, as soon as it is confirmed that no action is required, personnel should immediately be ‘stood down’.

Incident Director (ID) – any MKCC Director or Service Director can take on the role of Incident Director (ID) at the request of the DEPRO/Emergency Planning.

The role of the ID is to ensure a co-ordinated MKCC response to the incident. They will sanction media messages; authorise procurement and conduct regular, logged briefing sessions to ensure all issues are resolved quickly and efficiently. The ID will also keep Corporate Leadership Team (CLT) updated as required.

Highways and Building Control officers are likely to be asked to support any major incident and if they are already on the scene may be able to ‘double-hat’ as Operational LALO’s (Bronze). This will mean them providing a communication channel at the incident scene, pending the arrival of a dedicated LALO (if an ECC is set up, they form part of the Environment Group).

Local Authority Liaison Officer (LALO) – MKCC colleagues who will be deployed to the incident site to gather and share information / requests from the external multi-agency response.

Operational (Bronze) LALO’s will be deployed to the scene of the incident with mobile phone and radio to gather first-hand information about the incident and pass this on to the lead DEPRO / ECC as appropriate. It is vital that correct information is gathered. Having MKCC representation at the scene can be very helpful not only for our response but also for the responding partner organisations. MKCCs Operational Officers are mainly from the Regulatory Unit and Highways teams. If possible, 2x Operational LALO’s will be sent to the scene.

Tactical (Silver) LALO's will be deployed to the Tactical Co-ordination Centre which is likely to be virtual (MS Teams), Blue Light Hub or on scene. The Tactical Co-ordination Group (TCG) comprises of representatives from the responding emergency services, MKCC and any other organisation involved in the response i.e., gas company, HM Prison etc. The TCG will put together a picture of the incident and response issues from across MK to ensure all issues are being addressed. The Tactical LALO will act as the communication channel between the local multi-agency response and the MKCC response. MKCCs Tactical Officers are made up of manager-level staff and from the DEPRO list.

Strategic (Gold) LALO's will be deployed to the Strategic Co-ordinating Centre (SCC) which is likely to be the Police HQ in Kidlington, or the meeting will be virtual. The Strategic Co-ordinating Group (SCG) only meets if a Major Incident has been declared or if the incident crosses council boundaries. The SCG will look at the 'bigger picture' and offer support in terms of the procurement of equipment / services as required. The Strategic LALO will act as the communication channel between the overall multi-agency response and the MKCC response. Members of MKCCs Leadership Team (CLT) take on the role of Strategic LALO. Only one Strategic LALO will be deployed to the SCC along with possibly 2x supporting officers.

Temporary Mortuary

If there are several fatalities (more than 5) and the local Hospital is unable to cope, the Coroner may request that an Emergency Temporary Mortuary be provided. Emergency Planning have a plan in place to respond to this request and the Coroner will ask Emergency Planning to invoke this plan. The Coroner will convene and chair a Mass Fatalities Co-ordinating Group (MFCG) and this group will report into the ECC/EOC or directly to the Incident Director.

Emergency Planning have a Local Authority Temporary Mortuary response team who will be specifically trained to support the Coroner.

Communications

Communications with the media and public are vital during a major emergency and a Communications Officer should always be requested to support the MKCC response (if an ECC/EOC is set up, they are part of the Information Group). The Communications Officer will link in with Communications Officers in the blue light services and other responding organisations to ensure that co-ordinated and correct information is made available. They will also monitor social media. Reference should be made to the TVLRF Communication Plan available on RD.

The Communications team will also pass information to The Leader, Cabinet and Ward Councillors and Town and Parish Councils.

MKCC staff should NOT speak to the media – all calls should be referred to the Communications Officer.

The Communications Officer will prepare suitable messages for MKCC Switchboard to assist with any incident-related calls they may receive.

Emergency Control or Operations Centre (ECC or EOC)

This is the place allocated where the MKCC response is operated from. Choose an available room or satellite office (usually Wolverton) to set up an ECC. There is an ECC set-up plan, and the equipment required is in the EP store cupboard.

If at Wolverton be sure to locate the ECC grab box from the cupboard at the end of the corridor.

Opening an ECC ensures a documented, well-co-ordinated response without duplication, particularly if there are multiple departments involved. It is essential that an accurate account of all decisions are made and communicated.

Once the ECC/EOC has been set up and the ID is present the DEPRO should formally handover to them and resume normal activity.

The appointed ECC/EOC Manager will, with the assistance of a Deputy ECC Manager, arrange for calls to be placed to ECC/EOC staff requesting their assistance as required.

Some MKCC colleagues have been trained in the following ECC roles:

- ECC Manager
- ECC Deputy Manager
- Reception
- Caretaker (room set-up)
- Call Handlers
- Data Entry Officers
- Mapping
- Team Managers
- IT support
- Communications Officer
- Loggist

Actions for each role can be found on the relevant role cards – see Linked documents and appendices. If any additional staff are available to assist there is no reason why they cannot do so, as they can follow role actions provided in the role cards for any role they undertake.

Declaring a major incident

Any one of the category 1 emergency responders or the TVLRF can declare an incident as a major incident if a large impact is felt affecting many residents and drawing substantial resource.

Assistance Centres

Various types of assistance centres may be required to support evacuees, survivors and family and friends but all provide humanitarian assistance. To support this, MKCC can provide access to centres that can temporarily house those displaced from their own homes or businesses in the short term because of an emergency.

The different centre types that can be made available by the Police / MKCC are: -

Rest/Reception Centre/Emergency Rest Centre (ERC)

Timescale: Immediate shelter

Lead: Lead responsibility sits with MKCC with contributions from police, health, and the voluntary sector. Shelter may be found initially by the emergency services (those first on scene) until MKCC engages and takes the lead.

A building designated or taken over by MKCC for temporary shelter and basic care of evacuees / homeless survivors. Where possible alternative overnight accommodation will be sourced (Hotels) or friends and relatives.

MKCC currently have staff who have been trained to take on the role of a Rest Centre Manager (RCM). A Rest Centre grab box can be found in the Emergency Planning store cupboard at Civic and another at the Waste Centre at Wolverton. There are also voluntary organisations that are trained to support the work of Rest Centres and their support can be requested if a Rest Centre is opened. **It should be noted that Rest Centres are for short-term care only and many are private premises.**

Casualty Bureau

Timescale: Immediate

Lead: Police

Initial point of contact for receiving / assessing information about victims, to:

- Inform the investigation
- Trace and identify people
- Reconcile missing persons
- Collate accurate information for dissemination to appropriate parties

Survivor Reception Centre (SRC)

Timescale: Immediate

Lead: An SRC may be established and run initially by the emergency services (those first on scene) until MKCC engages in the response and then assumes the lead role.

A secure area in which survivors not requiring acute hospital treatment can be taken for short-term shelter and first aid. Evidence might also be gathered here.

Family and Friends Reception Centre (FFRC)

Timescale: First 12 hours

Lead: An FFRC would be established by the police in consultation with MKCC and staffed by these organisations and other suitably trained voluntary organisations. Representatives of faith communities may be consulted, and interpreters may be required.

To help reunite family and friends with survivors – it will provide the capacity to register, interview and provide shelter for family and friends.

Media Centre

Timescale: Immediate / as appropriate

Lead: Police

Building or open area (i.e. car park) away from the scene where the media can receive updated information.

Humanitarian Assistance Centre (HAC)

Timescale: 48 hours or more from incident

Lead: MKCC Welfare Group

Building/part of building away from the scene where affected people can meet in comfortable surroundings to get advice and support following an incident. May require private/consulting rooms.

If a centre is required to support a very specific response, during an incident affecting several people e.g., a building collapse, then it is likely that an assistance centre will be required.

Staff from MKCCs Social Care service will be asked to manage and support the centre by forming an assistance centre Management Group (if an ECC/EOC is set up, this would be part of the Welfare Group). A Humanitarian Assistance Centre (HAC) is likely to be open for a considerable length of time and if support is required long-term then it may well become a 'virtual centre' as occurred following the 7 July bombings in London.

Maps

Maps in emergency plans are for reference purposes only. You can find out more by using the MKCC GIS mapping system tool and applying the relevant emergency planning layers. Resilience Direct Maps also includes various emergency planning layers for Milton Keynes.

MKCC GIS user instructions can be found at [How to Access GIS \(sharepoint.com\)](#)

Business Continuity

If an incident affects day-to-day operations of MKCC buildings, service delivery or staff, Business Continuity measures must be activated. Interruptions can happen in many ways, such as: -

- Loss of staff
- Loss of access to premises
- Loss of data or IT access
- Loss of a key supplier
- Power outage
- Loss of communications

Every MKCC team has access to a hard copy of their plan which is stored securely in their team area. Electronic versions of the plans are found online on the BC&R portal and can also be accessed via the BC&R mobile device app. Further information about business continuity planning can be found on the MKCC staff intranet.

Response partners and what they do

All category 1 response partners have their own responsibilities, especially if a major incident is declared.

Together our objectives are:

- saving and protecting life
- containing the emergency through limiting its escalation or spread
- providing the public with warnings, advice, and information (**warning and informing**)
- protecting the health and safety of personnel
- safeguarding the environment
- protecting property
- maintaining or restoring critical services to the public (**business continuity**)
- maintaining normal services at appropriate levels
- promoting and facilitating self-help in the community

- facilitating investigations and enquiries (e.g., by preserving the scene and effective records management)
- facilitating community physical, social, economic, and psychological recovery; and
- evaluating the response and recovery effort and identifying lessons to be learned.

These functions are also reflected in MKCCs response to any major incident as defined in MKCC Emergency Planning procedures.

Plan triggers and decisive factors include:

- Advice needs to be given to members of the public.
- Members of the public need to be evacuated from the surrounding area.
- Members of the public are in shelter and need to be evacuated or require assistance.
- An explosion or fire is likely.
- An explosion or fire has taken place.
- The surrounding environment has suffered contamination.

Plans can be activated by any of the emergency services (Police, Fire, and Ambulance) or Local Authorities either independently or in conjunction.

Anglian Water

- Ensure clean and wastewater systems are operational
- assess impact on clean and wastewater systems and take appropriate reactive/remedial work
- if main water supply is contaminated or interrupted, fulfil regulatory responsibilities regarding the provision of alternative supplies
- if appropriate, liaise with EA for advice regarding the need to manually intervene with the automated operation of MK Balancing Lakes to help control potential main river /surface water flooding.
- attend Silver Control if requested and if resources allow (or provide alternative method of direct communication lines for partners)
- deal with sewer damage or sewer flooding in public sewers in line with regulatory responsibilities and within levels of service.

Buckinghamshire Fire and Rescue Service (BFRS)

The primary areas of responsibility of the Fire and Rescue Service are:

- The initial activation of this plan via Everbridge
- The saving of life in conjunction with the other emergency services
- In the event of a major fire to assume control of the incident
- Rescue of trapped casualties

- Prevention of further escalation of the incident, by tackling fires, dealing with released chemicals, other hazardous situations, and public decontamination, where required
- The gathering of information and hazard assessment (including the requesting of CHEMET and plume data) to give to the Police on the need to evacuate members of the public
- Liaison with the police regarding the establishment of an inner cordon and subsequent control of that inner cordon
- Sectorisation of the incident and to effectively define and relay this information to the Police, Ambulance Service and other agencies attending
- The safety of all personnel involved in rescue work. This includes ensuring that all non-fire service personnel entering the inner cordon are aware of, and conform to fire service safety procedures and, the use of the evacuation system and nominal roll procedures
- Consideration of the effect and actions to minimise any dangers to the environment
- Body recovery, in conjunction with Thames Valley Police as per agreed protocols
- Participation in investigations and preparation of reports with supporting evidence for subsequent inquiries”
- Standing by during the non-emergency / recovery phase as appropriate
- Liaison with Pipeline Operator.

Environment Agency

To meet its objective of minimising environmental damage at such incidents, the Agency will need to work closely with the Fire Service. The Agency will:

- Provide a strategic view on long-term health threats.
- provide advice to the Incident Commander on pollution control strategies, including modification of Fire Service actions, such as "contain" rather than "dilute" or, if appropriate, "controlled burn"
- provide information on the environmental sensitivity of an incident location to the Incident Commander or designated Hazardous Materials and Environmental Protection Officer or equivalent
- regulate any waste management activities arising during the incident, providing advice to the Incident Commander as required
- liaise to make sure its actions are undertaken in co-operation, and co-ordinated, with Fire Service activities.

Network Rail

In liaison with the PO and Emergency Services managing an incident, consideration will be given to:

- Closing railways as necessary
- care of passengers, injured and stranded

- inspection for damage to railway.

South Central Ambulance Service (SCAS) NHS Trust

The primary areas of responsibility of South-Central Ambulance Service are:

- The provision of a co-ordination point at the incident for NHS/Medical resources
- To alert UK Health Security Agency (UKHSA), designated receiving hospitals and the regional Integrated Care Board
- Depending on the information received about the incident, identify and deploy an appropriate number of Ambulance Service resource, including utilising Voluntary Aid Societies if appropriate
- Consult with Police and Fire and Rescue Service to determine access and egress, offsite Marshalling Area, and Holding Area, if required
- Deploy suitable Command resources for the incident to ensure Ambulance Command and Control for the incident
- Follow Ambulance Service procedure for managing a multi-casualty incident
- Perform any clinical decontamination, if required.

Thames Valley Police (TVP)

The primary areas of police responsibility are:

- Saving life in co-operation with the other emergency services
- Ensuring that emergency service routes are kept as clear as possible to facilitate the movement of emergency vehicles to and from the incident site
- Co-ordinate the actions of the emergency services and supporting agencies including the deployment of off-site resources
- Protecting and preserving the scene
- Investigating the incident in conjunction with other investigative bodies
- Collating and disseminating of casualty information
- Identifying victims on behalf of HM Coroner.

The primary function of the Police is to co-ordinate the multi-agency response to a major accident. This will necessitate the early liaison with the other Emergency Services and the Site Incident Controller from the appropriate Pipeline Operator.

UK Health Securities Agency (UKHSA)

Contact them for 24-hour advice on chemicals, smoke plumes, asbestos release, and infectious disease. Their contact details can be found in the Emergency Callout Contact List.

Useful terms and their meanings

During an emergency, the following abbreviations or terms may be used: -

SCG – Strategic Co-ordinating Group (Gold)

Multi-agency strategic group who usually meet at TVP Headquarters, Kidlington, Oxon

TCG – Tactical Co-ordinating Group (Silver)

Multi-agency group who would likely meet at Blue Light Hub, Ashlands, Milton Keynes

Bronze (MKCC Operational)

MKCC response teams

Gold

MKCC Corporate Leadership Team representatives

Silver

MKCC Corporate Incident Management Team representatives

DEPRO – Duty Emergency Planning Response Officer

MKCC Director and Head of Service response colleagues who provide 24-hour call-out service through MKCC's control centre and provide the initial emergency planning response

ECC – Emergency Control Centre

Centre set-up to co-ordinate MKCC's response to the incident. Also known as Emergency Operations Centre (EOC).

ECC/EOC Manager

The appointed ECC Manager will, with the assistance of a Deputy ECC Manager, arrange for calls to be placed to ECC staff requesting their assistance as required.

The ECC Manager and Deputy ensure the smooth running of the ECC; arrange staff rotas; manage staff welfare; report any problems to the Incident Director and arrange regular Incident Management Briefing Sessions for the Incident Director.

LALO – Local Authority Liaison Officer (Strategic/Tactical/Operational)

MKCC colleagues representing MKCC at external emergency response centres

EPO – Emergency Planning Officer

MKCC tactical and operational emergency planning colleagues and advisors

TV – Thames Valley

Thames Valley region covers **Milton Keynes, Buckinghamshire, Oxfordshire, and Berkshire**

LRF – Local Resilience Forum (TVLRF)

Thames Valley LRF is made up of representatives of all Category 1 responders across the Thames Valley ensuring plans are in place across the region to deal with emergencies with a co-ordinated response

BMKFRS – Bucks and MK Fire and Rescue Service

Local fire service

BLMK ICB – Bedford, Luton, MK Integrated Care Board

Responsible for NHS services across Milton Keynes, Bedford and Luton

SCAS – South Central Ambulance Service

Ambulance service that covers the TV area

STAC – Scientific, Technical Advice Cell

The role of the STAC is to ensure timely coordinated scientific, technical, environmental, and public health advice to the SCG during the response to an emergency.

SAGE – Science Advisory Group for Emergencies (National)

Like STAC but for lead Government departments.

Stand down and recovery

Handover or stand-down and recovery arrangements

Incident logs, briefing notes and DEPRO bag are to be returned to Emergency Planning department during office hours following an incident.

CIMT to work closely with Emergency Planning to assess where longer-term support is required, such as an Incident Management Team (IMT) operational welfare groups etc. MKCC to take the lead and help coordinate community recovery groups where they are deemed necessary.

Once the emergency services have left the scene of the incident most of the recovery, either short-term or long-term will be the responsibility of MKCC. If a Major Incident has been declared then there will be formal, written hand-over from the lead responding emergency service to MKCC for recovery issues.

The ID will set up a Recovery Group to manage the short/long-term recovery issues. This group may well remain in place for some time after the incident is over (if an ECC is set up this will become the location for the Recovery Group and can involve various services within MKCC).

Incident logs – collation and incident debrief reporting

A CIMT/Emergency Planning debrief should take place a few days after the incident. MKCC Incident and expenditure Logs should be completed by those involved and, as soon as possible after the event, handed to Emergency Planning.

It is important to log and retain a record of all events during an incident using an incident log (see Linked documents and appendices). This will assist if liability, compensation, or reimbursement issues arise because of an incident. Records should include details of all actions taken, communications with outside agencies, a summary of all key decisions made, and details of all expenditure incurred. This information will also be useful to record lessons learnt during the post incident debrief and to inform the review of this plan following an incident.

Following the incident, CIMT to arrange for a full debrief and response report (including financial impacts and recovery of costs) to be written using the collated incident documentation. This documentation and incident logs may be referred to if an audit or inquiry takes place

Recovery of any costs

Expenditure incurred and logged (and recovery of costs, if applicable) to be discussed with Emergency Planning, CIMT and MKCC finance partners.

Lessons learned and resilience building

Lessons learned to be incorporated into future resilience and emergency planning and MKCC service Business Continuity Plans and to be shared with agency partners, as necessary.

Linked documents and appendices

- a) A-Z of emergencies APP20**
- b) Duty Officer Initial call record APP22**
- c) Emergency Callout Contact List**
- d) MKCC Incident log APP23**
- e) Role cards (ECC) APP13**
- f) Reception Centre Plan MKEP02**
- g) Reception Centre Contact List MKEP02A**
- h) MKMA01 Plan information record**

