Ashford Borough Council

EP-01 Major Emergency Plan

<u>Public Version</u>

<u>Version 4.0 - April 2024</u>

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Version Control

Issue & Review Register

Summary of changes	Issue number & Date	Approved by
First issue of public version based on V4 of MEP updates.	V4.0 MEP April 2024	Emergency Planning

Distribution List and location of document

Public Version:

This public version is available on **www.ashford.gov.uk/emergency-planning**

Redacted full version:

This document is available on the council's SmartHub SharePoint for all staff.

Full version (official sensitive):

This document is stored internally along with all functional plans that support it on MS Teams groups or SharePoint for internal staff involved in an emergency response.

These are accessible virtually during an incident by all staff with permitted access to the groups.

Hard Copies of the plan are available within Ashford Borough Councils Emergency Centre and Battle Boxes.

Please note that further printed copies are kept as spares within the Emergency Centre and Emergency Planning, Some plans may be located strategically across departments, within the Resilience Team or held by Strategic Leads and Duty Officers.

All printed plan folders are given plan numbers and the Resilience Team keeps a record of these.

External storage is via Resilience Direct where registered, permitted access is given to multi-agency partners including the Kent & Medway Resilience Forum (KMRF) can then access our plans for joint-partnership working.

Contents

1 Introduction to Major Emergency Plan

Local authorities have a legal obligation to mobilise resources to respond and deal with a broad range of emergencies as defined under the Civil Contingencies Act (CCA) 2004:

a) An event or situation which threatens serious damage to human welfare

b) An event or situation which threatens serious damage to the environment

c) War or terrorism, which threatens serious damage to security.

This document has been prepared to comply with the **CCA 2004.**

As a Category One responder, Ashford Borough Council has a duty to prepare appropriate plans to deal with a wide range of emergencies and incident responses. This is explained further in **Section 1.2 – Legislation**.

1.1 Aim & Objectives

The aim of this plan is to provide up to date information that will allow Ashford Borough Council to respond with appropriate and proportionate arrangements to any emergency, primarily within the Borough but also for any neighbouring Kent authority under the **Local Authority Mutual Aid agreement** (For further details, see **Section 1.6**.)

The plan is supported by:

- Function plans that detail how specific responses are carried out

- Emergency Planning Staff call out list

- Strategic Rota for Strategic Leads and Duty Officers to respond effectively to an emergency

- Other Ashford Borough Council or multi-agency framework handbooks and plans including guidance for Recovery management.

The objectives of the plan are to:

- Define the local government responsibilities in an emergency in accordance with the CCA 2004

- Outline Ashford Borough Councils emergency response capabilities and the services they may activate in response to an emergency

- Confirm the alerting and callout arrangements for responding staff and services, both in and out of hours

- Outline process for activating mutual aid

- Outline the management and communications structure in an emergency

- Support functional plans that detail individual areas within Emergency Planning, such as Incident Liaison Officer functions, Emergency Centre management, Finance arrangements and other departmental responsibilities (such as Building Control, HR, Housing, Environmental Health, Media & Communications and Recovery).

  All roles and responsibilities during response and recovery are within the **EP05 - Emergency Centre Response Plan**.

1.2 Legislation

Under the CCA 2004, there are two categories of responders.

Category One are organisations at the core of the response to most emergencies (the emergency services, local authorities, NHS bodies). Category One responders are subject to the full set of civil protection duties. They will be required to:

- assess the risk of emergencies occurring and use this to inform contingency planning (risk registers)

- plan for and respond to a broad range of emergencies (emergency planning and response)

- Be resilient as an organisation with suitable Business Continuity measures (Business Continuity management)

- Warn and Inform the public before, during and after an emergency

- share information and cooperate with other local responders to enhance coordination and efficiency (multi-agency working)

- Promote Business Continuity and good resilience practice to local businesses and the voluntary sector

Category Two organisations (the Health and Safety Executive, transport and utility companies) are 'co-operating bodies'. They are less likely to be involved in the heart of planning work, but will be heavily involved in incidents that affect their own sector.

Category Two responders have a lesser set of duties, such as cooperating and sharing relevant information with other Category One and Two responders.

Category One and Two organisations come together to form 'local resilience forums' (based on police areas) which will help coordination and cooperation between responders at the local level. For Ashford Borough Council, work is coordinated with the Kent and Medway Resilience Forum (KMRF).

This plan is also required to meet legislation guidelines as outlined in the CCA 2004 as well as the response measures required under the Control of Major Accident Hazards (1999), Pipeline Safety Regulations (1996) and the Radiation Emergency Preparedness Public Information Regulations (REPPIR) (2001) where appropriate.

1.3 Local Authority responsibilities

Within the statutory responsibilities of Emergency Planning for Local Authorities, this falls under three distinct phases for emergency management:

Planning – Preparing and exercising plans that set out the structure of the organisation's response

Response – Deploying the right resources to the right locations to deal with the consequences of an incident and to minimise the risk of the situation escalating

Recovery – Determining and prioritising actions to deal with the aftermath of an incident to enable the community to recover and to return to a sense of normality. Ashford Borough Council is obliged to take the lead role in recovery.

1.4 Ashford Local Risk Register

The localised risk areas for the Ashford Borough are listed in the **Ashford Local Risk Register (ARR).** There is also a simplified version of our risks available as a public version, which is published on our website at **www.ashford.gov.uk/emergency-planning**

Our local ARR is based on the risks as detailed in the **Kent Community Risk Register (Public)** This is maintained by the Kent and Medway Resilience Forum (KMRF) Risk Assessment Group and displays details of risks across Kent.

Within the Risk Register, consequences, current mitigation and future actions are identified, with the register formally reviewed every three years. Any escalation of risk levels into a Red rating (very high risk) will be reported to Ashford Borough Councils Management Team with a view to take any actions necessary to mitigate the risk within the borough.

1.4.1 COMAH Sites (Control of Major Accident Hazards)

The Control of Major Accident Hazard Regulations 1999 (COMAH) ensure that at establishments where dangerous substances are handled, a high level of protection for people, property and the environment, is managed through measures aimed at:

- The prevention of a major accident
- The use of any necessary measures to limit the consequences of such an accident, should it occur.

COMAH establishments are graded by the Health and Safety Executive as either 'Top-Tier' or 'Lower-Tier' dependant on the quantities and types of substances they produce or store.

The Regulations require that Kent County Council, in conjunction with the relevant district council and the site operator, publish an off-site plan for top tier sites. There is no statutory requirement for an emergency plan for lower tier sites.

There are currently two 'Top-Tier' COMAH sites within Kent, including Givaudan Limited, Ashford. The off-site emergency plans for Givaudan is held within the Emergency Centre and on MS Teams **KCC Givaudan Off-Site Emergency Plan** should access be needed for responding to both incidents on site and those affecting the area Givaudan is based.

1.5 Staff Welfare

The wellbeing of staff responding to a major emergency or incident is of paramount importance and should be a high priority at all times. The welfare of staff will fall to the Support Team overseen by the Support Manager.

Staff engaged in emergency response may find the experience emotionally challenging. Exposure to traumatic sights or close contact with people who have just experienced or witnessed a traumatic event can be distressing.

Crisis management involving long working hours combined with intense activity that demands quick decision-making is potentially stressful. The careful selection of staff for such roles can mitigate this risk. Awareness of those staff with personal links to individuals directly involved in the disaster or direct links to similar events in the past should also form part of the criteria for personnel selection.

Managing shift lengths and rotation of staff, structured breaks with adequate refreshments and opportunities to engage in informal discussion with colleagues away from the "front line" can also help to minimise potentially damaging stress. This can be managed with the use of a 'break-out room' or quiet area for staff to take a break or have a private discussion with the Support Manager.

Staff should be made aware of Ashford Borough Council's counselling service, how they can access it and participate in training and exercising so that they are better prepared to cope in an emergency.

{Details of service provider and contact details redacted]

1.5.1 Staff Health and Safety Risk Assessments

Existing standards and requirements for health and safety at work will apply to any responses by Ashford Borough Council, including risk assessments. However, due to urgency and the rapidly changing nature of emergencies, it is likely that these will be dynamic assessments. Awareness of hazards and their potential to cause harm will need to be addressed by all levels of response. It must be remembered that this is a continuous process.

It is important that managers and staff recognise when their limit of knowledge and understanding of the potential hazards has been reached and that they need to seek competent advice before proceeding with an activity.

Emergency Planning documentation and staff training will also need to include measures to manage risks.

1.6 Mutual Aid

The **Kent Local Authority Mutual Aid Agreement** provides the basis for the sharing of resources across Kent in the event of an emergency. It is realistic to expect that in larger scale major incidents or emergencies, most districts would have difficulty in fulfilling their statutory obligations without assistance.

The authority requesting assistance would need to incur all costs of the emergency including those of the any other local authority providing aid and assistance as the supporting authority. If due to the circumstances of the emergency it is necessary for Ashford Borough Council to apply for central aid via the Bellwin Scheme each supporting authority will provide evidence and documentation to support its claim. For further details of financial assistance, please see **EP-06 ABC Finance, Insurance and Legal Plan.**

The provision of requested support is voluntary and is dependent on that local authority being able to meet its own statutory obligations first.

If requesting Mutual Aid, please see **Appendix A1 and A2** for required forms.

The Mutual Aid crib sheet in **Appendix A3** can be used to help guide you through a Mutual Aid request both as a **requesting** (requiring support for Ashford Borough Council emergency) and **responding** (requested by other authority to provide our support to them) authority.

2 Alerting, Determination and Activation

This section provides information on the arrangements in place for alerting staff and activating the response to a major emergency or incident on a 24/7 basis.

2.1 Alerting Procedure

Notification that an incident has occurred can come from a number of sources. This information could come from 'official' sources such as Kent Police, Kent Fire & Rescue Service or the KCC Duty Emergency Planning Officer (DEPO).

It is equally possible that the first notification of an incident could come from an informal source, such as member of the public, member of staff, social media or via the Ashford Monitoring Centre (AMC).

2.1.1 Ashford Borough Council Contact Numbers

Working Hours	**Monday to Friday 09:00 to 17:00**
ABC Contact Centre	01233 331111
Resilience Team	*[REDACTED}*
AMC (Major Emergency number)	*[REDACTED}*
KCC Duty Emergency Planning Officer (DEPO)	*[REDACTED}*
Out of Hours	**24 hours**
AMC (Ashford Monitoring Centre)	*[REDACTED}*
ABC Out of Hours public line	01233 331111
ABC Duty Officer	*[REDACTED}*
KCC Duty Emergency Planning Officer (DEPO)	*[REDACTED}*

All notifications received must be reported to the Duty Officer 'Out of Hours' and the Resilience Team Leader during working hours.

Please note that the Duty Officer on call out of hours has the support of a Strategic Lead in line with the weekly Strategic Rota.

2.1.2 CCTV Cameras

Ashford Borough Council's CCTV cameras are based at the Monitoring Centre within the Civic Centre, Tannery Lane, Ashford, Kent, TN23 1PL.

There are 84 CCTV cameras (63 active) covering areas within Ashford and Tenterden. These may assist an incident by providing live pictures from the scene if within a CCTV coverage area.

A list of the CCTV cameras currently in use is on our website at **CCTV cameras locations** and in **Appendix G.**

2.2 Duty Officer and Strategic Lead responsibilities

Ashford Borough Council operates an Out of Hours Service to provide 24-hour coverage in the event of a major incident. Duty Officers, supported by Strategic Leads, are on a weekly rota. In the event of an incident, they will receive the initial call and will be required to notify others to activate a response.

The Duty Officer has access to all the following essential documents electronically via the **MS Teams - Strategic Leads & Duty Officers** group:

- Major Emergency Plan and all functional plans (as listed in **Section 4.1**)

- Overarching Business Continuity Plan

- Contact Directories and call out list

- Out of Hours rotas for internal departments

- Incident Response folder with documents such as KMRF Incident and Decision Log Book (See **Appendix C** for Log Book)

The Duty Officer has a dedicated number at *{REDACTED}*. This is redirected to a Duty Officers own phone when on duty.

Access to Hi-Vis and other equipment are available via the Emergency Centre and printed plans and equipment are available in the Battle Boxes within *{Locations redacted}*

All Duty Officers should be familiar with the documentation stored on their MS Teams page and refer to **Duty Officer and Strategic Leads - Roles and Responsibilities** document for more details.

2.3 Determination

On receiving an incident notification or alert of a potential emergency, the Duty Officer or Resilience Team Leader will need to assess the information received. If the notification has come from an informal source, then further investigation will need to be carried out first.

2.3.1 JESIP

Under the Joint Emergency Services Interoperability Principles (JESIP) principles, the gathering and sharing of information should be completed using the M/ETHANE report form (see **Appendix D.**)

JESIP is the process that allows all responding agencies, not just the emergency services, to work well together and provide a consistent response to incidents. More information is available on the **JESIP website**.

A helpful short guide to the main JESIP principles can be found in **Appendix E.**

The JESIP online training course is available on the JESIP website at **JESIP ELearning** and internally for Ashford Borough Council staff on *{REDACTED}.*

M/ETHANE		
M	Major Incident declared (Yes/No)	County or Local? Which organisation?
E	Exact Location including postcode	
T	Type of incident	Fire / Disruption to utilities or transport network / homelessness
H	Hazards present or suspected	Unstable buildings / chemicals / flooding
A	Access to site including RVP	
N	Number of casualties or people/houses affected	Welfare Centre needed?/Housing
E	Emergency Services and other organisations involved	

2.3.2 Decision-Making

The Duty Officer or Emergency Planning Lead must be satisfied that they have sufficient information for an accurate assessment of the potential impact on Ashford Borough Council. This will determine the level of response required.

Initial information from the first receiver should be reported on the Incident Report Form (see **Section 2.3.4** for further details and Appendix B for form.)

All subsequent information gathered and actions taken must be recorded on the **KMRF Incident and Decision Log Book (see Appendix C)**

Where the Duty Officer or Emergency Planning Lead considers that the incident may be an emergency, they will immediately contact the Strategic Lead to pass on the information obtained using the METHANE report and information gathered in the Initial Report Form.

Not all emergencies will necessarily require such an assessment. By their very nature, the seriousness and impact may be clear from the very outset (such as an explosion in the High Street or large-scale fire).

Other incidents such as severe weather may require the determination process to be undertaken. The purpose of the procedure is to ensure that all factors are considered and to provide a degree of formality and accountability.

In large-scale emergencies, the declaration of a major emergency would already be determined by the lead emergency service.

Using the table in **Section 2.3.3,** the Strategic Lead (who will act as the Emergency Coordinator for the incident) will decide whether to declare an emergency for the Council for incidents that require an assessment.

2.3.3 Emergency Determination Guidance

No.	Questions	If 'Yes' go to	If 'No' go to
1	Has an event or situation occurred which threatens serious damage to human welfare? • loss of human life • human illness or injury • homelessness, damage to property • disruption of a supply of money, food, water, energy or fuel • disruption of an electronic or other system of communication • disruption of facilities for transport • disruption of services relating to health.	**4**	**2**
2	Has an event or situation occurred which threatens serious damage to the environment? • contamination of land, water or air with harmful biological, chemical or radio-active matter / or oil • flooding • disruption or destruction of plant or animal life.	**4**	**3**
3	Has an event or situation occurred which threatens serious damage to security of all or part of the UK (i.e. war / armed conflict / terrorism)?	**4**	**4**
4	Has an emergency occurred which seriously affects the ability of Ashford Borough Council to continue to perform its functions?	**6**	**5**
5	Has an emergency occurred which makes it necessary or desirable for Ashford Borough Council to perform its functions for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking any other action in connection with the emergency?	**6**	**7**
6	Can the emergency be dealt with as part of Ashford Borough Council's day-to-day activities without significantly changing the deployment of our resources and without acquiring additional resources?	**7**	**8**
7	**NOT AN EMERGENCY OR MAJOR EMERGENCY FOR ABC**	**9**	
8	**EMERGENCY INCIDENT DECLARED FOR ABC**	**11**	
9	Is there the potential for more than one department to be involved in the response or recovery?	**11**	**10**
10	**Duty Officer or Resilience Team to monitor and review**		
11	**Strategic Lead (Emergency Coordinator) to be notified and the Emergency Response to be activated** *(Virtual Incident Response or set up of Emergency Centre)*		

The Duty Officer or Resilience Team actions may include:

- Monitoring the situation
- Deploying an Incident Liaison Officer (ILO) to report on the situation
- Putting appropriate staff on stand-by
- Activating specific function plans.

2.3.4 What to do in an emergency – initial reporting

For those receiving the initial call or notification of a potential incident, please follow the guidance below:

Questions	Actions
What do I do if I receive the call?	Ask the questions on the **Initial Report Form (Appendix B)** and record the answers.
Who should be informed?	Refer to the **Initial Report Form** in **Appendix B**
Where do I get contact names and numbers?	Contact details for ABC staff are in **EP03 Emergency Planning Call Out list** on MS Teams and within the Emergency Centre. Contact Details for other organisations are available from the **KMRF Emergency Planning Directory** on MS Teams and within the Emergency Centre. Contact Details for Parish Councils and Elected Members are in the **Member Yearbook** and **Clerks PC contact List** held on MS Teams and within the Emergency Centre.
What do I do if I become involved in the response?	Ask what role you are to take on. Role cards for each role are on MS Teams and detailed in EP05 Emergency Centre Response plan. Brief yourself very quickly from the relevant role card. Seek other advice as necessary.

INITIAL REPORT FORM LOCATED IN APPENDIX B

2.4 Activation of Emergency Plan and Functional Plans

Ashford Borough Council's Emergency Plan and functional plans will be activated by the Strategic Lead (Emergency Coordinator) when intelligence indicates that an emergency has occurred or is likely to occur, will seriously affect the Councils functions and could exceed its capacity to deal with it effectively using normal day-to-day response arrangements.

The process of formal multi-agency alerting procedures are shown below in **2.4a**:

2.4a – Multi-agency Formal Alerting arrangements

```
┌──────────────────────┐              ┌──────────────────────┐
│ Incident Report from │─────────────▶│ Kent Police Force    │
│ public or Emergency  │              │ Communications       │
│ Services             │              │ Centre               │
└──────────────────────┘              └──────────────────────┘
             │
   ┌─────┬─────┬─────┬─────┬─────┬─────┬─────┐
   ▼     ▼     ▼     ▼     ▼     ▼     ▼
┌────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐ ┌────┐
│Mil.│ │Fire│ │Amb.│ │Pol.│ │KCC │ │Util│ │Mar.│
└────┘ └────┘ └────┘ └────┘ └────┘ └────┘ └────┘
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Military	Kent Fire and Rescue Service	South East Coast Ambulance NHS Trust	Local Police	KCC Emergency Planning Duty Officer	Public Utility Companies (if required)	Maritime and Coastguard agency

Receiving Hospitals (if required)	Clinical Commissioning Groups (CCG's)	ASHFORD BOROUGH COUNCIL	KCC Directorates (if required)	Voluntary Organisations (as required)

Internal Alerting activation

The internal process of alerting staff from the **EP-03 Emergency Plan Call-Out List** follows the alerting cascade as shown in the alerting activation tree in **2.4b**

2.4b – Internal alerting activation tree

The Strategic Lead on duty may be assigned as the Emergency or Assistant Emergency Coordinator as shown on the **EP-03 Emergency Plan Call-Out List**.
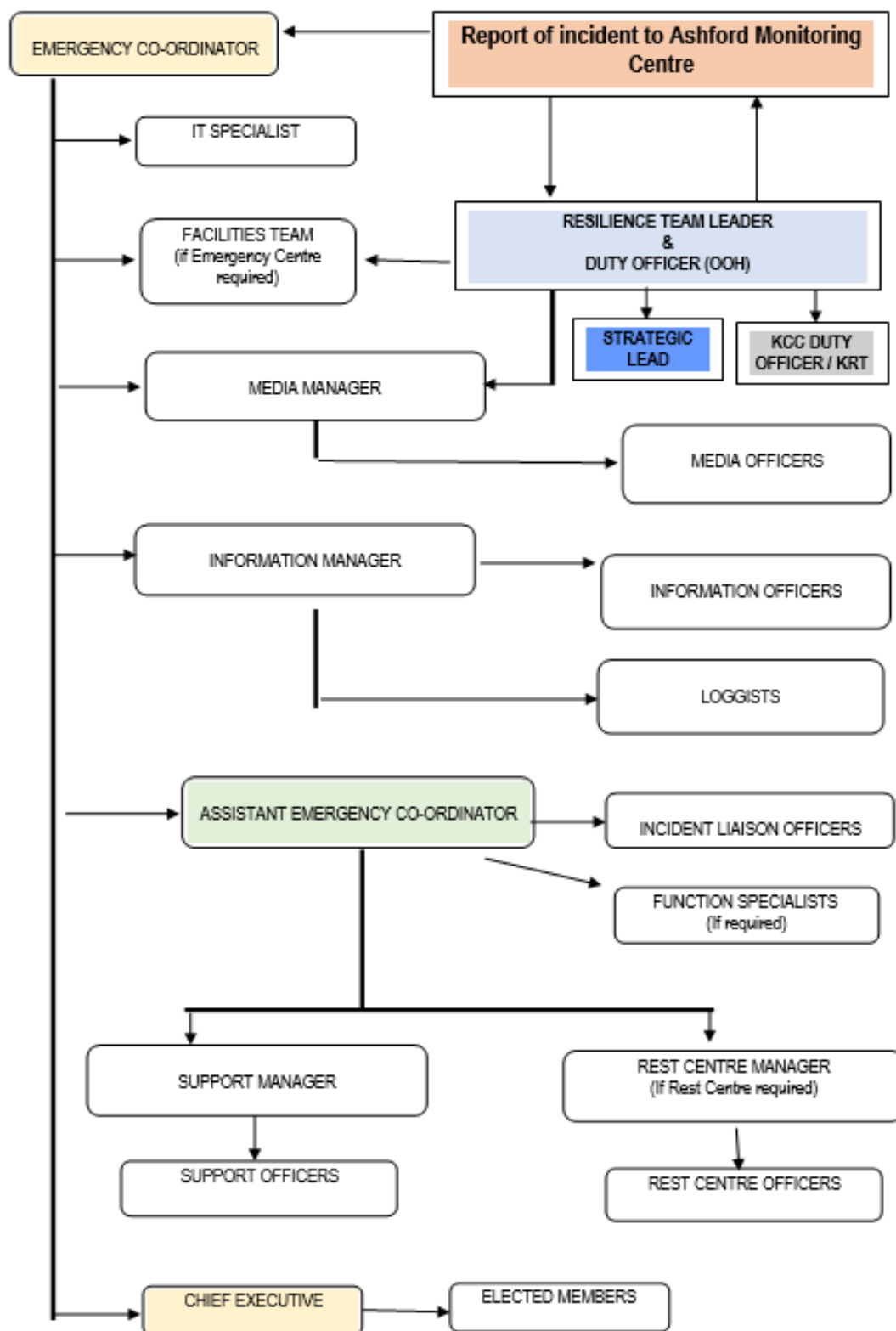
2.5 Emergency Planning call out list

The Resilience Team recruits Ashford Borough Council staff to the call out list. This is mandatory for management / senior roles.

Staff are assigned a role within either the Emergency Centre, Rest Centre or ILO and role-specific training is given to all staff to be able to respond effectively. For training needs, see **Section 9.**

The full call out list is held virtually on various MS Teams groups and printed copies are available in the Emergency Centre and Battle Boxes. These allow managers with alerting responsibilities **(2.4b)** access to staff contact details for call out purposes.

Officer level roles have access to a 'no personal numbers' version via a separate MS Teams group.

All MS Teams pages are secure as access is by invite only from the workspace owner (Emergency Planning).

The full call out list is available as alphabetical (by first name) and by role.

Full details of what each role involves is located in the Role Cards within **Section 5** of **EP05- Emergency Centre Response Plan.**

3 Emergency Command Structure

The level of Command and Control implemented will depend on the size and scale of the incident, as well as which level of local government is required to respond. When an emergency is retained entirely within our borough boundaries, Ashford Borough Council will co-ordinate the local authority response. If the incident affects a wider area, or if it is too large for Ashford Borough Council to manage, then County Level will take the coordinating role as currently organised via the Kent and Medway Resilience Forum (KMRF).

The Command structure works under a Strategic, Tactical and Operational tier system.

Level	Command details
STRATEGIC (Gold)	**Emergency Co-ordinator/Strategic Lead on behalf of Management Team** • Will determine a major emergency for Ashford Borough Council (ABC) • Will activate ABC's Emergency and functional plans • Will make decisions and produce the Gold Strategy on behalf of ABC • Will oversee a major emergency by way of the Emergency Coordinator within the Emergency Centre or virtual incident response on MS Teams. • Will liaise with Elected Members. • Will ensure the transition from response to recovery is well planned and managed. • Will sign off ABC's communications strategy, which will link into any wider response media strategy. **Multi-agency response** • Will arrange for ABC to be represented at the Strategic Coordination Group (SCG)
TACTICAL (Silver)	**Duty Officer to receive all incident notifications for Ashford Borough Council** • Will manage the tactical decisions and assess each incident and the response level required by ABC • Will alert strategic and give tactical advice and updates on the incident • Will support the activation of ABC's functional plans to support the response and recovery • Will support the set-up of the Emergency Centre. **Multi-agency response** • Will represent ABC at the Tactical Coordination Group (TCG) • Will be the main link to KCC Duty Emergency Planning Officer (DEPO) and the County Emergency Centre (CEC) • Will represent ABC during a Severe Weather Advisory Group (SWAG) multi-agency meeting.
OPERATIONAL (Bronze)	**All operational front line deployed staff and resources** • Incident Liaison Officers (ILO's) will attend the incident scene at the request of the Emergency or Assistant Emergency Coordinator. • Welfare Centre staff managing and operating a Rest Centre • Emergency Planning response trained staff within the Emergency Centre.

3.1 Strategic and Tactical duties

3.1.1 Strategic Coordinating Group (SCG)

It is vital that a duly empowered representative of Ashford Borough Council (plus support staff) are part of the SCG to ensure that the interests of local authorities are being represented and that strategic support can be offered or made available.

Ashford Borough Council's strategic representative may be one of the following:

- Chief Executive
- Strategic Lead on duty (This includes the Deputy Chief Executive, Directors and Assistant Directors)

Please note the Strategic Leads would act as Emergency Coordinators or Assistant Emergency Coordinators within the Emergency Centre and would therefore respond to a virtual SCG within this role.

If a SCG centre is opened, the Chief Executive or chosen representative should attend.

3.1.2 Tactical Coordinating Group (TCG)

It may be necessary to provide a tactical liaison officer to the main TCG (usually via MS Teams virtual response) or an agencies own tactical centre (such as an Emergency Centre).

This will help to ensure that a smooth and consistent flow of information between groups is maintained, whilst offering the host agency expert advice from the visiting liaison officer from the viewpoint of their own authority.

Ashford Borough Council's tactical liaison officers may include:

- Resilience Team Lead or Officer
- Duty Officer
- Managerial role within the Emergency Centre
- Head of department or Service Lead

To take notes at a SCG or TCG, please use meeting note template provided on MS Teams:

SCG & TCG Meeting Note template

4 Local Authority - Responsibilities and Plans

The following list covers the responsibilities of all Local Authorities and shows how these are split between Kent County Council and Ashford Borough Council.

Where a responsibility falls to one party, others may agree to carry it out on their behalf, through mutual aid arrangements or to provide support. Please note that some responsibilities fall to both County and Borough level.

The list does not include the day-to-day functions that ABC may carry out as part of the response, nor does it cover internal management activities.

Coastal responsibilities has been retained for Mutual Aid purposes but is not directly relevant for Ashford Borough Council.

	Responsibility	**County**	**Borough / District**
1	Provide a 24/7 point of contact to receive alerts and warnings, and for the management of a large volume of public calls	✓	✓
2	Co-ordinate the Local Authority response where more than one Borough/District council is involved	✓	
3	Establish and staff a local authority Emergency Centre	✓	✓
4	Alert Health Authorities where action other than direct casualty care is required	✓	✓
5	Liaise with Central and Regional Government	✓	
6	Liaise with administrative authorities in bi-national or multi-national emergencies	✓	
7	Arrange for military aid	✓	
8	Assist in providing catering for staff	✓	✓
9	Alert and co-ordinate voluntary organisations	✓	
10	Arrange attendance of ministers of religion	✓	
11	Support other responders with local authority resources	✓	✓
12	Implement animal or plant health plans	✓	
13	Support other responding agencies in the response to a communicable disease outbreak	✓	✓
14	Establish a system for sharing information with the public, in co-operation with other responders, and make premises available for this purpose	✓	✓

	Responsibility	County	Borough / District
15	Open and run Welfare Centres as required	✓	✓
16	Provide alternative, transit or temporary accommodation for temporarily homeless people		✓
17	In conjunction with the transport provider, provide care for people in transit who have been affected by the incident	✓	
18	Provide catering for evacuees	✓	✓
19	Provide emergency clothing and other welfare items	✓	✓
20	Provide specialist care for vulnerable people at welfare centres	✓	
21	Make available premises under council control for temporary accommodation of evacuees or for other use in support of the response	✓	✓
22	Establish, operate and close down temporary mortuaries, in co-operation with other involved agencies	✓	
23	Site clearance in public areas	✓	
24	Provide a scheme for responding to oil pollution / contamination of the shore by hazardous substances, and maintain a Tier 2 oil pollution clean-up contract **INFORMATION ONLY FOR ABC AS NON-COASTAL AUTHORITY**	✓	
25	Beach clean-up of oil pollution, hazardous substances and cargo washed ashore **INFORMATION ONLY FOR ABC AS NON-COASTAL AUTHORITY**		✓
26	Arrange for routing signs on the Highway for directing resources as necessary	✓	
27	Provide equipment and resources to deal with emergencies on the Highway	✓	
28	Provide specialist services, including tree surgeons, drainage, lighting and street furniture, structural engineering specialists, abandoned vehicle recovery	✓	
29	Advise on the availability of road passenger transport, and arrange for emergency redeployment	✓	
30	Provide a service in respect of buildings regulations, including inspections of dangerous structures		✓

	Responsibility	County	Borough / District
31	Implement off-site emergency plan for Dungeness B nuclear power station	✓	
32	Implement off-site emergency plans for 'Top Tier' Control of Major Accident Hazard (COMAH) sites	✓	
33	Implement off-site emergency plan for 'Category A' reservoirs	✓	
34	Implement emergency plan for Major Accident Hazard Pipelines	✓	
35	Support NHS accelerated patient discharge plans	✓	
36	In conjunction with UKHSA, lead the response to public health emergencies	✓	
37	Lead on the identification of vulnerable people	✓	
38	Support care homes affected by an emergency	✓	
39	Assist people with learning or physical disabilities/impairments	✓	
40	Provide or support specialist mental health care	✓	
41	Maintain communications with clients and vulnerable people	✓	
42	Where appropriate, liaise with education establishments (including supporting schools and young people in dealing with the effects of traumatic events via Educational Psychology Service)	✓	
43	Deploy Community Wardens to support and link with affected communities	✓	
44	Implement Business Continuity Plans	✓	✓
45	Promote Business Continuity planning thus ensuring resilience across private and voluntary sectors	✓	✓

4.1 Ashford Borough Council Functional Plans, Guidance and Handbooks

Ashford Borough Council has a number of functional plans, guidance and handbooks, which outline our specific emergency response and activation.

These sit within the Major Emergency Plan as listed in Table 4.1a. Please refer to each individual plans for more details.

All plans follow a generic plan template as issued by the Kent and Medway Resilience Forum (KMRF). These are audited and reviewed by the Kent 'Local Authority Emergency Planning Group' (LAEPG).

These are located alongside the MEP in the following locations:

- Ashford Borough Council SmartHub SharePoint at **Emergency Planning - Functional Plans**

- **MS Teams - Emergency-Planning MANAGERS**

- **MS Teams - Emergency-Planning OFFICERS**

- **MS Teams - Strategic Leads & Duty Officers**

- **AMC SharePoint – For AMC staff only**

- **Resilience Direct - Ashford Borough Council File Store**

Resilience Direct is accessible by the KMRF for multi-agency use.

Printed copies of the Major Emergency Plan with all listed functional plans are kept together in:

- Emergency Centre (Two copies on main shelves and one copy per Emergency Centre table)

- Ashford Monitoring Centre (AMC)

- Battle Boxes *{Locations redacted}*

- Resilience Team

4.1a Plan Numbers and overview

Please note the Major Emergency Plan is listed as plan reference number **EP-01**.

Plan Ref No.	Plan name and overview
EP-02	**Ashford Local Risk Register** *Details all risks affecting the Ashford borough and how planning, training and exercising mitigates these risks.*
EP-03	**Emergency Planning Call Out List** *A list of all Emergency Response staff and their contact details. The call out list details the role assigned during an emergency or incident response. This list is updated 6 monthly and issued as a 'by role' and 'alphabetical' version to Manager roles and a 'by role - no personal details' list to Officer roles via MS Teams groups. Printed versions are available within Emergency Centre and Battle Boxes.*
EP-04	**Major Emergency Plan Handbook** *In progress – not yet issued** *The operational handbook gives an overview of key details contained within the MEP and explains how to respond to an alert of an emergency or incident.*
EP-05	**Emergency Centre Response Plan** *Describes the operational arrangements for the Emergency Centre, including set up, staffing, stand down, managing information flow, recording actions, and resilience arrangements for emergency response and communications. This also includes details on how a virtual Emergency Centre operates when incident does not require a manned Emergency Centre location.*
EP-06	**Finance, Insurance and Legal Plan** *Outlines the financial, insurance and legal responsibilities relating to emergency response, including the Bellwin scheme, insuring operational staff, incident expenses and cost expenditures.*
EP-07	**Building Control & Dangerous Structures Plan** *Details the roles and responsibilities of the Building Control team and the activities to be undertaken upon the notification of a reported dangerous structure or building.*

Plan Ref No.	Plan name and overview
EP-08	**Environmental Health Plan** *Details the roles and responsibilities of the Environmental Health team and the activities to be undertaken upon the notification of a reported emergency or incident involving pollution or environmental hazards.*
EP-09	**Human Resources Plan** *In progress – not yet issued* *Outlines the HR policies relating to emergency response, including overtime / time in lieu policies and lone working.*
EP-10	**Public Warning and Informing & Media Guidance Plan** *This plan outlines the principles to be adopted in the media response to disasters and emergencies, the roles and responsibilities of the press and Communications Team during an emergency, and the arrangements for integrating with the media response of other responders.*
EP-11	**Ashford Incident Liaison Handbook** *Details the roles and responsibilities of the Incident Liaison Officers sent to site and scene in an emergency, how they report to lead agency on scene, health and safety on site and report back to Emergency Centre. This may be a Building Control Officer or EHO and may be used in conjunction with EP07 or EP08 where relevant.*
EP-12	**Ashford Severe to Critical district Plan** *Outlines the procedures that are activated when the national threat level moves from 'Severe' to 'Critical'.*

The following plans are stored in separate folders to the MEP and functional plans but are in same locations as above.

Plan Ref No.	Plan name and overview
EP-13	**Ashford Recovery Guidance** ***In progress – not yet issued as using KMRF Recovery Guidance*** Outlines our recovery response capabilities and how the recovery processes are activated. Includes the management and communication options and structure for recovery working, and a reference listing individual functional plans, specific recovery management plans and national/local guidance.
EP-14	**Local Multi-Agency Flood Plan** Sets out the principles that govern the multi-agency response to a significant flood, ensuring a coordinated response. It contains a main section on flooding risks within Ashford primarily fluvial flooding and surface water issues. The plan is then details further for the main risk areas across the borough.
EP-15	**Welfare Centre Directory** A list of all premises in the Ashford borough that have been pre-identified as welfare centres for sheltering evacuees during an emergency.
BC-01	**Overarching Business Continuity Plan** The overarching guide to business recovery for Ashford Borough Council and supported by individual service level Business Continuity Plans to ensure minimum service levels are met during an internal incident.

4.2 County, Regional and National Plans

There are also a number of county, regional, and national plans that this plan and the functional plans are designed to work with.

Please refer to each individual plan listed in 4.2a for more details of KMRF plans.

These are located alongside our internal and functional plans in the following locations under the **Plans and Documents - as found in the Emergency Centre** folder:

- **MS Teams - Emergency-Planning MANAGERS**

- **MS Teams - Emergency-Planning OFFICERS**

- **KMRF Plans - Resilience Direct (RD)**

Ashford Borough Council management staff with an RD account can access the KMRF pages on RD. This includes Resilience Team, Strategic Leads and Duty Officers.

Printed copies of external plans are stored in the Emergency Centre only within the 'KMRF Main Plans' folder and are stored virtually on MS Teams.

4.2a KMRF External Plan Numbers

Plan Ref No.	Plan name
PR-01	Pan Kent Strategic Emergency Response Framework
PR-02	Pan Kent Emergency Recovery Framework
PR-03	Mass Fatalities Plan
PR-05	Death Management Framework (including Part 2 operational procedures)
PR-06	Media and Communications Plan
PR-07	Resilient Telecommunications Plan
PR-08	Severe Weather Framework
PR-09	Pan Kent Multi-Agency Flood Plan
PR-10	Drought Plan
PR-11	Major Accident Hazard Pipelines Plan
PR-12	Evacuation and Shelter Plan
PR-14	Op Fennel Plan (Traffic Management)
PR-15	Driver Welfare Plan

Plan Ref No.	Plan name
PR-16	Kent & Medway Animal Evacuation and Shelter Plan
PR-17	Information Sharing Protocol Plan
PR-19	Identifying and Supporting Vulnerable People in an Emergency Plan
PR-20	Pandemic Influenza Framework
PR-22	Incident & Exercise debrief protocol
PR-23	Fuel Disruption protocol
PR-24	Humanitarian Assistance Centre Plan
PR-25	Site Clearance Guidance
PR-26	Channel Tunnel Incident Response Plan
PR-27	Water Supply Disruption Plan
PR-29	Animal and Plant Health Emergency Plan
PR-32	Cyber Incident Response Plan
PR-33	Cell Stand Down and Re-activation protocol
PR-38	Spontaneous Volunteers Framework
PR-40	National Power Outage Framework

Please note any missing PR numbers are for plans that are either currently vacant or removed.

We also hold further plans and agency documentation within 'other agency plans' folder within the Emergency Centre and MS Teams for reference where relevant. This includes Kent County Council (KCC) UK Health Security Agency (UKHSA), NHS, UK Government, RSPCA and South East Water.

KCC holds several emergency plans for its services, such as Social Care, Environment and Highways plans. If access is required to these plans, request at the time of an incident can be made to the KCC Duty Officer.

The main **KCC Major Emergency Plan** can be found on their website at **Emergency planning - Kent County Council** and a printed copy is held in our Emergency Centre.

Other plans folders held in the Emergency Centre are:

- Severe Weather (see **Section 5 - Severe Weather and Flooding**)
- Welfare Centres (see **Section 6 – Evacuation and Shelter**)
- Business Continuity (see **Section 10 – Business Continuity Management**)
- Recovery (see **Section 11 - Recovery**)

4.3 Community Resilience and Flood Plans

Individual Town and Parish Councils may choose to produce their own Local Community Resilience and/or Flood Plans. These are encouraged and supported by Ashford Borough Council but remain the responsibility of the Parish Council.

These plans are owned, maintained and administered by the Town or Parish Council and may cover general arrangements to support the local community, i.e. severe weather event, through specific arrangements, such as localised warning and informing through Flood Wardens and community help groups.

These are not statutory plans and are intended to allow the community to support itself in the early stages of an incident, before wider support can be arranged. For example, the Parish Council may wish to include a 'Community Emergency Hub', which is used to gather people locally that have been affected by an incident. This is not a Rest Centre but would be used in the first instance whilst awaiting for a Local Authority run Rest Centre is set-up.

Any Rest Centres listed in a Community Resilience Plan must match those listed for the area within our **EP15 - Ashford Welfare Centre Directory** to ensure they are fit for purpose. This avoids any issues of spontaneous volunteers (see **KMRF PR-38 Spontaneous Volunteers Framework**)

Local Parish and Town Councils are provided with template plans and guidance documents as located on our website at **www.ashford.gov.uk/communityemergencyplanning** and on the Kent Prepared website at **Building Community Resilience | Kent Prepared**

Ashford Borough Council offer further support in completing plans and ensuring details of welfare centres and contact links are correct. Training on completing plans is also given via Communities Prepared free sessions at **Events – Communities Prepared**

Ashford Borough Council will contact directly any Parishes that are at high risk of flooding (as defined within the Environment Agency gap flood zone data) to prioritise them for writing a Community Resilience Plan including a Community Flood Plan section. The flood maps provided within their plan will be included as an appendix within our **Local Multi-agency Flood Plan.** (For more information on flooding, see **Section 5.2**)

On completion of Town and Parish Community Resilience and/or Flood Plans, Ashford Borough Council will hold copies of their plans electronically and redacted versions are available on their Parish websites.

5 Severe Weather and Flooding

5.1 Severe Weather

Weather-related natural disasters are a key threat to life, environment and property.

The definition of severe weather includes:

- Heatwaves
- Drought
- Storms and gales
- Heavy snow and ice
- Heavy Rain and flooding (surface water, river and tidal)
- Thunderstorms and lightening
- Severe fog.

The impact of each of these natural events on our functions and the community will depend upon the nature and severity of the event.

Emergency plans (including recovery and business continuity) provide the framework for our response to these events when they occur at a scale that causes major disruption to the community or to the critical functions of Ashford Borough Council.

For Kent-wide expected disruption, pre-incident decision-making is made through attendance at a Severe Weather Advisory Group (SWAG) meeting or SCG/TCG.

Any attendance required for SWAG will be requested via email and all relevant papers placed on **Resilience Direct.**

Ashford Borough Councils responsibilities within Severe Weather include:

- Provision of relevant support and deployment/redeployment of resources

- Flood warning and gate closure notification

- Warning and informing the public in conjunction with the Environment Agency

- Deployment of ILO's to scene if relevant

- Advise on clearance of blocked watercourses (flooding)

- Issuing of sandbags (within conditional restrictions for flooding)

All plans and documents relating to Severe Weather are located on MS Teams and printed within the Emergency Centre and both battle boxes.

This includes multi-agency guidance, such as **PR08 KMRF Severe Weather Framework** and the **UKHSA Adverse Weather Plan** for both Hot and Cold Weather alerts.

5.2 Flooding

Flooding is one of Ashford Borough Councils highest risks, specifically for fluvial flooding (see **Section 1.4** and referenced in the **Ashford Local Risk Register (ARR)**)

For details on the response to flooding, please see **PR09 Pan Kent Multi-Agency Flood Plan** and **EP14 Ashford Local Multi-Agency Flood Plan**.

These plans are located on MS Teams at **MS Teams - FLOODING** and printed copies available within the Emergency Centre.

The **Duty Officer Flood Manual** and **Sandbag Crib Sheets** also detail response information for Duty Officers and Customer Services on handling public concerns for localised and property flooding.

All flood-related and weather incidents are sent via *{internal email address group redacted}* for action. This email group comprises of key staff required to respond, such as Emergency Planning, Housing, Aspire, Environmental Contracts and Facilities.

5.2.1 Reservoir Flooding

Reservoirs with the capacity to threaten human life in the event of a failure are designated <u>Category A</u> and are subject to the most stringent inspection and supervision requirements.

Within Ashford borough, there are two main <u>Category A</u> reservoirs:

- Aldington
- Hothfield

In case of reservoir flooding or 'over-topping', reference should be made to off-site and on-site plans.

The reservoir owner or operator undertakes <u>on-site</u> planning. These plans should detail how reservoir sites would respond to a potential or real reservoir failure. They also contain a detailed description of the on-site triggers and actions required in response to those triggers in an emergency. There is, at present, no legal requirement for an on-site plan. For details if required, please contact via the KCC DEPO or Environment Agency.

The KMRF have a generic <u>off-site</u> emergency plan for reservoir inundation to ensure that local responders are able to make a swift and effective response to any reservoir emergencies at reservoirs for which a specific off-site plan has not been constructed.

This plan is the overarching document used to manage reservoir incidents.

The inundation maps of our reservoirs are located in the 'Reservoir' folder in **MS Teams - FLOODING**.

Further reference can also be made to the KCC and Ashford Flood Plans (as above in **Section 5.1**)

6 Evacuation and Shelter

A major emergency may require the evacuation and immediate shelter of people who have been displaced by the event within the borough.

6.1 Welfare Centres

There are various types of Welfare Centres used to respond to an emergency, which Ashford Borough Council may be involved in but we as a Local Authority are only responsible for the set-up and operation of a Rest Centre.

A Rest Centre is a facility used as a temporary shelter that receives evacuees displaced by the effects of an emergency and provides basic care, welfare support, information and advice.

Our responsibilities include:

- The provision of suitable buildings as possible venues for Rest Centres
- Transporting evacuees from the incident to the designated Rest Centre
- The provision of staff to man a Rest Centre
- Homelessness advice and assistance
- Provide access to benefits advice

For further details on all Welfare Centres, please see **KMRF Welfare Centre Guidelines**.

To meet our statutory duties, we hold a Welfare Centre Directory **(EP15 Ashford Welfare Centre Directory)** which lists suitable locations within the borough that have agreed to be used as a Rest Centre during an emergency.

The following plans should be used as reference for Evacuation and Shelter:

- **KMRF PR12 – Evacuation and Shelter Plan**
- **KMRF PR15 – Animal Evacuation and Shelter Plan**
- **KMRF Welfare Centre Guidelines**
- **KMRF PR24 - Humanitarian Assistance Plan**

All plans are located in:

- **MS Teams - WELFARE CENTRE**
- **Resilience Direct - Ashford Borough Council File Store**

Printed copies are kept in the Emergency Centre and Battle Boxes.

Rest Centre Managers and Rest Centre Officers are recruited and training within **the EP03 - Emergency Planning Call-Out List** and the roles and responsibilities are held within Section 5 of the **EP05 - Emergency Centre Response Plan**

6.2 Evacuee Transportation

It is Ashford Borough Councils responsibility to safely transport evacuees from the scene of an incident or evacuated area to the designated Rest Centre.

We hold a list of bus companies that have agreed to be used in the event of an emergency, including out of hours. For details of contacts, please see **Appendix F**.

Depending on the time and scale of the incident, it may be difficult to provide enough transport at the necessary time, such as busy school run hours. In the eventuality that adequate transport cannot be found, contact KCC DEPO to make a request from the **KCC Transport Plan.**

6.3 Identifying Vulnerable People

During an emergency, it may become necessary to identify people who are vulnerable within the affected area of the emergency.

Many of the vulnerable individuals concerned will be known to existing service providers, such as people who live or are present in vulnerable establishments such as nursing homes or day centres.

It is the responsibility of Kent County Council to identify vulnerable people in the first instance and the **KMRF PR19 Identifying vulnerable people in an emergency** plan holds a list of organisations and establishments to contact in the event of an emergency to provide relevant information on those classed as vulnerable.

Ashford Borough Council may provide assistance in the identification of vulnerable people through data and records the council hold.

It should be noted that these are lists of known vulnerable people within the borough and by nature of an incident, those not usually registered as vulnerable may become so and should not be overlooked.

Vulnerable people within Cabinet Office guidance may also include children, the elderly, mobility, cognitive or sensory impaired, pregnant women, minority language speakers and tourists.

Ashford Borough Council holds records of listed vulnerable people within the following areas. These details can provide essential information in an emergency:

Record	Description	Details	Department
Lifeline List	Elderly or disabled residents of the borough with Lifeline direct links.	Address Family (next of kin) Medical information	Ashford Monitoring Centre
Source Collection List	Assisted refuse collection addresses.	Listed due to disability, illness, mobility issues or elderly.	Environmental Contracts

Record	Description	Details	Department
Support Plans for Assisted Living Residents	Residents in Assisted Living accommodation.	Under the care of Independent living officers.	Independent Living Officers (Housing)
Chilmington Site Residents List	Residents on Traveller site at Chilmington	n/a	Private Sector Housing Officer (Housing)
Neighbourhood Watch scheme	Details of various local schemes in action	n/a	Community Safety

7 Voluntary Sector

There may be times when a local authority or the broader resilience community require support from the voluntary sector. The table below outlines the types of support that may be mobilised via pan-Kent arrangements.

Description of Service	Mutual Aid Provider(s)	Activated by
Humanitarian assistance and support, including medical expertise and general assistance.	British Red Cross St John Ambulance Salvation Army Other Kent Voluntary Agencies	KCC DEPO
Radio communications support.	RAYNET	KCC DEPO
Local multi-faith advice and support	Church in Society (Critical Incident Chaplains)	KCC DEPO

Sometimes emergencies can overstretch the resources of Kent's statutory services and the provision of voluntary sector involvement is invaluable.

In Kent, the voluntary sector organisations that have a role to play in the response to a major emergency together form the Kent Voluntary Sector Emergency Group (KVSEG).

Voluntary sector support can be in a number of generic areas:

- **Welfare** - staff support to rest centres, feeding of those affected by the emergency

- **Social and psychological aftercare** - providing support and friendship to individuals within a rest centre setting, providing guidance on how to deal with grief and bereavement

- **Spiritual care and religious services -** providing multi-cultural support and advice

- **Medical support -** ambulances, first aid and short term provision of mobility aids

- **Search and Rescue -** search and rescue teams to find people, provision of shelter for rescued animals

- **Transport -** specialised disability transportation, animal transportation.

- **Communications -** telephone and radio operators

- **Equipment and Resources -** bedding, ambulances, clothing and first aid equipment, 4 x 4's

7.1 Coordination of voluntary organisations

Any organisation may call on the voluntary sector to support its response. Where a single organisation is making use of more than one voluntary body it will need to ensure that it coordinates their input.

When the voluntary sector is being used in support of a multi-agency response the Kent Resilience Team is responsible for co-ordinating their support to ensure that they are being used in the most effective manner.

7.1.1 Kent Voluntary Sector Emergency Group (KVSEG)

The KVSEG exists to form a collaboration of all the local voluntary sector organisations that are available to assist and support Category One responders during an emergency.

The nature, range and scale of services offered by these key voluntary sector organisations may alter depending upon the context of the emergency.

The voluntary sector has an important role to play in supporting the statutory services in response to many emergencies. Experience shows that active engagement of the voluntary sector in emergency preparedness work such as planning, training, and exercising, will enable them to be more effective in the event of an emergency. Planning for and responding to emergencies is primarily delivered at the local level.

For details of all the voluntary sector organisations available, please see the **KVSEG Capabilities Directory**

All resources and support from voluntary sectors can be requested via the KCC DEPO. The **KVSEG Capabilities Directory**, is located in MS Teams, on RD and printed within the Emergency Centre.

7.2 Military Support

Military Aid to the Civil Authorities (MACA) covers the provision of military support to the civil powers, Other Government Departments (OGDs) and the community at large. This support is provided on an emergency basis and fielded from irreducible spare capacity.

Standing arrangements are in place for the provision of specialist capabilities when requested by ODGs, for example Explosive Ordnance Disposal (EOD) and the Technical Response Force.

In the event of imminent threat to life, emergency services should request assistance from local military commanders if they asses civil resources to be locally inadequate and/or such resources are not available within a timeline that would assist in life saving or the alleviation of distress. Previous examples have included a local military commander providing manpower to assist in searching the Downs in winter for an individual suffering from dementia – there was a clear threat to life. The local military commander can order this support without further authority and costs will lie where they fall.

The resource available will be determined by ongoing military operational demands, and cannot therefore be guaranteed.

In addition, as an option of last resort, Ministers may approve more general Military Aid to the Civil Authorities to fill specific capability gaps in any response or early recovery phase. To enable this, Joint Military Liaison Officers will deploy to Strategic Coordinating Groups. Any military resources deployed will always remain under military command, and the costs of the resources deployed may be recoverable, according to the circumstances.

Military Aid will not be provided where there is an existing resource or where the required service is commercially available. Applications are made to MoD, and must be individually authorised at Ministerial level. The authorisation will specify the type of service, the duration and the level of cost recovery.

The costs to be recovered will vary according to the nature of assistance needed. The normal approach will be for the recovery of full (direct and indirect) costs. In some circumstances, particularly where there is an urgent life-saving need, only direct, additional, costs will be recovered.

8 Health and Pandemics

Health Pandemics and the responsibilities involved fall into four main sectors:

	NHS	UKHSA	Ashford Borough Council	Kent Police	Kent County Council
Treating the unwell	✓				
The cause		✓			
Public Health		✓	✓		
Public information	✓	✓	✓	✓	✓

8.1 Human Health emergencies

Whilst pandemic planning is a core activity within many agencies and authorities, a range of other health emergencies may require all local authorities to take action in the fields of a supporting response or business continuity management. Such health issues may include:

- An epidemic (such as Covid)
- A fast spreading yet rare disease
- A localised outbreak of measles or other mild illness.

Local authorities may be required to support communities over and above the normal levels of service provided in the fields of social care and support.

8.1.1 Pandemics

Extensive planning and response was taken during the Covid pandemic. Emergency Planning retains all plans for Covid and the Ashford Workplace outbreak plan can be found on the SmartHub.

Additional specific planning around pandemic influenza is set out in the **KMRF PR20 Pandemic Influenza Plan**

Local agency plans focus on how they will support a multi-agency response to this event and how they will protect their own organisations and critical service delivery.

8.2 Animal Health emergencies

The response to an outbreak of disease in animals will be led nationally by DEFRA and locally by KCC Trading Standards under the provisions of the Animal Health Act.

KCC Trading Standards have a statutory duty under the Animal Health Act to enforce movement restrictions in the event of an exotic animal disease outbreak.

Animal Health hazards are classified as either:

*   Zoonotic - An animal disease that can be transmitted between animals and humans. (e.g. Highly Pathogenic Avian Influenza (HPAI) or Rabies)

*   Non-Zoonotic - An animal disease that can be transmitted between animals but **not** to humans. (e.g. Classical Swine Fever or Blue Tongue)

Examples of animal health emergencies are:

*   Avian Flu
*   Blue Tongue
*   Swine Flu
*   Foot & Mouth
*   Invasive Mosquitos

Local Authorities specialist departments may be required to be involved with the response to an animal health emergency, such as Environmental Protection or Environmental Health Teams.

Advice and response should be taken in conjunction with other key agencies as appropriate, such as Environment Agency, UKHSA or DEFRA.

8.2.1 Animal Health environmental issues

Animal Health incidents may also include invasive species being detected within the UK that are harmful to the natural ecosystem and cause devastation for farming, agriculture or other native species.

These may be dealt with by the Animal and Plant Health Agency (APHA) or via the Environment Agency, UKHSA or DEFRA.

Examples of animal health environmental issues are:

*   Asian Hornets

9 Training and Exercising

The Civil Contingencies Act 2004 (CCA) requires all Local Authorities as Category one responders to include a provision for training and exercising within their emergency plans.

Regular training and exercise events for both emergency planning and business continuity will raise staff awareness of potential risks and provide an understanding and confidence in the council and their partners' emergency response procedures.

9.1 Training

9.1.1 Training aims and objectives

The aim of training is to increase resilience by ensuring that all those charged with dealing with an emergency:

- know their role;
- are competent to carry out the tasks assigned to them;
- are properly equipped; and
- have confidence in their partner agencies emergency response capabilities.

All Ashford Borough Council staff listed on the call out list will receive a level of training corresponding with their responsibilities.

9.1.2 Training Schedule

Training for Emergency Planning and Business Continuity is divided into the following sections:

- ELearning packages: These online courses give an overview of Emergency Planning and Business Continuity. They are accessible for all staff at *{internal locations redacted}*

- KMRF Core Training: These courses are developed by the KMRF and offered to all multi-agency partners. They give a Kent-wide approach to Emergency Planning roles. KMRF staff or other organisations such as College of Policing or Emergency Planning College can facilitate these depending on the course.

- ABC Training: These courses are developed and facilitated within Ashford Borough Council's Resilience Team and are role-based. They give specific details on how to respond to an emergency or incident in Ashford within their allocated role.

All training given is by invite from the Resilience Team to call out staff based on their given role and attendance at invited courses is expected within the first year of sign-up to a role.

Refresher training is recommended every three years to ensure knowledge is maintained; especially if not been utilised within an incident response. Refresher courses will be offered online, as Sway reading documents and via re-attendance at face-to-face training sessions.

The KMRF through the Training and Exercise Group develop the training program based on a training needs analysis for all agencies and sign-up to core courses is managed via the Resilience Team to ensure fair access and priority to appropriate courses.

All training attended by staff are recorded on Ashford Achieve for appraisal purposes.

Wherever possible, training will be delivered at Ashford Borough Council or a local Rest Centre; however many multi-agency courses run by KMRF may be held anywhere within Kent. Where relevant, courses can be delivered as 'blended learning' utilising Sway reading, pre-training task work or virtual courses via MS Teams.

9.2 Exercises

9.2.1 Exercise aims and objectives

The main purpose of Emergency Planning and Business Continuity exercises are to validate or demonstrate emergency arrangements including:

- To test and validate specific plans and the systems that help them to operate to assess whether they do the job for which they were designed;

- To provide experience in the operation of the plan for those who might be called upon in a real emergency;

- To promote the multi-agency response and to provide council staff with the opportunity to meet and work with other organisations in a simulated emergency;

- To provide an opportunity to improve practices and plans based on lessons learnt from exercise scenarios.

9.2.2 Exercise types and requirements

There is a requirement for a minimum of one annual exercise a year as a Local Authority. The theme for an exercise should be based on the risk priorities and what plan updates require testing. Exercises can be held across district boundaries, to exercise the mutual aid aspect of emergency planning or be multi-agency with other Category One and Two responders and support organisations.

A variety of exercises via the KMRF will aim to test the strategic, tactical and operational elements of the emergency response and involvement in Kent-wide exercises allows the testing of our emergency response capability.

Emergency Planning exercises can be:

- Seminar or discussion-based: Useful for confirming the final draft of a plan.

- Table Top: In which participants are given an evolving scenario to discuss and respond to in 'real time'.

- Live: In which participants respond to a simulated emergency with full set-up.

All exercises attended by staff are recorded on Ashford Achieve for appraisal purposes.

10 Business Continuity Management

Under the CCA 2004, Local Authorities have a duty to put in place Business Continuity Management (BCM) arrangements. Ashford Borough Council BCM conforms to the British Standards Institution's (BCI) International Standards Organisation ISO 22301.

Business Continuity Management (BCM) is defined as:

'a holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, if realised, might cause, and which provides a framework for building organisational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities'.

BCM is designed to provide a framework for building organisational resilience with the capability for an effective response that safeguards the interests of the organisation. Key activities include:

- Identifying critical functions and their core interdependencies

- Identifying and managing risks that could impact upon these functions if realised.

- Defining the broad range of resilience and contingency measures that may be put into place to protect these functions.

- Defining recovery arrangements to bring all services back to normal levels.

10.1 Business Continuity documentation and responsibilities

Ashford Borough Councils' Business Continuity Planning requires completion by all service areas with the following considerations:

- Identification of critical services
- Loss of Staff
- Loss of Premises
- Loss of ICT
- Loss of Utilities (telecoms, gas, electricity)
- Loss of contractor/supplier
- Loss of vehicles and essential equipment

BCM is reviewed annually through the completion of three key documents:

- Business Impact Analysis Questionnaire (BIA)
- Business Continuity Plan (BCP)
- Risk Assessment Impact Register (RAIR)*

The BIA seeks to establish each service areas critical functions as follows:

- Mission Critical (Impacted within 24 hours)

- Critical (Impacted within 1 to 3 days)

- Priority (Impacted within 3 to 7 days)

- Standard (Impacted after 7 days)

* *Only service areas with Mission Critical or Critical functions are required to complete a RAIR.*

- All Service area Business Continuity documents are stored on *{internal locations redacted}* The details within these plans help form the **BC01 Overarching Business Continuity Plan,** which is used to ensure minimum service levels are met during a Business Continuity incident.

Business Continuity Leads for each service area are responsible for keeping plans up to date and making changes live on SharePoint throughout the year. Amendments to plans must be made throughout the year if changes occur.

These should not be left for the annual review and any changes that affect the functions of a service should be reported to the Resilience Team as soon as possible.

All Business Continuity documents are located on MS Teams and a printed folder is available within the Emergency Centre and both battle boxes.

10.2 Business Continuity leadership

The operations of BCM are lead via the following:

10.2.1 Business Continuity Steering Group

The Business Continuity Steering Group (BCSG) as part of the Business Continuity Policy and is chaired by the Deputy Chief Executive or a Director with quarterly meetings.

The purpose of BCSG is:

'*to lead the Business Continuity process ensuring that Ashford Borough Council fulfils its responsibilities in acting in line with the Civil Contingencies Act 2004 and other relevant legislation and guidelines'*

The key objectives are to**:**

- Oversee the development and implementation of ABC Overarching Business Continuity Plan (OABCP)

- Coordinate ABC's planning and preparedness activities, including a minimum of a yearly review of Service Plans

- Ensure reference to and use of the Business Continuity Policy Document.

- Ensure regular testing and evaluation of elements of the BC Policy.

- Ensure that appropriate resources are directed towards Business Continuity

- Ensure necessary risk assessments are undertaken and incorporated within the OABCP and where appropriate are linked to **ABC Corporate Risk Register**

- Ensure that key suppliers and shared services have a robust BC plan that can work with ABC and provide us with their current plans.

- Ensure all BC Policy information is shared with ABC staff

- Ensure relevant BC Policy information surrounding the building and the environment in which they work is shared with stakeholders, partners and tenants.

- Continue to embed Business Continuity in the culture of ABC

- To provide assurance and capabilities that our Business Contingency Plans are robust when dealing with a Business Contingency incident; ensuring compliance with the Civil Contingencies Act 2004.

- Develop and maintain a management structure to lead the enterprise through the crisis event.

- Ensure Business Continuity is considered in all projects and undertakings.

- Embed shared learning within the group and wider organisation.

10.2.2 Business Continuity Incident Management Team

The Business Continuity Incident Management Team (BCIMT) will be set up to discuss and manage Business Continuity priorities during an internal Business Continuity incident.

The Team consists of some members of MT which have key focuses and roles within the organisation.

Full details of the membership and roles can be seen within Appendix B of the **BC01 Overarching Business Continuity Plan.**

11 Recovery

Recovery is the process of restoring and rebuilding the community in the aftermath of a disaster. The recovery process can commence at any point within the response phase and should be considered early to ensure a smooth transition post-response.

Recovery will continue after the response is stood-down and remains in place until a community has reached the 'new norm'.

The recovery phase will consider:

Rebuilding the *environment*. This may include:

- The built environment e.g. damaged buildings, roads, bridges etc.
- The natural environment e.g. polluted land, coastline, damaged woodland, etc.

Rebuilding the *community*. This may include:

- Public consultation and involvement in the reconstruction process
- Health, welfare and psychological care and support for those involved in the incident.

Rebuilding the *economy*. This may include:

- Addressing planning issues.
- Obtaining financial assistance.

11.1 Local Authority responsibilities

Although recovery is a multi-agency activity, Local Authorities will be the lead agency during this phase therefore an incident within the Ashford borough will be led by the Recovery Advisory Group (RAG) formed internally by Ashford Borough Council.

This will comprise of key departments working on the following areas of recovery (as relevant):

- Strategic / Management Team decision-making
- Community Recovery
- Health and Welfare
- Business and Economic
- Environment and Infrastructure
- Media & Communications
- Finance and Legal
- Scientific & Advice Cell (STAC)

All works to be completed are determined via a Recovery Action Plan. This comprises of an action list for each sub-group that rates its required task in priority order from 'essential, important to desirable' These are then collated into a merged action plan for key multi-agency or multi-group meetings

Further information on Recovery can be found in the **PR02 KMRF Pan Kent Recovery Framework** and **EP13 Ashford Borough Council Recovery Guidance.**

Appendices

All appendices redacted