

# Emergency Planning

## Emergency Response Handbook

MKEPU01 - August 2021



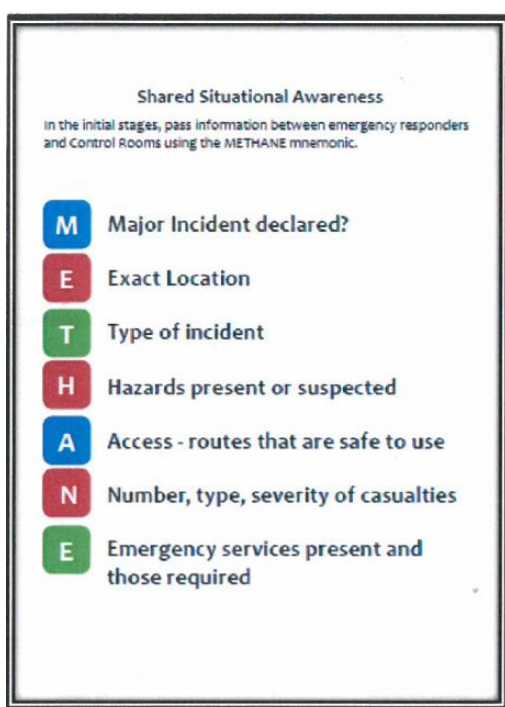
milton keynes council



# 1 Immediate response introduction

The information within this handbook will assist you when formulating a response on behalf of **Milton Keynes Council** (MKC) or assisting with 24/7 support to the Emergency Services during a serious incident in the borough of Milton Keynes.

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



METHANE Mnemonic



National Decision Model

## Emergency Planning Contacts: -

Chris Londy EPO (Emergency Planning Officer), T: 01908 254056  
Mel Marshman Head of Partnerships and Resilience, T: 01908 252842  
Sarah Gonsalves Customer and Community Director, T: 01908 253099

E-mail: [emergencyplanning@milton-keynes.gov.uk](mailto:emergencyplanning@milton-keynes.gov.uk)

For contact details for current DEPROs see MKC MS Teams or: [O:\Emergency Procedures\Emergency Plans and Procedures\1. EMERGENCIES IMMEDIATE RESPONSE>Contact Lists\Internal](#)

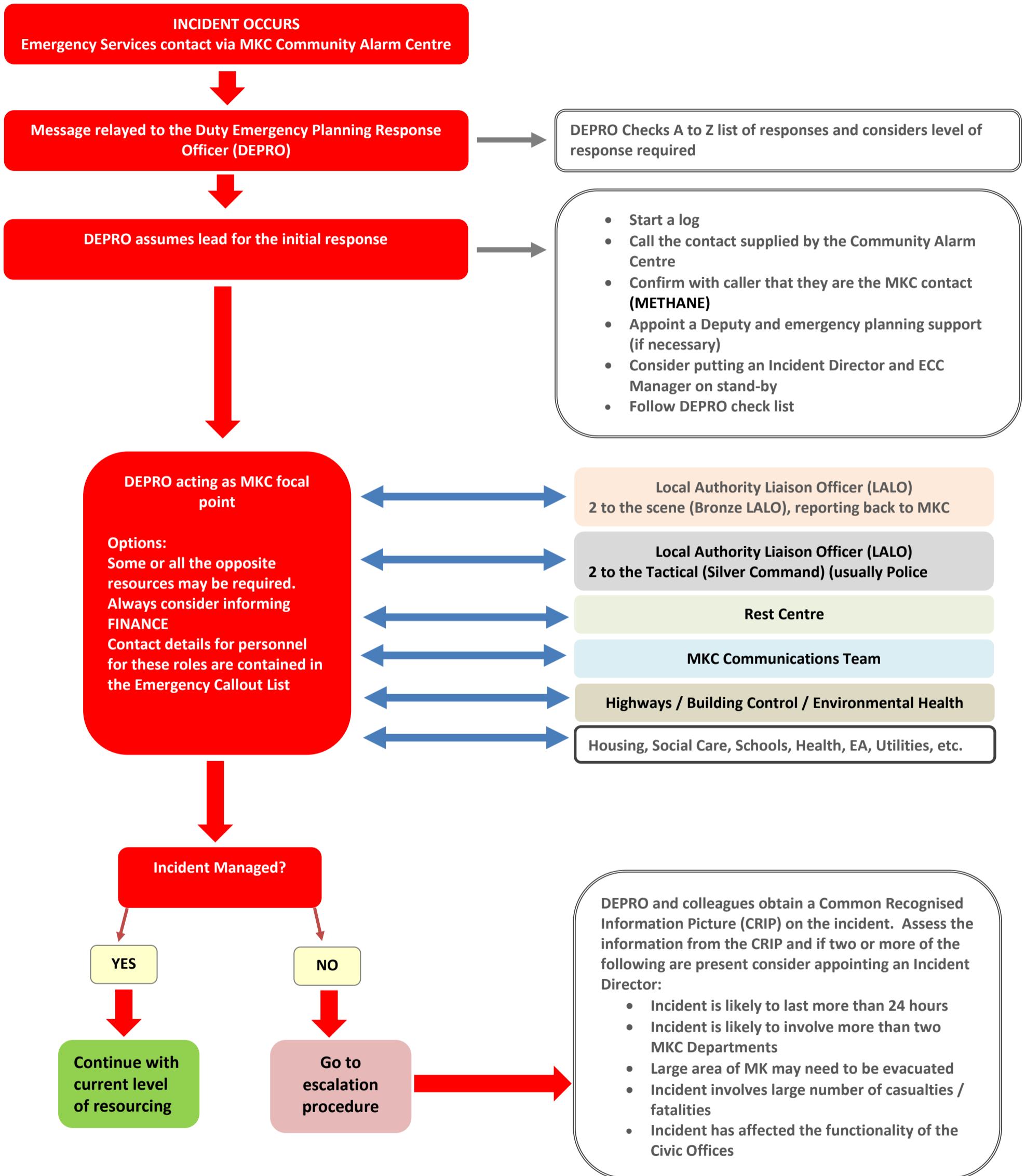
DEPRO rota is also available on MS Teams.

Specific multi-agency emergency response plans are also available via MS Teams and Resilience Direct.

Each incident is different, the details that follow in this plan are guidelines only. You may find that not all steps apply, and their order may vary. Please see [6 Linked Documents and Appendices](#) for additional supporting information such as [Role Cards](#).

The terms **GOLD**, **SILVER** and **BRONZE** refer to MKC's internal response arrangements. **STRATEGIC**, **TACTICAL** and **OPERATIONAL** refer to the multi-agency response levels – see diagram on Page 5.

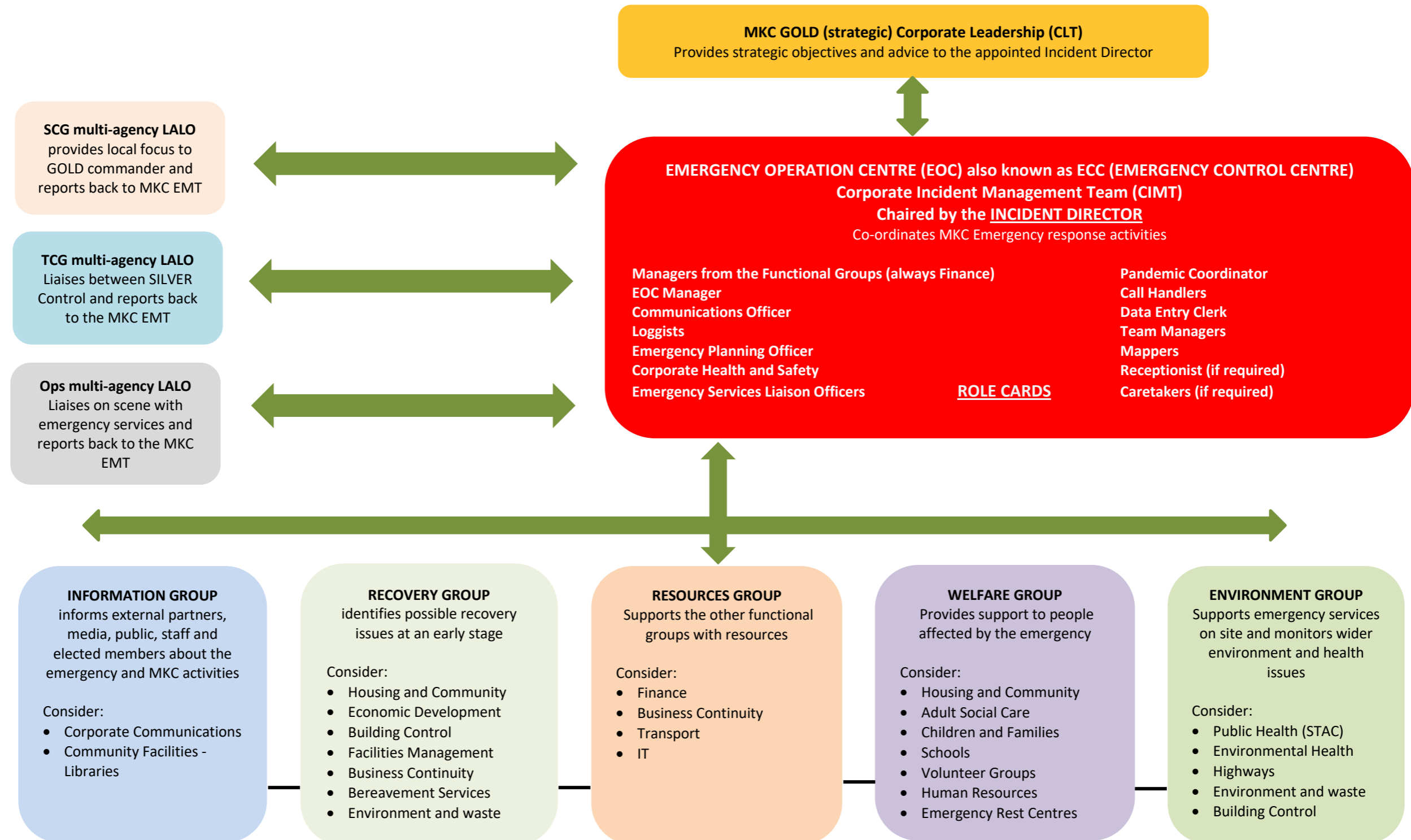
## MKC Initial Emergency Response Procedure – Measured Response



## Escalated Emergency Response Procedure

### Emergency Operation Centre (EOC) – with multi-agency input

### MKC EOC - Functional Groups



## 2 Detailed Step Information

<p><b>1 Incident Occurs</b></p>	<p>Each Local Authority has a duty under the <a href="#">Civil Contingencies Act (2004)</a> to ensure provision is made to support and protect the public in their borough at the time of a serious incident occurring.</p> <p>Police, fire and ambulance will be the first responders to any emergency in Milton Keynes (MK), but it is highly likely that additional support will be required from MKC i.e. road closures; building control; emergency housing etc. During office hours calls for support will come initially from the emergency services to MKC Emergency Planning who will contact the <a href="#">Duty Emergency Planning Response Officer (DEPRO)</a>. Out of office hours calls will come from the emergency services to the MKC Community Alarm Centre who will pass the information on to the DEPRO.</p> <p>The <a href="#">Emergency Planning Officers (EPOs)</a> at MKC will provide tactical and operational support to the DEPRO. DEPROs are senior MKC managers at Director and Head of Service level. They help provide a 24-hour call-out service through the MKC Control Centre and provide the initial Emergency Planning response to an incident.</p> <p>DEPROs can contact the Emergency Planning team for tactical and operational advice at any time however staff are not on-call.</p>
<p><b>2 Milton Keynes Control Centre</b></p>	<p>The MK Community Alarm Centre at Stantonbury provides a 24/7 emergency contact service for many departments within MKC. Should the Emergency Services request Council support out of hours they will contact the MK Community Alarm Centre to request Emergency Planning.</p> <p>Any calls received by the Control Centre are passed directly to the DEPRO on call.</p>
<p><b>3 DEPRO (Duty Emergency Planning Response Officer)</b></p>	<p><b>Initial Response</b></p> <p>Emergency Planning receive information / response requests either directly from an emergency service or, particularly if out of hours, via the MKC Community Alarm Centre. If no immediate action is required the information should be noted, using the <a href="#">DEPRO forms</a> 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'.</p> <p>If action is required, follow the DEPRO <a href="#">role card</a> actions and refer to local and multi-agency plans as necessary on MS Teams and <a href="#">O:\Emergency Procedures\Emergency Plans and Procedures</a></p>

	<p><b>N.B.</b> Public Health England can provide 24-hour <b>advice on chemicals, smoke plumes, asbestos release and infectious disease</b>. Contact details can be found in the <a href="#">Emergency Callout Contact List</a>.</p> <p><b>Escalation</b>          If the incident escalates and conditions dictate multi-service council response, then the <a href="#">Emergency Control Centre</a> (ECC) should be set up and an <a href="#">Incident Director</a> (ID) appointed to manage MKCs response. <b>See flowchart on Page 5.</b></p> <p>Once the ECC/EOC has been set up and the ID is present the DEPRO should formally handover to them and resume normal activity.</p>
<p><b>3a LALO (Local Authority Liaison Officers)</b></p>	<p><a href="#">Local Authority Liaison Officers</a> (LALO) are staff who will be deployed to gather and share information /requests from the external multi-agency response.</p> <p>Operational (<b>Bronze</b>) LALO's will be deployed to the scene of the incident with mobile phone and radio in order 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 MKC representation at the scene can be very helpful not only for our response but also for the responding partner organisations. MKCs Operational Officers are mainly from the Regulatory Unit and Highways teams. If possible, 2x Operational LALO's will be sent to the scene.</p> <p>Tactical (Silver) LALO's will be deployed to the Tactical Co-ordination Centre which is likely to be Central MK Police Station. The Tactical Co-ordination Group (TCG) comprises of representatives from the responding emergency services, MKC 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 MKC response. MKCs Tactical Officers are made up of manager-level staff and from the DEPRO list.</p> <p>Strategic (<b>Gold</b>) LALO's will be deployed to the Strategic Co-ordinating Centre (SCC) which is likely to be the Police HQ in Kidlington. 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 MKC response. Members of MKCs 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.</p>

<p><b>3b Rest/Reception Centre / HAC (Humanitarian Assistance Centre)</b></p>	<p>The first objective of any emergency response is to save life. To support this, MKC 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. Emergency Planning have a list of centres across MK, known as Rest or Reception Centres (RC). These can be accessed at short notice to provide shelter and basic care. MKC 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 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.</p> <p>There are many forms of emergency support centres i.e.: Survivor Reception Centre; Friends and Family Centre etc but all provide humanitarian assistance. Should a centre be required to support a very specific response, eg a building collapse affecting several people, then it is likely that a Humanitarian Assistance Centre (HAC) is required and staff from MKCs Social Care service will be asked to manage and support the centre by forming a HAC Management Group (if an ECC is set up, this would be part of the <a href="#">Welfare Group</a>). A 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<sup>th</sup> July bombings in London.</p>
<p><b>3c ECC (Emergency Control Centre)</b></p>	<p>Should an ECC be required, Emergency Planning have a pre-identified team, trained in specific roles. The appointed <a href="#">ECC Manager</a> and <a href="#">Deputy ECC Manager</a> will arrange for calls to be placed to these trained ECC staff requesting their assistance.</p> <p>Opening an ECC ensures that MKC has a co-ordinated response to an incident. If several MKC departments are involved in the response, then it is vital that the response is co-ordinated, and all actions recorded to ensure response requests are not missed and work is not duplicated. It is also essential to ensure that an accurate account of actions and the reasons these actions are being taken is made (should there be any ensuing legal processes as these can sometimes take place after the close of an incident).</p> <p>If Civic is not affected by the emergency/incident, then Meeting Rooms 0.07 and 0.09 on the ground floor are the first choice for the setting up of an ECC. There is an ECC set-up plan and the equipment required is in the Emergency Planning Store.</p> <p>The second choice for an ECC is the Waste Centre at Wolverton. Be sure to locate the ECC grab box from the cupboard at the end of the corridor.</p>



<p><b>3d Communications</b></p>	<p>Communications with the media and public are vital during a major emergency and a Communications Officer should always be requested to support the MKC response (if an ECC is set up they are part of the <a href="#">Information Group</a>). 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.</p> <p>The Communications team will also pass information to The Leader, Cabinet and Ward Councillors and Town and Parish Councils.</p> <p><b>MKC staff should NOT speak to the media – all calls should be referred to the Communications Officer.</b></p> <p>The Communications Officer will prepare suitable messages for MKC Switchboard to assist with any incident-related calls they may receive.</p>
<p><b>3e Highways / Building Control</b></p>	<p>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 (<a href="#">Bronze</a>). 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 <a href="#">Environment Group</a>).</p>
<p><b>3f Temporary Mortuary</b></p>	<p>Should the incident involve several fatalities (more than 5) and the local Hospital is unable to cope, the Coroner may request that an <a href="#">Emergency Temporary Mortuary</a> 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 <a href="#">Mass Fatalities Co-ordinating Group</a> (MFCG) and this group will report into the ECC or directly to the Incident Director.</p> <p>Emergency Planning have formed a Local Authority Temporary Mortuary response team who will be specifically trained to support the Coroner.</p>
<p><b>4 ECC Manager</b></p>	<p>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.</p> <p>Staff have been trained in the following ECC roles:</p> <ul style="list-style-type: none"> <li>• ECC Manager</li> <li>• ECC Deputy Manager</li> <li>• Reception</li> <li>• Caretaker (room set-up)</li> <li>• Call Handlers</li> <li>• Data Entry Officers</li> <li>• Mapping</li> <li>• Team Managers</li> <li>• IT support</li> <li>• Communications Officer</li> </ul>

	<ul style="list-style-type: none"> <li>• Loggist</li> </ul> <p>Actions for each role can be found on the relevant <a href="#">role cards</a>.</p> <p>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 <a href="#">role cards</a> for any role they undertake.</p> <p>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.</p>
<b>5 Incident Director (ID)</b>	<p>Any MKC Director or Service Director can take on the role of Incident Director (ID) at the request of the DEPRO/Emergency Planning.</p> <p>The role of the ID is to ensure a co-ordinated MKC 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 CLT updated as required.</p>
<b>6 Emergency Operations Centre</b>	See 3c above.
<b>7 Recovery</b>	<p>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 MKC. If a Major Incident has been declared then there will be formal, written hand-over from the lead responding emergency service to MKC for recovery issues.</p> <p>The ID will set up a <a href="#">Recovery Group</a> 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 MKC).</p>

### 3 Emergency Planning Supporting Information

Points to bear in mind from initial response point forward:

- From this point on everything you do, write or say is disclosable in a court of law should there be a court hearing or inquiry as a result of the incident.
- Maintain your records scrupulously, log everything and dispose of nothing.

- 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 the scene make sure you remain mindful of the health and safety hazards it may pose to you and prepare yourself 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

## 4 Assistance Centres

Various types of Assistance Centres may be required to support evacuees / survivors / family and friends. The different centres that can be made available by the Police / MKC are shown in the table below:

Title	Purpose	Timescale	Lead
<b>Casualty Bureau</b>	Initial point of contact for receiving / assessing information about victims, to: <ul style="list-style-type: none"> <li>• Inform the investigation</li> <li>• Trace and identify people</li> <li>• Reconcile missing persons</li> <li>• Collate accurate information for dissemination to appropriate parties</li> </ul>	Immediate	Police
<b>Media Centre</b>	Building or open area (i.e. car park) away from the scene where the media can receive updated information	Immediate as appropriate	Police
<b>Survivor Reception Centre (SRC)</b>	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.	Immediate	An SRC may be established and run initially by the emergency services (those first on the scene) until <b>MKC</b> engages in the response and assumes lead role.

<b>Family and Friends Reception Centre (FFRC)</b>	To help reunite family and friends with survivors – it will provide the capacity to register, interview and provide shelter for family and friends.	First 12 hours	An FFRC would be established by the police in consultation with <b>MKC</b> and staffed by these organisations and other suitably trained voluntary organisations. Representatives of faith communities may be consulted, and interpreters may be required.
<b>Rest / Reception Centre / Emergency Rest Centre (ERC)</b>	A building designated or taken over by MKC for temporary accommodation of evacuees / homeless survivors, with overnight facilities.	Overnight	Lead responsibility sits with <b>MKC</b> with contributions from police, health and the voluntary sector.

## 5 Glossary

<b>STAC</b> – 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.
<b>SAGE</b> – Science Advisory Group for Emergencies (National)	Like STAC but for Lead Government Departments.
<b>SCG</b> - Strategic Co-ordinating Group (Gold)	Multi-agency strategic group who meet at TVP Headquarters, Kidlington, Oxon.
<b>TCG</b> - Tactical Co-ordinating Group (Silver)	Multi-agency group who meet at TVP HQ, Witan Gate, Milton Keynes.
Operational (Bronze)	

<b>Gold</b> – MKC Internal Strategic Response Group	
<b>Silver</b> – MKC Internal Tactical Response (ECC)	
<b>EPO</b> – Emergency Planning Officer	
<b>DEPRO</b> – Duty Emergency Planning Response Officer	Senior Council managers at Director and Head of Service level. They provide a 24 hour call out service through the Councils Control Centre and provide the Initial Emergency Planning Response.
<b>ECC</b> – Emergency Control Centre	Centre set up to co-ordinate MKC's response to the incident.
<b>LALO</b> – Local Authority Liaison Officer (Strategic/Tactical/Operational)	Officers representing the MKC at external emergency response centres
<b>TVP</b> - Thames Valley Police	
<b>TV</b> – Thames Valley	Thames Valley covers the regions of: <b>Milton Keynes; Buckinghamshire; Oxfordshire and Berkshire</b>
<b>LRF</b> – Local Resilience Forum (TVLRF)	The 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.
<b>SCAS</b> – South Central Ambulance Service	
<b>BMKFRS</b> – Bucks and MK Fire & Rescue Service	
<b>CCG</b> – Clinical Commissioning Group	

Remember **METHANE**    Major Incident? / Exact Location? / Type of Incident? / Hazards / Access / Number and type of Casualties / Emergency Services needed/present

Find all Emergency Plans on MS Teams or Resilience Direct.

## 6 Linked Documents and Appendices

Clicking on the document title will open each one as a standalone document.

DEPRO Forms: - <a href="#">A-Z of emergencies</a> <a href="#">Contact List</a> <a href="#">Reception Centre List</a> <a href="#">Initial Call record</a> <a href="#">Incident Log</a> <a href="#">Flood Call Records Sheet</a> <a href="#">Flood Log Spreadsheet</a>	(MS Word, A4) (MS Word, A4) (MS Word, A4) (MS Word, A4) (MS Excel)
<a href="#">Role cards</a>	(MS Word, A4)
<a href="#">Plan information and background</a>	(MS Word, A4)

**Civic, 1 Saxon Gate East, Milton Keynes MK9 3EJ**