Cumbria Resilience Forum
Managing Emergencies in Cumbria
Foreword

The Cumbria Resilience Forum was set up in response to the Civil Contingencies Act 2004 to co-ordinate the response to major incidents in Cumbria. A group similar to the Resilience Forum had been in place since the nineteen-nineties, and this group was developed and enhanced in preparation for the Act.

The forum is made up of the Category 1 and Category 2 responders, defined by the Act, and in Cumbria includes senior executives, directors and officers from:

- Allerdale Borough Council
- Army HQ 42 (North West) Brigade
- Barrow-in-Furness Borough Council
- British Transport Police
- Carlisle City Council
- Civil Nuclear Constabulary
- Copeland Borough Council
- Cumbria Constabulary
- Cumbria County Council
- Cumbria Fire and Rescue Service
- Eden District Council
- Environment Agency
- Government Office North West
- Health Protection Agency
- North West Ambulance Service
- Cumbria Primary Care Trust
- Maritime and Coastguard Agency
- South Lakeland District Council

Emergency plans in Cumbria are constantly under review, both by individual agencies, and by the forum itself through the work of its sub groups. Since the Civil Contingencies Act, much has changed, and the Resilience Forum has tried to keep its plans up to date, especially in the light of recent incidents.

This document seeks to set out the generic response to an emergency, to describe the role of the various agencies who may be involved, and to explain how the response is planned and co-ordinated.

Part of the duties imposed on responders by the Act is a responsibility to inform the public of their work and we hope that this document goes some way to explaining this.

This document can also be provided in alternative formats such as large print, Braille etc. It is also available in different languages. Please contact the Resilience Unit, Arroyo Block, The Castle, Carlisle CA3 8UR.
Contents

Foreword ................................................................................................................... 2
Contents ..................................................................................................................... 3
Introduction ............................................................................................................. 5
Aim ......................................................................................................................... 5
Objectives .............................................................................................................. 5
General .................................................................................................................. 5
Command, Control and Co-ordination ................................................................. 6
Definitions ........................................................................................................... 6
Stages ..................................................................................................................... 7
Levels of Command and Co-ordination ............................................................... 7
Notifying the incident ......................................................................................... 7
Notification .......................................................................................................... 7
Co-ordination ....................................................................................................... 8
Public Information and Warning ...................................................................... 8
Managing the response ..................................................................................... 9
Operational Command (Bronze) ........................................................................ 9
Tactical Command (Silver) ................................................................................ 9
Strategic Command (Gold) ................................................................................ 9
Strategic Co-ordinating Groups ......................................................................... 9
Multi agency resources ..................................................................................... 10
Emergency Control Centres ......................................................................... 10
Main roles of the agencies involved ................................................................. 11
General ............................................................................................................... 11
Police Services .................................................................................................. 11
Fire and Rescue Services ................................................................................ 11
Health Services ................................................................................................ 12
North West Ambulance Service ...................................................................... 12
Hospitals ............................................................................................................ 12
Cumbria Primary Care Trust ........................................................................... 12
Health Protection Agency ................................................................................ 12
Department of Health ...................................................................................... 12
Local Authorities ............................................................................................... 12
Port Authorities ................................................................................................. 13
Coroner/Procurator Fiscal ............................................................................... 13
Voluntary Agencies .......................................................................................... 13
Military .............................................................................................................. 14
Other Government Agencies ........................................................................... 14
The Environment Agency ................................................................................ 14
Maritime and Coastguard Agency .................................................................. 14
The Highways Agency ...................................................................................... 14
The Health and Safety Executive ................................................................... 14
Government Office North West ...................................................................... 15
Central Government ......................................................................................... 15
The Private Sector ............................................................................................. 15
Supporting those affected .............................................................................. 16
Immediate needs ............................................................................................... 16
Emergency Support Centres ....................................................................... 16
Fatalities ............................................................................................................. 17
Humanitarian Assistance ............................................................................... 17
Command and Control ..................................................................................................................18
Supporting information ...........................................................................................................19
Useful web links ..........................................................................................................................19
UK Resilience ............................................................................................................................19
Preparing for Emergencies ........................................................................................................19
Local emergency Plans .............................................................................................................19
Cumbria Resilience Forum Community Risk Register ..............................................................19
Other related documentation ...................................................................................................20
  Emergency Preparedness .........................................................................................................20
  Emergency Response and Recovery .........................................................................................20
  Strategic national guidance on decontamination of people ......................................................20
  Strategic national guidance on decontamination of the environment .....................................20
  Strategic National Guidance on decontamination of Buildings ............................................20
Emergency Planning Legislation ............................................................................................20
  The Civil Contingencies Act 2004 .........................................................................................20
  The Control of Major Accident Hazard Regulations 1999 (COMAH) ................................20
  The Pipelines Safety Regulations 1996 ..................................................................................20
  The Radiation Emergency Preparedness and Public Information Regulations 2001 (REPPiR) ............................................................................................................................21
  The Safety at Sports Ground Regulations 1997 .....................................................................21
Introduction

Aim
This document outlines the arrangements for responding to a major incident in Cumbria to make sure that a co-ordinated response is provided by all those agencies involved.

Objectives
The main objectives of the document are to:
- act as a straightforward reference document for both public and responders
- define the types of incident that we plan for
- describe the main functions of the responding agencies
- outline the management arrangements for a typical incident
- outline the help available for those affected by the incident
- act as a signpost to other sources of information.

General
This plan is based on the Cabinet Office Guidance that was issued to support the Civil Contingencies Act 2004; Emergency Preparedness\(^\text{ii}\), and Emergency Response and Recovery\(^\text{iii}\).

The major incident procedures of the emergency services and local authorities and their partners are generally focused on the role of the service concerned. This plan seeks to describe agreed procedures and arrangements for co-ordinating these agencies' efforts. By effective co-ordination, the overall management of an incident and the recovery from it will be better than that of individual agencies operating separately.

This plan defines the responsibilities of the emergency services and local authorities at a major incident; it also acknowledges the contribution from many other organisations that may have a role to play in the management of an incident. There are also many serious incidents which, although they do not reach the criteria for a major incident, would still benefit from the co-ordinated approach advocated in this plan. Elements of this plan and others that support it are used when there are benefits in doing so.

Because every incident is unique, the plan should be used as guidance. It offers a framework in which responders can work together effectively to resolve the incident.

The plan has been prepared as an initial information reference for all members of the emergency services and local authorities, but can be used by any other organisation which may help to respond to an incident, and indeed by members of the public wishing to understand the emergency arrangements in Cumbria.
**Command, Control and Co-ordination**

**Definitions**
The Civil Contingencies Act defines ‘emergency’ as:
- an event or situation which threatens serious damage to human welfare in a place in the UK
- an event or situation which threatens serious damage to the environment of a place in the UK; or,
- war, or terrorism, which threatens serious damage to the security of the UK.

In addition, the event or situation must pose a challenge for a responding organisation’s ability to perform its functions.

This definition implies the event or situation is extremely serious, and at the local level it is agreed that a co-ordinated response may be required for incidents that do not meet the above criteria.

In Cumbria we have adopted the commonly used definition of ‘major incident’ namely;
Any emergency that requires the implementation of special arrangements by one or more of the emergency services, the NHS or the local authority for:
- The rescue and transport of a large number of casualties
- The involvement either directly or indirectly of large numbers of people
- The handling of a large number of enquiries likely to be generated both from the public and the news media
- The large scale deployment of the combined resources of the emergency services
- The mobilisation and organisation of the emergency services and supporting organisations, e.g. Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people.

This definition describes more clearly the sort of event or situation that is likely to require a planned multi-agency response, and has been developed from principles used by the police, fire and rescue service, and the NHS for many years. ‘Major incident’ and ‘emergency’ are often used synonymously. We will use the term ‘major incident’ from now on in this plan.

Furthermore, in assisting front-line staff to decide on whether emergency plans should be used, and in order to get an appropriate level of response, we have coined the term ‘unusual incident’ which is defined as;
- an incident that because of its nature or effects requires a limited multi-agency response.

An unusual incident can be declared by any Category 1 responder, who will then open a control room to deal with the incident, and invite selected agencies to attend.

Although there are many types of major incident, the following objectives are similar on each occasion.
These are to:
- save life
- prevent the incident from getting worse
• relieve suffering
• protect the environment
• protect property
• help with any criminal or other technical investigation
• promote self-help and recovery
• restore normality as soon as is practicable.

**Stages**
A major incident is generally recognised to have four stages:
• the initial response
• the consolidation phase
• the recovery phase; and
• the restoration of normality.

An investigation into the cause of the incident will normally be part of the overall process.

**Levels of Command and Co-ordination**
In a major incident, co-ordination is the integration of the expertise of all the agencies involved with the objective of effectively bringing it to a successful conclusion, whereas command is the authority for an agency to direct the actions of its own resources (both personnel and equipment).

There are three levels of command and co-ordination which exist when responding to a major incident.
These are:
Operational (Bronze) – this is the front-line level of command for each of the responders at the scene, and focuses on the delivery of the objectives outlined in the definitions section (above).
Tactical (Silver) – this is how the operational response is to be managed and co-ordinated, and the deployment of the operational resources.
Strategic (Gold) – this is what response should be delivered. At this level, policy and direction are decided.

**Declaring the incident**
An ‘officer’ of any rank in any of the Category 1 responders may declare a major incident if he/she feels that the criteria in the definitions (above) have been met. It may be that a major incident to one responder may not be to another. This is where the Cumbria Resilience Forum definition of unusual incident is useful, and allows for an appropriate response from each of the agencies involved. Each responding agency has its own plans and procedures for a major incident, even if they will only be required in a standby capacity.

**Notification**
When a major or unusual incident is declared, the declaring agency will immediately let all its professional partners know so that they can begin their own procedures. This is especially important for Local Authorities, as they have their own call-out procedures to put into place the various responses of their own staff, as well as those of the voluntary agencies, utility companies and other responders.
Co-ordination
The police will make sure that the appropriate levels of co-ordination are set up, with representation from each of the responders. In the early stages of an incident much of the co-ordination may be done at the scene, and there are pre-arranged locations for strategic command groups.

Public Information and Warning
There are arrangements in place so that responders can share information with the media. Direct management links are in place with the major broadcast media.

One of the main ways that the public can get information is via the local and national broadcast media, particularly local radio stations, and of course, the Internet. Cumbria County Council on behalf of the Cumbria Resilience Forum maintains two web sites that are designed to pass information to the public.
The website www.cumbriaresilience.info has information that may be useful prior to an emergency, including information about other organisations that can provide assistance.
In a major incident, the website www.cumbriaalert.info will have the latest information about the incident, including press releases and public information.
Other organisations provide up to date information about their field of work on their own websites.

Arrangements are also in place for other means of communication, such as the use of public libraries as information points, telephone help lines and direct distribution of printed information.
Managing the response

A major incident will need a wide ranging control and co-ordination structure to be set up. There are three levels of control as described on page Error! Bookmark not defined., (above).

Operational Command (Bronze)
Operational command manages the front line response of the emergency service and other responding agencies. Each agency will choose an operational commander who will control the resources of his or her service within a specific area or to do a specific function as decided by tactical command. The first officers at the scene from each service will liaise with each other to determine the best course of initial action.

Tactical Command (Silver)
Tactical command includes incident officers from the emergency services, local authorities, and other responders. It decides on priorities for resources, and plans and coordinates the tasks that are to be done. The tactical level will also arrange for other resources to be arranged when needed. Tactical commanders are not usually involved with the activities at the scene. They will usually concentrate on overall task management. Usually silver command is located at or near to the scene in an incident control point (often a Fire and Rescue Service or Police vehicle), or it may be at an appropriate building, such as a police station or local council office. Other agencies may provide an incident officer at the scene if appropriate. Local authorities may activate their own emergency control centres as necessary.

Strategic Command (Gold)
Strategic Command of a major incident will usually be co-ordinated by the police. A Strategic Co-ordinating Group will be set up in an Emergency Control Centre to which the other emergency services, local authorities and other responders will send a senior representative. These representatives will decide on policy and be able to commit the resources of their respective organisation to the management of the incident.

Strategic Co-ordinating Groups
The police will usually chair the Strategic Co-ordinating Group (SCG) meetings during the acute phase of a sudden impact event at which priorities for the future actions of each of the organisations will be decided. The strategy to tackle the resulting problems is also agreed and articulated. Each of the agencies will have its own objectives. The co-ordinating group’s role is to avoid difficulties that conflicting objectives may have, and to concentrate action into agreed strategic objectives, normally referred to as the Gold Strategy.

The police usually take the chair as they take an independent overview of the entire incident. These meetings will also decide on media strategy, and the involvement of other agencies. The Strategic Co-ordinating Group will also manage the recovery from the incident, once the acute phase is over, and in these circumstances, the chair of the group will usually pass to the appropriate local authority.
Multi agency resources
Any agency may ask for the help of another service’s personnel or equipment. Many agencies have well established arrangements for obtaining mutual aid, but there may be situations when assistance is required before such arrangements can be put in place. In these circumstances, whilst the supporting service will pass immediate control of its resources to the requesting service, it will retain full command of its personnel and equipment at all times.

Emergency Control Centres
In Cumbria, arrangements are in place to provide physical locations for the management of major incidents, and the facilities that are required by the Strategic Co-ordinating Group are provided by collaborative arrangements between local authorities, emergency services, and industrial and commercial partners.
Main roles of the agencies involved

General
The emergency services will normally provide most of the first response to an incident, supported by many other agencies. The emergency services’ principal objective will normally be to save life. The Fire and Rescue Service is responsible for rescuing survivors. The Ambulance Service for treating them and taking them to hospital. The police will normally coordinate the multi-agency response to sudden impact major incidents.

Police Services
The police will normally co-ordinate the activities of those responding at and around the scene of a land-based sudden impact emergency. The saving and protection of life is the priority, but, as far as possible, the scene must be preserved to safeguard evidence for subsequent enquiries and, possibly criminal proceedings. Once life-saving is complete, the area will be preserved as a crime scene until it is confirmed otherwise (unless the emergency results from severe weather or other natural phenomena and no element of human culpability is involved). Where practical, the police, in consultation with other emergency services and specialists, establish and maintain cordons at appropriate distances. Cordons are established to facilitate the work of the emergency services and other responding agencies in the saving of life, the protection of the public and property and the care of survivors.

In Cumbria, the police service includes Cumbria Constabulary, British Transport Police, the Civil Nuclear Constabulary, and the Ministry of Defence Police.

In summary, the police roles are:
- To save life in conjunction with the other emergency services
- To protect property
- To coordinate the emergency services and the other responding organisations
- To minimise the impact of the incident
- To protect and preserve the scene
- To prevent crime
- To investigate the incident
- To collect casualty information
- To identify deceased on behalf on HM Coroner or the Procurator Fiscal
- To preserve the public peace
- To restore normality at the earliest opportunity.

Fire and Rescue Services
The primary role of fire and rescue services in an emergency is the rescue of people trapped by fire, water, wreckage or debris. They will prevent further escalation of an incident by controlling or extinguishing fires, rescuing people and undertaking other protective measures. They will deal with released chemicals or other contaminants in order to render the incident site safe or recommend exclusion zones. The Fire and Rescue Service have capability for the rescue of casualties in the water, also, they will assist other agencies in the removal of large quantities of flood water. They may also assist ambulance services with casualty-handling and the police with the recovery of bodies.
Cumbria Fire and Rescue Service provide these services to the County of Cumbria.

**Health Services**

**North West Ambulance Service**
The Ambulance Service endeavour to sustain life through effective emergency treatment at the scene to determine the priority for release of trapped casualties and for decontamination, where required, in conjunction with fire and rescue services, and to transport the injured, in order of priority, to receiving hospitals.

**Hospitals**
Acute trusts manage local hospitals. Each acute trust maintains arrangements for dealing with emergencies. In the event of an emergency, ambulance services will designate hospitals with major accident and emergency departments as casualty-receiving hospitals. The trust will provide a clinical response to the emergency, including provision of general support and specialist healthcare to all casualties.

In Cumbria there are two acute trusts responsible for hospitals, the North Cumbria Acute Hospitals NHS Trust and the University Hospitals of Morecambe Bay NHS Trust.

**Cumbria Primary Care Trust**
The provision of primary and community care services covers a range of health professions, including general practitioners, community nurses, health visitors, mental health services and pharmacists, many of whom would need to be involved, particularly during the recovery phase of an emergency. In the early stages, following an incident, the focus would be on the follow-up to injuries incurred at the incident, i.e. the continuing recovery of patients, physiotherapy, chest clinics, orthopaedic clinics, dressings, drug regimes and the post-traumatic stress caused by the event.

Cumbria Primary Care Trust provides access to all of these services locally. The Trust also commissions mental health and learning disability services across the whole of Cumbria through the Cumbria partnership NHS Trust and works with Cumbria County Council Adult Social Care/Social Services, as well as a number of other agencies.

**Health Protection Agency**
The HPA is a non-departmental public body which makes public health advice available to government departments, the NHS, the statutory agencies and directly to the public. It provides a central source of authoritative scientific/medical information and other specialist advice on both the planning and operational responses to public health and other emergencies.

**Department of Health**
DH will take control of the NHS resources, in England, in the event of a complex and significant emergency – including those on a national and international scale – through its Emergency Preparedness Division Co-ordinating Centre. It will provide the co-ordination and focal point for the NHS and will support the Health Ministers and Secretary of State.

**Local Authorities**
Local authorities play a critical role in civil protection. They have a wide range of functions that are likely to be called upon in support of the emergency services during an emergency (e.g. social services and housing) and crucially exercise a community
leadership role. Local authorities maintain a small hub of planners who co-ordinate and facilitate emergency planning and response work across the authorities. Local Authorities lead on the management and administration of emergency control centres, and they lead on the provision of Emergency Support Centres. As the emphasis moves from response to recovery, the local authority will take the lead in facilitating the rehabilitation of the community and the restoration of the environment. It will play an enabling role in close collaboration with a wide range of bodies who are not routinely involved in emergency response (e.g. Regional Development Agencies, building proprietors and land owners). In particular, the local authority will work with partners to:

- meet the longer-term welfare needs of survivors (e.g. social services support and financial assistance from appeal funds) and the community (e.g. anniversaries and memorials, help lines and drop-in centres); and
- facilitate the remediation and reoccupation of sites or areas affected by an emergency.

The Local Authorities in Cumbria comprise:
- Allerdale Borough Council
- Barrow-in-Furness Borough Council
- Carlisle City Council
- Copeland Borough Council
- Cumbria County Council
- Eden District Council
- South Lakeland District Council.

**Port Authorities**
These are separately constituted local authorities that carry out a range of functions at seaports and airports. Their primary duties relate to the control of infectious disease, environmental protection, imported food control and hygiene on vessels.

**Coroner/Procurator Fiscal**
The role of the HM Coroner (Procurator Fiscal in Scotland) is defined by law. In an emergency, the coroner will be responsible for establishing the identity of the fatalities and the cause and circumstances of death. Essentially, they will determine who has died, how, and when and where the death came about. The police usually act on behalf of the Coroner, and have officers dedicated to Coroner's office work.

**Voluntary Agencies**
The voluntary sector can provide a wide range of operational and support skills and services to statutory responders. These skills and services include:

- practical support: first aid, support to ambulance services, supporting hospital personnel, referral to other organisations, rescue, refreshments and emergency feeding, searching for survivors,
- transportation and medical services (e.g. diagnosis, administration of drugs);
- psycho-social support: comforting, befriending, listening, help lines, support lines, support networks, advice, counselling, spiritual support and group therapy;
- equipment: communications (e.g. radios), medical aid equipment (e.g. mobility aids), bedding, clothing and hygiene packs (e.g. washing kits); and
• information services: public training (e.g. first aid, flood preparation), communications and documentation.

**Military**
The Armed Forces’ national structure, organisation, skills, equipment and training can be of benefit to the civil authorities in managing the response to and recovery from emergencies. This support is governed by Military Aid to the Civil Authority (MACA) arrangements. The Ministry of Defence (MoD) Joint Doctrine Publication *Operations in the UK: The Defence Contribution to Resilience* sets out the detailed rules and procedures that govern the employment of Armed Forces on MACA operations. In addition to providing augmentation forces when civilian capability or capacity has been exceeded, MOD also guarantees niche capabilities such as Explosives Ordnance Disposal and Search and Rescue, the latter being co-ordinated by the Aeronautical Rescue Co-ordination Centre at RAF Kinloss.

**Other Government Agencies**

**The Environment Agency**
The Environment Agency is the leading public body for protecting and improving the environment in England and Wales. As an environmental regulator, with a wide range of roles and responsibilities, it responds to many different types of incident affecting the natural environment, human health or property. The Environment Agency’s main priorities, at incidents, are to:
- prevent or minimise the impact of the incident;
- investigate the cause of the incident and consider enforcement action; and
- seek remediation.

**Maritime and Coastguard Agency**
The primary responsibility of HM Coastguard is to initiate and co-ordinate civil maritime search and rescue within the UK Search and Rescue Region. This includes mobilising, organising and dispatching resources to assist people in distress at sea, or in danger on the cliffs or shoreline, or in certain inland areas. The Counter Pollution and Response Branch is responsible for dealing with pollution at sea, and assists local authorities with the shoreline clean-up.

**The Highways Agency**
The Highways Agency is responsible for the overall management and maintenance of all motorways and trunk roads within England, otherwise known as the Strategic Roads Network. It becomes involved with any ‘incident’ that adversely affects or disrupts the normal operation and availability of the road network. These include incidents involving vehicles and, less frequently, such things as demonstrations on the roads or severe weather.
Other agencies are involved in managing the roads network, and locally these are co-ordinated by the County Council and its contractors.

**The Health and Safety Executive**
The Health and Safety Executive’s (HSE) mission is to protect people’s health and safety by ensuring that risks in the workplace are properly controlled. HSE regulates health and safety in nuclear installations, mines, factories, farms, hospitals, schools,
offshore gas and oil installations and other workplaces. It also regulates the safety of the gas grid, railway safety, and many other aspects of the protection of both workers and the public.

Government Office North West
Government Office North West is the local link to central government, and in a major incident provides support to the Strategic Co-ordination Group, by communicating with the appropriate government departments, and the Civil Contingencies Secretariat. For more information see their website.

Central Government
Central government has a broad range of responses to major incidents, and these are usually co-ordinated by a Lead Government Department. This concept of Lead Government Department is explained at the UK Resilience website.

The Private Sector
There are a wide range of private sector bodies that – while not routinely involved in the core of multi-agency emergency response and recovery work – will have an important role in the response to and recovery from incidents affecting their sectors. They include:

- gas and electricity transmitters and distributors;
- fixed and mobile telecommunications providers;
- water and sewerage undertakers;
- a range of transport companies; and
- operators of fixed industrial sites.

Many of these agencies have statutory obligations, and the full list is given in the Act. The work of these organisations is integrated into the planning effort in the county.
**Supporting those affected**

All emergencies will affect people and the Civil Contingencies Act states “the care and assistance given to meet the needs of those affected lies at the heart of emergency response and recovery. This brings together a wide range of agencies…” Emergency Response and Recovery 2005 Chapter 5, section 5.2.

This section outlines how people who have been affected by an emergency in Cumbria will be supported, whether injured, physically unhurt, bereaved, evacuated, families or friends.

**Immediate needs**

Emergency services responding to the scene will have the needs of those affected as a priority. Cumbria Fire and Rescue Service will coordinate the rescue of casualties in immediate danger or trapped. North West Ambulance Service will coordinate triage, immediate medical assistance and the response of the other parts of the health service. Cumbria Police will coordinate any search and rescue requirements (except at sea where this role falls to the Maritime and Coastguard Agency). North West Ambulance will also coordinate any decontamination of people, who may have been affected by a chemical or other release, with the assistance of the Fire and Rescue Service.

Although dealing with emergencies is a daily routine for the “blue light” services, there are also detailed arrangements in place for responding to a Major Emergency/Incident, which include drawing upon mutual aid from adjoining and/or regional services.

**Emergency Support Centres**

All or some of the six types of Emergency Support Centre may be required to meet the various needs of an emergency:

(a) Survivor Reception Centre - to provide accommodation, support and assistance to people who have been directly involved in an emergency but have not been physically injured. The Centre will also provide facilities for the Police to carry out registration, and if necessary, gather evidence etc.

(b) Evacuee Reception Centre - to provide accommodation, support and assistance to people who have been moved away from the vicinity of an emergency for their safety or who are unable to access or remain in their homes. The Centre will also provide facilities for registration of evacuees.

(c) Emergency Personnel Reception Centre - to provide a Centre where members of the emergency services, armed forces and volunteers who are in attendance at the scene of an emergency can be briefed and deployed. The Centre may also be used to provide refreshments and accommodation.

(d) Friends and Relatives Reception Centre – to provide an initial location where victims’ friends and relatives who have travelled to the scene of the emergency can be briefed by the Police and arrangements made for their special welfare needs.
(e) Community Support Centre - to provide short term support and practical assistance to people affected by an emergency but who are able to remain in their own homes. Support may take the form of feeding facilities, resources, advice, information etc.

(f) Humanitarian Assistance Centre (HAC) – to provide longer term support and assistance to all those affected by an emergency. Will take over some of the functions of the other Emergency Support Centres once established.

The arrangements for the location, staffing and operation of these Centres are set out in detailed emergency plans.

Some type of Emergency Support Centre is usually needed in Cumbria at least once a year, and therefore arrangements are well rehearsed, the District and County Councils play a lead role in establishing and managing these centres with support from a wide range of statutory and voluntary agencies.

Fatalities
Sometimes deaths occur as a result of the emergency. The Coroner is responsible for the processes involved in investigating deaths, assisted by the Police. In the Cumbria region, the requirements of the Procurator Fiscal (Scotland) may also be considered for cross-border events.

Detailed arrangements are in place for managing this process even if there are many deaths.

The Police will establish a Casualty Enquiry Bureau in order to collate as much information as possible about people missing, injured or dead following an emergency.

Arrangements are in place for the Police, local authorities and voluntary agencies to work together to assist the investigation and support those affected and bereaved through the necessary processes involved.

Humanitarian Assistance
Guidance states that local authorities with Social Care functions take the lead on what is referred to as humanitarian assistance:

“Top tier and unitary local authorities are responsible for co-ordinating welfare support to affected communities in the event of an emergency...social services departments...are best placed to fulfil the humanitarian assistance function, taking into account the provisions of the Local Government Act 2000, Children’s Act 2004 and the Civil Contingencies Act 2004”.


This means in Cumbria, responsibility falls to Cumbria County Council. What was previously known as Social Services is now separated into 2 Directorates – Adult Social Care and Children’s Services. Adult Social Care has taken the lead for the co-ordination of planning for and responding to major incidents and undertakes this responsibility by planning and responding with all the other agencies that have a role.
Command and Control
In the event of an emergency it would be the decision of the Strategic Co-ordinating Group to determine which parts of the arrangements in place that would be implemented. This would depend on the nature of the emergency; people affected; resources available and a community impact assessment.
**Supporting information**

**Useful web links**

**UK Resilience**
The UK Resilience web site is the comprehensive source of information regarding emergencies, and the planning and response to them.
www.ukresilience.info

**Preparing for Emergencies**
This website has information on how you can help yourself and others in emergencies. A lot of it is based on common sense advice and may seem obvious or familiar to you, but it has saved lives in the past.
www.pfe.gov.uk

**Local emergency Plans**
This document forms part of the range of detailed emergency plans that are maintained mainly by the County Council on behalf of the Resilience Forum. Links are provided to online resources where available.

The main document is the General Emergency Plan which has tactical arrangements for such matters as;
Alerting cascades, communications, warning and informing the public, recovery.

Further specific plans on a particular hazard or theme are also in place, for example;
- Emergency Support Centres
- Humanitarian Assistance
- Mass Fatalities
- Coastal pollution
- Pipelines
- Flooding
- Site specific plans

**Cumbria Resilience Forum Community Risk Register**
The need for the Community Risk Register has arisen from the recent introduction of the Civil Contingencies Act, which requires emergency responders to assess the impact and likelihood of emergencies occurring, and to use those assessments to inform their emergency planning and business continuity planning arrangements.
The Register has been compiled using nationally prescribed templates, historical evidence, and input from all the partners listed below as well as Central Government departments to form a list of potential hazards, their likelihood, and the risks associated with them. A simple scoring system has been used to rank the various hazards, so that the impact to our local communities could be assessed using health, social, economic, and environmental aspects. This results in a risk rating which is a product of likelihood and impact.
Supporting material is available at the UK Resilience web site. The inclusion of these hazards or outcome descriptions does not mean the Resilience Forum believes the hazard will materialise, or if it were to do so it would be at that scale. The likelihood assessments relate to the hazard occurring over a five-year period at the scale reflected in the outcome description.
The Cumbria Resilience Forum will ensure that the register is maintained, and that the risk ratings derived from the register are used to prioritise the work that is done locally to plan, train, and exercise the response to a particular incident.

Notes and Guidance  

Community Risk Register  

Cumbria, the Locality  

Other related documentation

Emergency Preparedness  
Emergency Preparedness is published by the Cabinet Office as non-statutory guidance on the Civil Contingencies Act. It has advice for practitioners on the pre-emergency phase, with generic material on key frameworks like the Civil Contingencies Act and disciplines like Risk Assessment and Business Continuity; it also contains details of the UK Government Capabilities Programme.

Emergency Response and Recovery  
Emergency Response & Recovery has advice for practitioners on the post-emergency phase, with generic material on key frameworks such as the UK Central Government response.

Strategic national guidance on decontamination of people  
The Home Office provides Strategic national guidance on decontamination of people.

Strategic national guidance on decontamination of the environment.  
The decontamination of the open environment exposed to chemical, biological, radiological or nuclear (CBRN) substances or material has generic guidance published by Defra.

Strategic National Guidance on decontamination of Buildings  
The decontamination of buildings and infrastructure exposed to Chemical, Biological, Radiological or Nuclear (CBRN) substances or material has generic guidance published by DCLG.

Emergency Planning Legislation  

Legislation which delivers a single framework for civil protection in the United Kingdom.

The Control of Major Accident Hazard Regulations 1999 (COMAH).  
Regulations which apply to establishments where specified quantities of dangerous substances are present.

The Pipelines Safety Regulations 1996.
Regulations covering the design and safety of pipelines.

*The Radiation Emergency Preparedness and Public Information Regulations 2001 (REPPIR).*
Regulations which apply to the Nuclear Industry.

*The Safety at Sports Ground Regulations 1997.*
Regulations governing safety at designated sports grounds.

---

4. For more information see the Government Office North West website: [http://gos.gov.uk/gonw/?a=42496](http://gos.gov.uk/gonw/?a=42496)
8. This publication can be accessed at [http://www.ukresilience.info/contingencies/defencecontrib.pdf](http://www.ukresilience.info/contingencies/defencecontrib.pdf)
11. Strategic National Guidance The decontamination of buildings and infrastructure exposed to Chemical, Biological, Radiological or Nuclear (CBRN) substances or material. DCLG, 2004, [http://www.communities.gov.uk/pub/337/StrategicNationalGuidancethedecontaminationofbuildingsandinfrastructureexposedto_CBRN_substances_or_material_id1163337.pdf](http://www.communities.gov.uk/pub/337/StrategicNationalGuidancethedecontaminationofbuildingsandinfrastructureexposedto_CBRN_substances_or_material_id1163337.pdf)