

# Corporate Emergency Plan



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Foreward

Major emergencies are relatively infrequent; however, when they do occur they can seriously threaten our lives, environment and economy. The City Council fully understands that it must be prepared to respond quickly and effectively when emergencies happen. We have a crucial role to play in supporting the blue-light services and our communities in the initial hours and days of the response to the emergency. We also have the role of leading the effort to help citizens, communities and businesses return to normality as soon as possible.

We have a considerable expertise across the City Council. Often what is expected in an emergency is the same service that is carried out on a daily basis, but under different circumstances; these can be challenging or even extreme.

This Corporate Emergency Plan provides details of the City Council’s emergency management arrangements. This is one part of a range of documents and procedures that have been developed at both a corporate level and also by individual service area, divisional and directorate basis. Through its policy and procedures the City Council provides a robust framework so that we can respond effectively to any emergency and ensure that we have made appropriate preparations to face future challenges.

Please read this plan and understand what it means for you, your service and your customers.



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Deputy Leader



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John Blakemore  
Director of Highways and Resilience

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## Executive Summary

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- Birmingham City Council maintains a 24hr response to emergencies. The first point of contact is the Emergency Planning Duty Officer who is on standby 24/7 365 days a year.
- The response to any incident is scalable and additional resources can quickly be activated which includes some or all of:
  - A full command structure including Gold, Silver and Bronze officers
  - Council Emergency Co-ordination Centre
  - Forward Emergency Control (Emergency Response Vehicle)
  - Corporate response role volunteers
  - Service area/Directorate based response e.g. building surveyors
  - Council officers to be based at multi-agency command locations e.g. a Strategic Co-ordination Centre or the Events Control Suite.
  - Activation of specialist emergency provision e.g. crisis support workers, 4x4 vehicles or rest centre teams
  - A range of communications and information management support including radio communications, satellite phones, Birmingham Community Alert or AIMS (computerised incident management system).
  - Military aid and arrangements for mutual support from other local authorities
- Additional plans are in place for specific emergencies or locations and are detailed within this overview plan.
- The role of the local authority is diverse and common functions during emergencies include:
  - Provision of temporary emergency accommodation (though the provision of buildings as rest centres and arrangements for reception centres)
  - Welfare and practical support (e.g. food, personal supplies, crisis support)
  - Provision of information to the public including media liaison, (e.g. establishment of media centres or helplines)
  - Road closures, diversions and other highway duties (e.g. repairs)
  - Access to transport
  - Access to machinery, equipment and access to contractors and contracted suppliers
  - Specialist advice e.g. environmental health, building surveyors
  - Clean up and waste management resources
  - Liaison with voluntary agencies
  - Community leadership
  - Lead on recovery and restoration to normality.


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## Version History

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The activation of Birmingham City Council during an emergency is via the Emergency Planning Duty Officer who can be contacted by:

 **0121 303 4149** and ask to speak to the Emergency Planning Duty Officer

There are many documents and procedures developed to assist in the response to an emergency.

This is the **Corporate Emergency Plan** which outlines the Council’s role and provides an overview of the council’s emergency management procedures.

This plan **does** provide:

- ✓ Activation and call out details
- ✓ Principals of emergency management
- ✓ Overview of information management and communications
- ✓ Summaries of specific plans

This plan **does not** provide:

- ✗ Contact numbers                      these are found in the Emergency Contacts Guide
- ✗ Details of specific plans
- ✗ Operational procedures              these are available as separate operational procedure documents
- ✗ Corporate emergency  
planning role descriptions              these are found in the Corporate Response Roles document

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# SECTION 1 Introduction

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## 1.1 Introduction

This Birmingham City Council Corporate Emergency Plan describes the arrangements for the management of the Council's response to emergencies.

This document:

- outlines the emergency management responsibilities of the Council;
- describes notification and call out procedures;
- lists the activation procedures to be carried out and,
- summarises specific arrangements and resources for emergency response.

## 2.2 Review and revision

This plan will be kept under constant review and re-issued as required, usually on an annual basis.

## 3.3 Confidentiality

The Government's protective marking scheme applies to this and associated documents. Documents should be kept in accordance with this classification. This plan should not be photocopied and any unused printed copies or previous versions should be confidentially disposed of.

## 4.4 Testing/Lessons learned

Exercises and training take place on a regular basis involving various parts of this plan as well as its use in real emergencies. Lessons learnt from training, exercising or actual emergencies are incorporated into changes or future development of this plan.

## 5.5 Risk assessment

Risk registers outlining hazards and potential incidents are held at various levels, including the Cabinet Office National Risk Register, West Midlands Conurbation Community Risk Register and Birmingham Risk assessments. The plan is developed within the context of these risk assessments.

## 5.6 Relevant legislation

This plan is based on relevant legislation, including the Civil Contingencies Act 2004.

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## 5.7 Responsibilities under the Civil Contingencies Act 2004

Under the Civil Contingencies Act 2004 and associated regulations, local authorities are required to undertake the following responsibilities:

- to assess the risk of an emergency occurring;
- to plan for and to respond to a broad range of emergencies;
- to be resilient as an organisation, putting into place suitable business continuity measures;
- to share information with other responders;
- to warn and inform the public before, during and after an emergency;
- to cooperate with other responders;
- to promote business continuity and other good resilience practice to local businesses and the voluntary sector.

This plan is intended to meet the requirements outlined by this legislation by detailing the emergency response arrangements of the City Council.

## 5.7 Definition of an emergency

The Civil Contingencies Act defines emergency as;

*'An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK'.*

A number of other definitions of emergencies or major incidents are used amongst other agencies:

A major incident is classed as any incident that requires the implementation of special arrangements by one or more of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people. For example:

- the rescue and transportation of a large number of casualties;
- the large scale combined resources of the Police, Fire and Ambulance services;
- the mobilisation and organisation of the emergency services and support services;
- the handling of a large number of enquiries likely to be generated both from the public and the news media; and
- where the capacity of an organisations resources to respond is compromised, i.e. Business Continuity Management (BCM).

For the NHS a major incident is defined as the following:

- when the number or type of casualties overwhelms or threatens to overwhelm normal services, special arrangements are required;
- when an incident may pose a threat to the health of the community; and
- the Health Service itself may suffer serious internal disruption.

Birmingham City Council uses the definition within in the Civil Contingencies Act 2004 to define an emergency.

### 5.7 Boundary

This plan covers incidents within the Birmingham administrative boundary, or incidents which impact upon Birmingham. Mutual aid arrangements are in place to provide assistance to other authorities or similarly for other authorities to provide assistance to Birmingham City Council.

Birmingham borders Sandwell, Bromsgrove, Dudley, Walsall, Lichfield, North Warwickshire and Bromsgrove.

Local authorities within the West Midlands Conurbation have a signed Mutual Aid Agreement in place to provide mutual support to each other if required. Support could be in the form of finance, equipment and staff.

Should a major incident occur where two or more local authorities are affected, the Chief Executive (or nominated officer) from the local authority within whose boundary the incident occurs or is most affected, will initially assume control of the local authority response and liaise directly with colleagues in the other affected local authorities. Following consultation and agreement, overall responsibility will be retained by the Chief Executive whose Authority is most affected by the incident.

### 5.8 Equalities

Birmingham City Council has a policy for equality, diversity and social inclusion. Under this the City Council believes the diversity of the local community enriches the City and contributes to its social and economic prosperity. It believes all members of the community have a right to equality of opportunity and social justice in the way they are treated. The aim of this policy is to set out the City Council's commitments on equality, diversity and social inclusion.

The City Council will not discriminate against anyone on the basis of gender, disabilities, ethnicity, faith, age or sexual orientation. This list is not exhaustive and the City Council realises it must achieve equality for people who experience discrimination in areas such as ill health and social exclusion.

The City Council's focus on equality, diversity and social inclusion covers a wide range of services. The City Council will not support the delivery of any services which sustains discrimination and disadvantage amongst

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socially excluded groups. In addition it will promote equality, diversity and social inclusion amongst other public sector providers and partners in the services they provide. Where practical and possible, all multi-agency emergency plans need to address specific needs of our citizens.

## 5.9 Health and safety

Birmingham City Council recognises its responsibility to ensure so far as is reasonably practicable the health, safety and welfare of all its employees and to conduct its undertaking in such a way as to prevent the public and others not employed by the Council from being exposed to risks to their health and safety. In addition it is recognised that all employees have a responsibility for ensuring their own health, safety and welfare and identifying any risks during their work.

Birmingham City Council acknowledges that an effective health and safety policy contributes to a better business performance by reducing injuries and ill-health, protecting the environment and reducing unnecessary losses and liabilities. The Council will take all steps within its power to meet these aims, whilst engaged in emergency planning response or training.

## 5.10 Scope

This plan recognises that emergency incidents are dealt with by individual service areas on a day to day basis, and sometimes on a 24hr basis. This includes assisting with cleanup after road accidents, problems with council owned properties, or closing unsafe food premises. These incidents are usually contained in one service area and fall within normal arrangements.

This plan covers incidents that are notified to the Emergency Planning Duty Officer, who is the first point of contact for the local authority, by emergency services or any other agency, e.g. the Environment Agency.

Incidents notified to the Emergency Planning Duty Officer normally require any of the following:

- co-ordination between various service areas,
- significant deployment of council resources,
- co-ordination of public information and assistance,
- provision of emergency accommodation,
- declaration of major incidents by any emergency services,
- co-ordination across agencies through multi-agency meetings.

This plan therefore covers both major and minor emergencies.

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### 5.11 Responsibilities

Responsibility for emergency planning and response within Birmingham City Council has been designated by the Chief Executive to the Strategic Director for Environment and Culture. The Birmingham Resilience Team has been established to fulfil the day-to-day management of emergency planning and response within Birmingham City Council reporting to the Director of Highways and Resilience.

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# SECTION 2 Activation

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## 2.1 Emergency Planning Duty Officer

Birmingham City Council maintains an initial response capability managed by two Emergency Planning Duty Officers' who will be the City Council's first point of contact following a major emergency or any incident that could develop into one. The nominated officers must be available by pager, landline or mobile phone throughout the duration of their duty.

The duty officers will be identified on a planned annual rota and the period of duty is for one weeks duration commencing at 0900 hours on a Thursday morning.

Detailed plans and operational procedures have been produced for duty officers.

The Emergency Planning Duty Officer acts as the initial response for the local authority during an emergency.

## 2.2 Initial notification

Information regarding incidents can come from a number of sources; however the emergency planning duty officer would be expected to be notified by one or more of the emergency services (Police, Fire or Ambulance) control rooms. Information can also be received via the media, other council employees, or members of the public.

A list of example incidents that would result in notification to the emergency planning duty officer which are held in emergency service control rooms is shown in Appendix A.

## 2.3 Levels of dealing with an emergency – 'Emergency Classification'

All emergencies will be designated a 'current emergency classification'. This classification level describes the level of management required to deal with the emergency.

The emergency classification may change during an emergency; however the final emergency classification for an incident will always be described as the highest level the emergency has achieved.

The emergency planning duty officers are responsible for assessing the impact of an emergency and deciding on the most appropriate classification.

Level 1  
Duty Officer

The emergency is being managed by the two emergency planning duty officers. This is the level used for an incident where duty officers alone are dealing with the incident, regardless of whether the incident occurs in office hours or out of hours. If attendance is required at the scene or other location, one duty officer will attend with the other duty officer remaining to provide communications support.

This signifies there is currently an incident being managed by the two emergency planning duty officers and involving a part activation of the CECC or assistance by other officers.

**Triggers:**

- Increased volume of calls requiring action by duty officers
- Multiple site incidents
- Heavy rainfall leading to reports of flooding or flooding expected

Level 2  
Duty Officer Plus

This level involves a part activation of the CECC facility, whether during office hours or out of office hours. The incident is still managed by the two duty officers; however they will be supported by other officers as required.

The Incident Control Room is used as the main co-ordination for the incident and during office hours, anyone not involved in the incident will base themselves away from this room. Anyone designated to assist with the incident will report to the duty officers. The incoming CECC number will be activated. Message handlers should be designated. There may be the requirement for further roles, for example a GIS officer or a thematic cell lead to be present.

Level 2 and 1 can interchange, so for example there may be a Level 2 activation during part of the day (office hours for example) then it may change to level 1 activation out of office hours.

Level 3  
CECC Activation

This signifies there is currently an incident with a full activation of the CECC. This is a full activation of the CECC as per the corporate emergency plan and Duty Officers relinquish their role and the management of the incident is through the Council Emergency Co-ordination Manager.

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## 2.4 Call out

With all incidents there may be the requirement to activate council resources or officers either to deploy resources or assistance to the incident itself, or to support the ongoing management of the incident by fulfilling a defined 'response role'.

A separate emergency contacts directory contains all call out numbers for:

- Officers fulfilling corporate response roles
- Key service areas and directorates
- Elected members
- Specialist emergency functions
- Community contacts
- Emergency support external contacts
- External organisations

This call out list is subject to a quarterly maintenance check to ensure that contact details are current.

## 2.5 Method of notification

There are a number of approaches to ensure notification both internally and externally. These include:

- Use of e-mail distribution lists
  - These are mainly used for non-urgent messages or information only messages.
- Manual telephone call out
  - Should officers or service areas be required to assist in the emergency, telephone calls will be made by the Emergency Planning Duty Officers or by officers within the Council Emergency Co-ordinating Centre. Contact with external agencies will normally be conducted by this method.
- Text message alerts
  - Emergency Planning Duty Officers have access to a text message system for mass notification. This is usually conducted on a group by group basis.

## 2.6 Shift lengths

It is recognised that officers involved in emergency response activities will have previously been engaged in normal duties and may be required to work, at short notice, outside of their normal working hours.

Due to the nature of emergency response activities it would be impractical to set rigid policies in relation to length of shifts or working patterns; however employees engaged in the response to an emergency should be aware of managing the risk of fatigue and shift patterns should be designed with this in mind.

**Specific examples:**

<p><b>Emergency Planning Duty Officers</b></p>	<p>Consideration should be given to periods where duty officers have worked normal hours during the daytime and subsequently called out in between normal working hours.</p> <p>For example, if duty officers have been called to work between midnight and 5am, then they would not be required to work their normal duties in the morning of that day and should allow sufficient time for a rest period. During the rest period their role as duty officer should be covered by another person.</p> <p>There are occasions where it is known in advance that duty officers are required to be activated. If this is outside of their normal working hours, duty officers should plan their working hours to ensure a maximum of 12 hours is worked in any one period of work and a minimum of 12 hours rest period is allocated between periods of work.</p>
<p><b>Working at the scene of an incident</b></p>	<p>Shifts should normally be limited to a maximum of 8 hours to take into account a physically demanding working environment e.g. working outdoors.</p>
<p><b>Shifts within an Emergency co-ordination Centre or other Control room</b></p>	<p>Shift times should be based on 12 hour shifts. Consideration could be given to reduce this to 8 hour shifts for some roles that may be mentally demanding, e.g. Council Emergency Co-ordination Manager.</p>

General guidance for shift patterns:

- Sufficient rest breaks during shifts should be available for all officers and should be at a minimum of 20 minutes per six hours worked. In most cases arrangements should be made for rest breaks more often, recognising that the response during emergencies is often different to the individual's normal job and in a different environment. In addition officers involved in heavy computer usage, for example message handlers, will require short breaks away from their workstation more often, usually every hour.
- In a long running emergency when 24 hour shifts are in operation, the number of night shifts for an individual should be limited to a maximum of 4 night shifts in a row if possible.
- When devising rotas, early shifts should be planned to start at 7am and night shifts should not finish after 7am.

- Individuals should be asked to work no more than 50 hours per week. This includes any time carrying out their normal working duties and also time spent on providing emergency response.
- A minimum of 12 hours between working hours should be provided to allow sufficient rest between shifts (rest periods should permit sufficient time for commuting, meals and sleep).
- Start and finish times of shifts should be convenient for public transport, social and domestic activities.

**2.7 Stand-down**

Notification of stand-down or a change in the current emergency activation will be distributed, via the communication methods outlined above.

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# SECTION 3 Emergency management arrangements

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### 3.1 Introduction

Birmingham City Council maintains a wide range of emergency management plans and arrangements including:

- Generic arrangements (to cover a range of emergencies, e.g. this Corporate Emergency Plan)
- Site specific arrangements (to cover specific locations or geographic areas, e.g. Birmingham City Centre Evacuation Plan)
- Risk specific arrangements (to cover specific risks, e.g. Heatwave)

These plans are detailed in Section 6.

Birmingham City Council is classified as a Category 1 responder under the Civil Contingencies Act 2004 and forms part of a wider structure and planning arrangements when responding to emergencies, in particular major emergencies. These structures are established on a multi-agency basis at local, regional and national levels.

Birmingham City Council follows the structure of Strategic (Gold), Tactical (Silver) and Operational (Bronze) to enable effective co-operation of the Council response to emergencies.

### 3.2 Response roles

To effectively manage an emergency a City Council structure will be quickly established, proportionate to the size of the emergency. This structure would contain roles which are specific to emergency response. This full structure is contained within the Corporate Response Roles document.

These roles are fulfilled by City Council employees who agree to fulfil these response roles. These employees have prior agreement that they can be released from their normal duties to fulfil a role in an emergency.

Regular training is conducted and the number of officers who are able to fulfil every response role allow for shift changes during ongoing emergencies and periods of unavailability by individual officers.

### 3.3 Directorate/Service areas and Thematic Response

Birmingham City Council comprises of five directorates, each containing service areas that may be involved in the response to emergencies. A summary of directorates and service areas is contained within Appendix C.

For emergencies dealt with at level 1 (Duty Officer) and some emergencies dealt with at level 2 (Duty Officer Plus), it would be usual for contact to be made directly with specific service areas.

For some emergencies dealt with at a level 2 (Duty Officer Plus) and all emergencies at level 3 (CECC Activation), it may be more appropriate to form thematic cells.

Thematic cells comprise of groups of officers who are drawn from similar service areas or officers who are from service areas who are related to a specific risk.

There are four standard thematic cells established with an agreed terms of reference and suggested membership. These are:

- Buildings, Environment and Infrastructure
- Media and Information
- Welfare
- Recovery and Business Continuity

For some emergencies a single thematic cell or multiple cells specific to the emergency may be more appropriate, this could include during an influenza pandemic, severe weather or fuel disruption. Details of these groups are contained within specific planning arrangements.

### 3.4 Thematic response levels of activation

The scale and nature of any emergency can vary dramatically. It may have an immediate widespread impact or could be a rising tide event. Equally in terms of impact and consequence management it could have a differential impact on thematic areas. For example, some incidents could have a large impact on human welfare with less impact on buildings and infrastructure or vice versa.

The scale of mobilisation of the response capability will need to reflect the above. However in any activation the presumption will always be that roles will be activated and stood down unless there is clear intelligence that the capability is not required.

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**Thematic response stage 1**

During a level 3 emergency (CECC Activation), as a minimum there will be an Emergency Co-ordinator for the relevant thematic cells activated as part of the Emergency Co-ordination Team.

**Thematic response stage 2**

At this stage the impact of the emergency will require the formal activation of some or all of the general thematic cells. This should comprise of core service areas supplemented by officers drawn from additional service areas applicable to the nature of the incident. The roles of Cell Co-ordinator and Emergency Co-ordination Officer – for the relevant thematic cell(s) will be undertaken by 1 officer.

**Thematic response stage 3**

This is as stage 2, however with the level of activity requiring the activation of two officers for the roles of Cell Co-ordinator and Emergency Co-ordination Officer for the relevant thematic cell(s).

**3.5 Directorate/Service area response**

In some circumstances, individual directorates or service areas may establish their own co-ordination centres to assist in the overall response to the emergency. If these are established they should supplement any thematic response arrangements.

**3.5 Council Emergency Co-ordinating Centre (CECC)**

Birmingham City Council has two fully equipped facilities, available 24hrs a day, which can be used to co-ordinate the Council’s response to an emergency. The use of a CECC facility is linked to the emergency classification level and can be partially or fully activated.

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The CECC provides a location for:

- co-ordination of an incident at a Silver level
- meeting facilities and accommodation for officers fulfilling roles in the response to an incident
- resources and equipment to assist officers in their response
- access to plans and associated documents

Facilities available include:

- computer workstations
- wall displays and projectors
- TV's with freeview viewing capability
- access to Birmingham city-wide CCTV cameras
- radio communications
- satellite phones
- telephones and headsets
- whiteboards
- briefing/meeting area
- rest/refreshment facilities
- maps and other resources

Full operational procedures for CECC locations have been developed.

### 3.6 Emergency Response Vehicle

The emergency response vehicle is available for deployment 24hrs a day and is designed to be located at or near the scene of an incident. This provides a resource where co-ordination at a 'bronze' level can be conducted. This is usually called 'Forward Emergency Control'.

The vehicle contains:

- workstation space
- laptop and 3G connection
- spare mobile phones
- portable satellite phone
- maps and plans
- Personal Protective Equipment (PPE)
- Council Emergency Information Line signage

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### 3.7 Strategic/Gold location

Should it be necessary for Council Gold to meet, they would normally meet in a meeting room facility and would not be in permanent session. Their meeting times will be decided by the Council Gold Commander. They would not normally meet in the Council Emergency Co-ordinating Centre.

### 3.8 Use of other locations

Depending on the scale of the incident, then other facilities may be used in which to co-ordinate the response to the incident. This may include Council owned-buildings, or other community facilities. The use of portacabins or trailers may also be considered and can be arranged through the Events Depot.

### 3.9 Multi-agency response

The multi-agency response to an incident will vary depending on the size and scale of the emergency.

- At the scene(s)
  - o Multi-agency meetings should be held on a regular basis at the Forward Control Point and if appropriate a representative of Birmingham City Council will be present. This will be by a Forward Emergency Co-ordinator and may be assisted by a Forward Emergency Support Officer. The Emergency Response Vehicle may also be deployed to this location.
- At the Incident Control Point (ICP)
  - o This is a multi agency Tactical Co-ordination Group (Silver) and will usually be based away from the scene in a Police facility, usually the Events Control Suite. Birmingham City Council will send a Multi-agency Liaison Officer (at Silver level) and support officer if required.
- At the Strategic Co-ordination Group
  - o This is also referred to as multi-agency Gold, and will usually be chaired by the Police. Birmingham City Council will send a Multi-agency Liaison Officer (at Gold level) and support officer if required.
- Other multi-agency groups
  - o Other groups may be established and relevant Birmingham City Council officers will be invited to attend.

# SECTION 4

## Specialist emergency provision

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## 4.1 Introduction

Birmingham City Council maintains a range of specialist emergency support functions which are led at a corporate level and are not part of the Council's normal service delivery. These functions can be activated in an emergency.

## 4.2 Crisis Support Team

The Crisis Support Team is made up of BCC staff, mainly social workers, who have received specific training for the role. The Crisis Support Team provides short term and rapid psychological aftercare following trauma. This would involve meeting with individuals or groups involved in or affected by an emergency as soon as possible following the incident, and additional follow-up work. This intervention can reduce the risk of post traumatic stress disorder developing in those affected by an incident.

This support could be carried out at any location. The Adults and Communities directorate manage the team of Crisis Support members who are available on a 24hr basis.

Any further or longer term psychological support would be referred on to relevant health agencies.

## 4.3 4x4 vehicle support

The City Council has access to a number of 4x4 vehicles that can be deployed to assist in emergency response activities, usually in the event of adverse weather.

4x4 support could be required for:

- Transportation of officers from home to an emergency co-ordinating centre or other command location
- Transportation of Rest Centre staff to an emergency Rest or Reception Centre.
- Assistance in collecting equipment or resources
- Assistance in evacuation

At times when the likelihood of 4x4 vehicle support being required is increased, designated drivers will be placed on standby and will take 4x4 vehicles to their homes outside of office hours, to maintain 24-hour availability.

The instruction to place 4x4 vehicles on 24hr standby will come from the Emergency Planning Duty Officers or the Council Emergency Co-ordination Manager (if activated). The standby message should reach officers during working hours so that they can take the 4x4 vehicles home.

Should they be placed on standby, the 24hr control room must be contacted and provided with the names, addresses and telephone numbers of the nominated drivers.

Should the requirement for 4x4 vehicles outside of office hours be identified, and the vehicles have not been taken home by the designated drivers, the nominated officers will be contacted for them to attempt to access the locations of the 4x4 vehicles.

#### 4.4 Emergency Welfare, Information and Advice officers

A number of officers have been trained and are available to provide emergency information and advice to citizens affected by an emergency.

Officers have been provided with clearly-identifiable clothing and can be deployed to provide a number of roles including:

- Door to door leaflet drops or provision of information and advice during or following an incident
- Provision of information and advice at a cordon
- Assistance with provision of advice and information at a Rest Centre, Reception Centre or other emergency shelter location, or a Humanitarian Assistance Centre
- Staffing of an information/advice point at or close to the scene of an incident
- Supporting a telephone helpline

Officers are based within constituency and it would be usual for officers from the constituency which the emergency affects to be deployed, however all officers have agreed to work in any area of the City.

#### 4.5 Council Emergency Information Line

The Council Emergency Information Line is a telephone helpline which can be activated in an emergency to provide the public with access to advice and guidance.

This line is provided by Contact Birmingham and when activated, call centre agents will be diverted and trained to assist callers who ring the emergency information line.

Once the Council Emergency Information Line is activated the number is advertised via a range of different methods including:

- Street signage (lamppost signs)
- Leaflets
- Website pages
- Press releases/local media

#### 4.6 Rest Centres

Birmingham City Council has arrangements to provide emergency venues, 24hrs a day, to support evacuated persons following an emergency.

Comprehensive Rest Centre arrangements are in place and include:

- Pre-identified sites (including 24hr keyholder details)
- Trained Rest Centre Managers
- Trained Rapid Response Teams (groups of staff who support the Rest Centre Manager in the running of the Rest Centre)
- Welfare and support services including arrangements for bedding, feeding, clothing, welfare supplies and medical support

This provision is also equally suitable for deployment to Reception Centres.

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# SECTION 5 Information management and communication

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## 5.1 Introduction

Birmingham City Council has access to a range of resources to assist in the management of information and both internal and external communications.

Detailed guidance and operational procedures are provided for all resources.

## 5.2 AIMS (incident management software)

Birmingham City Council uses an emergency incident management system called AIMS for internal information management during any incident.

AIMS is used to direct the response to an incident, and allows for the logging of all messages and incident-related information, the allocation and updating of tasks, and the dissemination of outgoing information, through a single centralised system. AIMS also provides a full audit trail of the management of the emergency.

Through the Birmingham City Council computer network and by the provision of ADSL lines, 3G connectivity, and NetMotion on some machines AIMS can be accessed from most locations.

## 5.3 Airwave

Airwave is a nationwide digital radio network, used predominantly by emergency services.

West Midlands Police have provided all local authorities within the West Midlands Conurbation access to two airwave handsets per authority. This will provide interoperability (multi-agency communication) with the emergency services, usually at the incident scene.

Two terminals are stored within the Birmingham boundary by West Midlands Police and are available for collection by trained Birmingham City Council officers.

## 5.4 CCTV

Birmingham City Council has access to a large number of CCTV cameras across Birmingham. This allows images from a wide number of locations to be observed and used to provide additional information during any incident.

CCTV is monitored and controlled by Birmingham City Council's 24hr control room. CCTV can also be viewed within the Council Emergency Co-ordinating Centre.

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## 5.5 Conference Calls

All Emergency Planning Duty Officers are registered with a telephone conferencing provider. This can support any aspect of the emergency management arrangements by providing virtual meetings with participants.

## 5.6 Document Management

During any incident there are many documents that need to be created or accessed. These are managed in a number of ways.

- a) Shared network servers
- b) AIMS
- c) Use of the National Resilience Extranet (NRE)

## 5.7 E-mail and Fax Communications

These are treated as incoming messages and are managed as such by Message Handlers when activated.

## 5.8 GIS: MapInfo / LocalView

Mapinfo provides for the creation and manipulation of geographic maps and associated data e.g. number of properties within an evacuation zone. GIS facilities are available at each of the council Emergency Co-ordinating Centres. LocalView is a similar package, with less features, available via the BCC intranet.

## 5.9 Mobile Telecommunications Privileged Access Scheme – MTPAS

In the event of serious mobile network congestion, providers are able to restrict access to users with MTPAS SIM cards within selected areas. This ensures a much higher likelihood of completing a call. During a major emergency it is the Police Gold Commander that can request that MTPAS priority is initiated for a defined geographic area.

Birmingham City Council is allocated a limited number of MTPAS SIM cards for operational roles at the scene of an incident. Currently this includes Emergency Planning Duty Officers and mobile phones situated within the Emergency Response Vehicle.

## 5.10 Radio-UHF Communications

The City Council maintains a citywide UHF communication network. UHF base stations and spare handheld radios are maintained within the Council Emergency Co-ordinating Centres and the Emergency Response Vehicle. It is also linked to the Council 24hr control room and the multi-agency Events Control Suite.

### 5.11 Satellite Phones

Birmingham City Council has access to two satellite phones. These phones provide voice communication via satellites and avoid any reliance on the mobile phone network or the Public Fixed Telephone Network. Most emergency responders have access to Satellite phones as part of the Government's Resilient Telecommunications Scheme.

### 5.12 HITS (High Integrity Telecommunications System)

HITS is a satellite-based independent communication system which uses a military communications network and can provide voice and data transmission accredited to a RESTRICTED level.

The ability to access HITS has been provided at fixed sites across the UK, including Central Government and within each Police region in the UK. HITS is also available by the deployment of portable equipment which includes a generator, satellite dish and a number of phones and laptops.

This would usually be deployed should there be an interruption to the Public Fixed Telephone Network. HITS is normally deployed and used by the location of strategic co-ordination of in the incident. West Midlands Police, or Government Office West Midlands should normally deploy HITS capability.

### 5.13 Television

Both CECCs have access to satellite TV channels. The news channels can often provide useful information to supplement situation reports.

### 5.14 Council wide text messaging

Communication with key contacts, service areas, and emergency support officers is supported by the use of a mass text messaging system. Messaging is usually done on a group by group basis, when required.

### 5.15 Birmingham Community Alert

Birmingham City Council maintains a community messaging system that allows members of the public and businesses to register to receive alerts during emergencies.

Emergency Planning Duty Officers have access to send messages out via Birmingham Community Alert.

### 5.16 Birmingham Prepared Website

The Birmingham Prepared website (<http://www.birminghamprepared.gov.uk>) is a central website for all news and advice relating to resilience activities within Birmingham. The website features an alert mechanism allowing for incident updates to be published.

### 5.17 Birmingham City Council Press Office

The Birmingham City Council Press Office maintains a 24hr press officer who will be responsible for liaising with local media (TV, radio and print) and will issue formal press releases on behalf of Birmingham City Council during emergencies.

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**SECTION 6**  
**Specific risks and arrangements**

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## 6.1 Introduction

Birmingham City Council maintains specific plans and arrangements to deal with a range of risks. Plans from other agencies and plans developed on a multi-agency basis are also available and would be used for specific incidents, or incidents affecting certain areas or sites.

Summaries of these plans are situated as appendix items:

Plan	Purpose
Emergency Mortuary Plan	Sets out the establishment of an emergency mortuary following an event resulting in mass fatalities.
COMAH plans	These are off-site emergency plans for premises which store or handle hazardous materials and regulated under COMAH legislation.
Gas pipelines plan	Details arrangements for incidents affecting gas pipelines running through the West Midlands.
CBRN Plan	Provides details for the response to a Chemical, Biological, Radiological or Nuclear incident.
Recovery Plan	Provides a framework for officers who are involved in contributing to the recovery phase of an emergency.
Influenza Pandemic Plan	This plan ensures the Council can establish an effective corporate response to a flu pandemic.
Fuel Disruption Plan	Sets out the corporate response to a major fuel disruption.
Humanitarian Assistance Centre Plan	Sets out the arrangements for establishing a Humanitarian Assistance Centre – a facility where anyone directly affected by an incident can receive information and appropriate support.
Birmingham City Centre Evacuation Plan	Outlines response arrangements for any incident that requires an evacuation of all or part of Birmingham City Centre.
Heatwave Plan	Details the response arrangements for any heatwave affecting Birmingham.
Birmingham Flood Plan	Provides an overview of arrangements for the response to flooding within Birmingham.
Multi-agency Response Plan	Sets out the roles and responsibilities of agencies within Birmingham responsible for planning for or responding to emergencies in Birmingham.
Corporate Business Continuity Framework	Sets out the framework in which Birmingham City Council approaches business continuity planning.

## 6.2 Military Aid

There are circumstances where military aid may be considered as an option for supporting the response to an emergency. 'Military Aid to the Civil Authorities' is a defined procedure and the principles are:

- Military aid may be used after it has been determined that all other avenues of mutual aid, other law enforcement agencies and the private sector have been deemed insufficient or not available.
- The Civil Authority lacks the required level of capability and it is unreasonable to expect it to develop one.
- The Civil Authority has a capability but the need to act is urgent and there is an immediate lack of available resources.

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# Appendices

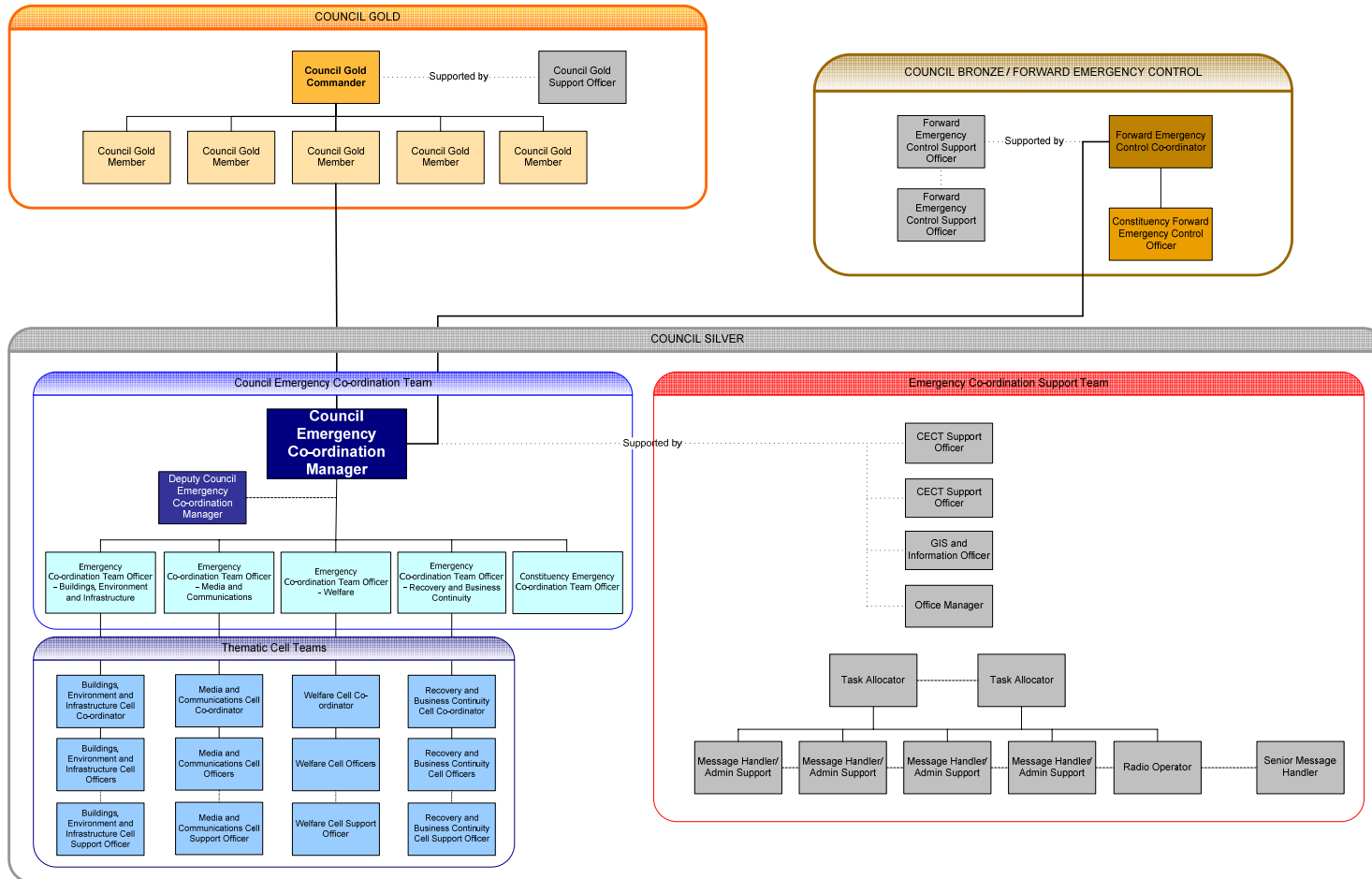
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**APPENDIX A**  
**Emergency management roles and structure**

**Birmingham City Council** **EMERGENCY MANAGEMENT ROLES AND STRUCTURE**

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# NOTIFICATION OF INCIDENTS TO BIRMINGHAM CITY COUNCIL

**Notification should be made immediately to:**

 **0121 303 4149**

**24 hours**    Ask for the emergency planning duty officer to be contacted

It has been agreed by the multi-agency Birmingham Resilience Group, that any incidents which fall into the categories below should be immediately notified to the City Council's Emergency Planning Duty Officer. The EPDO will want to consider not only any implications for the City Council but also any general: social, community, environmental, business or infrastructure consequences.

**Therefore notification should still be made even if you believe no action is required.**

*This list is not exhaustive, and the Emergency Planning Duty Officer can be contacted at any time.*

**Example incidents:**

- Declared major incidents/emergencies
- Significant health risks (e.g. smoke plume)
- Incidents involving mainline pipelines or COMAH sites
- Any cordon where people are not allowed back into the area (and to their homes/businesses) or where people are not allowed out of their homes/businesses
- Evacuation of buildings (residential or business) due to an emergency
- Incidents involving chemicals, hazardous substances or unknown substances
- Incidents causing, or likely to cause, significant media attention
- Reports of flooding, including burst water mains/surface water flooding
- Incidents causing disruption within the City Centre
- Loss of utility services for an estimated 2 hours or more
- Incidents causing partial or full closure of major roads for an estimated 2 hours or more
- Any incident involving 10 or more fire service pumps
- Aircraft, train crashes or major road traffic collisions
- Suspect packages/explosive devices/telephone threats
- Explosions
- Radiation incidents
- Failure of the 999 system
- Significant firearms incidents
- Large scale spontaneous disorder/protests
- Incidents requiring animal welfare arrangements (e.g. involving livestock)

Secondary contact number: 07659 154931 | Birmingham Resilience Team | [www.birminghamprepared.gov.uk](http://www.birminghamprepared.gov.uk) | [info@birminghamprepared.gov.uk](mailto:info@birminghamprepared.gov.uk)

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**Birmingham City Council directorates and key service areas**

Directorate	Key Service areas
<b>Corporate Services</b>	Human Resources including: Equalities and Corporate Safety Legal and Democratic Services including Scrutiny Resources – Corporate Finance including: Daily Cash Management Resources – Customer Service including: B’ham Contact Centre; BCC web; BCC intranet Resources – Organisation & Management Support including Chief Executive’s office Resources – Revenues and Benefits including Council Tax, Business Rates Resources – Shared Services Centre including: AR cashiers, AR debt collection, Payments, Payroll and Pensions, Corporate Post & Scanning Services Resources - Birmingham Audit and Risk Management Resources - Birmingham Property Services Business Transformation including ICF Service Birmingham Regulatory Services including: Public Health, H.M Coroner Service, Registrar Service, Animal Health, Pest Control, Trading Standards and Licensing
<b>Environment and Culture</b>	Birmingham Resilience Team Leisure and Support Services including: Grounds maintenance and trees, Bereavement services, Trading Services (including Markets) Design and Print Sports and Events Fleet and Waste Management Highways Public Affairs and Communications Strategic Libraries Museums and Heritage Arts Community and Play
<b>Development</b>	Urban Design including: building cleaning (general service and day care centres), Civic Catering, non housing property repairs, housing lifts Planning and Regeneration Building Consultancy (dangerous structure service)
<b>Adults and Communities</b>	Older Adults Younger Adults Vulnerable adults Specialist Transport Meals Direct (outsourced to “Icare”) Finance including direct payments, residential payments and foster parent payments

**APPENDIX C  
Directorates and  
service areas**

Directorate	Key Service areas
<b>Children, Young People and Families</b>	Safeguarding School and Governor Support School Effectiveness Education welfare Youth offending services Children’s social care
<b>Housing and Constituencies</b>	Housing repairs and maintenance Housing Services including Homelessness, asylum seekers and refugee support Careline Constituency highway engineers Neighbourhood advice Constituency services including identification of rest centres

## Appendix D: Emergency Mortuary Plan

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The Emergency Mortuary Plan sets out the establishment of an emergency mortuary following a mass fatalities event. Mass fatalities could arise either as a result of a sudden or emerging incident:

### Sudden

- accidental – road or rail incidents or collapse of structures;
- natural – floods and storms;
- hazardous / CBRN (planning is ongoing and will tie into national work that is underway);
- deliberate act i.e., terrorism – explosions, fire and physical attack.

### Emerging

- outbreaks – epidemics;
- extreme weather conditions.

**n.b.** In a CBRN incident there are a number of detailed considerations. NO decisions or actions will be taken until specific advice is sought from the Scientific and Technical Advisory Cell (STAC).

The type, nature and scope of the incident and the condition of deceased victims determine the appropriate emergency / temporary mortuary response. The Birmingham and Solihull Emergency Mortuary Plan ensures that there is a clear and informed multi agency decision making process to determine which emergency / temporary mortuary will be used.

Presently the pre-identified mortuaries / sites are a combination of BCC owned existing mortuary within Birmingham City Centre; private mortuary outside of the city centre boundary; an identified site within a police facility in Warwickshire. In addition to this BCC maintains a rolling stock of mortuary consumables and equipment and a preferred suppliers list. These arrangements are further supported by a contract with a private mortuary logistics company. This contract is maintained and activated by BCC Regulatory Services and can be activated by three BCC officers. In the event that HM Coroner and West Midlands Police determine that a mass fatalities event required activation of the Government's contractor to provide the National Emergency Mortuary Arrangements (NEMA) this would be requested via GOWM. nb Likely to require NEMA if multiple site incident / large numbers of fatalities / terrorism involved or suspected, etc.

### Activation

Notification of a major emergency will follow existing protocols between the Emergency Services, Local Authorities and other key responders.

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Once it has been confirmed that an emergency mortuary is required the Emergency Mortuary Co-ordination Team will alert the Chief Executives of both Solihull and Birmingham and the Emergency Control Centre of the Authority in whose area the incident occurred, via existing emergency notification procedures.

Police Gold activate their SIM (Senior Identification Manager) and contact HM Coroner and B’ham City Council Resilience Team to request representatives at Emergency Mortuary Co-ordination Group (EMCG) meeting to be held at a location identified by Police (nb may request Local Authority to provide a venue if required). Police SIM support contacts other EMCG stakeholders. ( Nb \* = B’ham City Council, have contact details up to date.)

EMCG key stakeholders include:

- HM Coroner (or deputy);
- West Midlands Police (DVI, Press Office, CT, Forensics, etc);
- B’ham City Council\* (Regulatory Services and Finance) and Solihull if in their boundary;
- GOWM\*;
- ERMA Commander (NHS representative)\*;
- Fire Service\*;
- Others if the circumstances require representation of other responders / professional partners:
  - o NPIA – Ryton;
  - o Health and Safety Executive\*;
  - o British Transport Police\*;
  - o B’ham International Airport\*;
  - o Network Rail\*;
  - o Highways Agency\*;
  - o Faith and/or Bereavement Charities representative (contacted via Birmingham Regulatory Services and Bereavement Services\*);
  - o Funeral Directors (Co-op, Dignity, etc – nb these are contacted via Birmingham Regulatory Services\*).

In addition to this core group, if a facility which is not an existing mortuary is identified as the preferred option, the Human Tissue Authority\* (HTA) will be invited to ensure licensing and inspection requirements are fulfilled. N.b. Jenny Millward, Head of Health and Safety, is an accredited Designated Individual, who can act also as a temporary mortuary licensees in the event that a non-existing mortuary is activated for an event not involving the police.

Additional support to the Emergency Mortuary Co-ordination Team will be provided by Government Office for the West Midlands, Public Information Officers representing the local authorities, West Midlands Police, Human Tissue Authority and the Central Office of Information.

The Emergency Mortuary Co-ordination Team will liaise with the Council Emergency Co-ordinating Centre (CECC) to provide updates at agreed intervals.

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The Birmingham and Solihull Emergency Mortuary Plan is a restricted planning document and is therefore only available in full to: West Midlands Police; Birmingham City Council Regulatory Services and Birmingham Resilience Team (BRT), Solihull Emergency Planning Unit.

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**Appendix E: COMAH plans**

The Control of Major Accident Hazards Regulations 1999 (COMAH) and their amendments 2005, are the enforcing regulations for establishments storing or otherwise handling large quantities of industrial chemicals of a hazardous nature. Types of establishments include chemical production facilities and fuel/gas storage depots.

Establishments which are classed under the COMAH legislation are designated to be either 'Lower Tier' or 'Upper Tier', dependant on the amount and risk of hazardous materials.

Lower tier establishments are required to document a Major Accident Prevention Policy which should be signed off by the Managing Director. A top tier COMAH establishment is required to produce a full safety report which demonstrates that all necessary measures have been taken to minimise risks posed by the site with regarding to the environment and local population.

In addition a full off site emergency plan is required to be produced, in conjunction with the local authority and emergency services which details emergency response arrangements in the event of an emergency affecting the site.

There are four top-tier COMAH sites within the Birmingham boundary. West Midlands Fire Service are the responsible authority for regulation of these sites under COMAH legislation and produce and maintain off-site emergency plans for each top-tier site.

Top-tier sites with Birmingham are:

Site	Address	Details of hazard
Flogas UK Ltd	Unit 6 Hayward Industrial Park Orton Way Castle Vale Birmingham B35 7BT	LPG (Propane, Butane)
Esso Petroleum Co Ltd	Birmingham Terminal Wood Lane Erdington Birmingham B24 8DN	Fuel Storage Depot (Gasoline, Kerosene, Additives, Auto diesel, gas oil, bitumen, methanol)

Site	Address	Details of hazard
National Grid Transco Windsor Street	Windsor Street Holder Station Windsor Street Nechells Birmingham B7 4DN	Natural Gas
MacDermid plc.	198 Golden Hillock Road Small Heath Birmingham B11 2PN	Hazardous materials (Toxic/flammable)

Should a major emergency occur at any of these sites, the arrangements for all agencies are detailed in the relevant off-site emergency plan.

Copies of the off-site emergency plan are stored at each of the Council Emergency Co-ordinating Centres.

Residents and businesses within a specified area of a COMAH site (determined by the HSE) will have received emergency advice from the site operators.

**Appendix E: Gas pipeline plans**

West Midlands Fire Service produces and maintains a Pipeline Contingency Plan for the West Midlands Conurbation area.

The Pipelines Safety Regulations (PSR) 1996 requires emergency plans to be produced for pipelines conveying ‘dangerous fluids’. West Midlands Fire Service produces and maintains a ‘Pipeline Contingency Plan’ for pipelines that are classed as ‘Major Accident Hazard Pipelines (MAHP’s). The only pipelines that meet the definition of a MAHP are ones which carry natural gas (approximately 450km within the West Midlands).

The Pipeline Contingency Plan details the multi-agency arrangements for dealing with emergencies affecting the pipeline network.

A copy of the Pipeline Contingency Plan is located at each of the Council Emergency Co-ordination Centres.

**Appendix F: CBRN plan**

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A multi-agency plan covering the response to a CBRN (Chemical, Biological, Radiological or Nuclear) incident has been developed for Birmingham City Centre.

The plan details the arrangements for dealing with a CBRN incident and outlines the roles and responsibilities of responding organisations.

The role of Birmingham City Council during a CBRN incident (in addition to generic arrangements) includes:

- Support to emergency services;
- Traffic management arrangements;
- Provision of officers at key command and control locations;
- Establishment of a recovery co-ordination group and leading on the recovery and consequence management following the incident;
- Liaison with the Government Decontamination Service and specialist contractors;
- Provide environmental health support to the STAC (Scientific and technical advisory cell);
- Provide specialist liaison, e.g. waste management, building surveyors;
- Arrangements for survivor management and welfare arrangements;
- Supporting media and communications.

Birmingham City Council does not have any staff that are equipped or trained to work in the hot or warm zone of a CBRN incident.

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## Appendix G: Recovery plan

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### Background

This plan is owned by the Birmingham Resilience Group and maintained by Birmingham City Council. The purpose of this plan is to provide a framework for officers who are involved in contributing to the recovery phase of an emergency. The plan incorporates national guidance that has been well researched and consulted on extensively. However the plan is not meant as a prescriptive tool and should be used flexibly to address emergencies in the most appropriate way. The need to activate and meet recovery needs will vary from emergency to emergency. Some agencies may also maintain their own individual recovery plans.

Recovery can be defined as:

*The process of rebuilding, restoring and rehabilitating the community, following an emergency (Emergency Response and Recovery Guidance, HM Government).*

The BRG Recovery Plan includes:

- Guidance on the development of a “Recovery Strategy”;
- Guidance on the impact of emergencies to inform the production of an “Impact Assessment”.

### Activation

The BRG Recovery Plan is activated by BCC Chief Executive or nominated CMT officer, based on impacts and consequences of an emergency or at the request of a Strategic Co-ordination Group, convened as part of the multi agency response. Command and Control (based on Council Major Emergency Plan structure of Gold, Silver and Bronze) is as follows:

**Business Continuity and Recovery Co-ordination Cell** (Silver level officers from across the directorates and chaired by a Development Directorate senior officer).

**Recovery Coordination Group** - Multi Agency Recovery Coordination Group which may involve many agencies and several Directorates of the City Council. It may also be necessary to set up sub groups to look at specific issues. Chaired by BCC senior officer. BRG Recovery Plan includes suggested agenda and membership for this group.

**Recovery Sub Groups** - suggested structure to be reviewed and adapted to suit the circumstances of the event is shown below:

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The BRG Recovery Plan includes suggested agendas and memberships for these groups as well as clear roles and responsibilities for each organisation that may be involved in recovery.

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## Appendix H: Influenza Pandemic plan

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### Introduction

An influenza pandemic (a world-wide epidemic affecting hundreds of thousands of people across many countries) occurs when a new subtype of influenza A virus emerges, to which there is little or no pre-existing population immunity. If the new virus can spread easily among humans, and causes significant illness among many of those infected, the new strain can cause large numbers of cases and deaths among the susceptible populations worldwide.

The Birmingham City Council Flu Pandemic Plan provides a flexible framework that recognises that any Pandemic Influenza will present society at large with an unprecedented challenge. Predicting the impact is difficult and will undoubtedly affect the general population / workforce disproportionately from area to area.

The purpose of this Plan is to ensure the Council can establish an effective and proportionate corporate response to a flu pandemic, that is in line with national guidance and consistent with existing BCC emergency command and control arrangements.

### Activation

The Council Major Emergency Plan command and control structure will be activated, utilising strategic officers (Gold), tactical officers (Silver) and operational officers (Bronze). A “Council Gold Flu” meeting may be convened by the Chief Executive or a nominated officer (at CMT level). This group may or may not meet on a regular basis depending on the severity of the flu pandemic and its likely or actual impact on Birmingham.

A “Council Silver Flu Group” would be established and this group would meet on a regular basis for preparatory, response and recovery phases. This group draws its membership from Directorate Management Teams and specialists at all levels.

During the 2009 swine flu pandemic the following services were represented at Council Silver Flu Group:

- Adults & Communities Directorate (Director Of Public Health acting as Chair and Emergency Planning Liaison Officer)
- Bereavement Services
- Birmingham Resilience Team
- Children, Young People and Families Directorate (both Schools and Governor Support and CYPF Communications Officer)
- Corporate Health and Safety

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- Development Directorate (Urban Design)
- Human Resources
- Press & Communications
- Regulatory Services

Existing management team structures would be expected to take the lead at an operational level for each division / service.

**BCC strategic (Gold) priorities:**

- ensure continued delivery of the council’s critical services;
- protect council staff;
- maintain public confidence and avoid adverse media attention;
- maintain good working relationships with partners to ensure supply chain continuity;
- ensure effective working with statutory partners.

**BCC tactical (Silver) aim and objectives are listed below:**

**Aim:**

To implement strategic priorities set by BCC Gold and to oversee directorate service continuity and to support colleagues with resources where possible to ensure the Council continues to deliver critical services.

**Objectives:**

- To review directorate critical services and regularly review:
  - current priorities;
  - potential future issues;
  - longer term recovery priorities and issues.
- Monitor critical service delivery levels and thematic cell activities to provide Gold with a regular overview.
- Share information and ensure effective and efficient sharing or re-direction of resources.
- Receive updates from thematic cells\* and provide support or assistance as required.
- Identify and action any further thematic cells to progress specific projects / activities.

\*Thematic Cells Proposal:

- Communications and Media
- Staffing, welfare and resources
- Excess deaths / regulatory
- Directorate Business Continuity

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Silver / silver support officers will maintain links with resilience partners and groups activated as part of the response to a flu pandemic. Directorate officers maintaining links with professional partners will update Council Silver Flu Group via their representative.

**Links to other plans:**

It is recognised that this plan, in its development and implementation, will have regard to plans and arrangements at a number of levels:

- National UK Influenza Pandemic Contingency Plan (DoH);
- West Midlands Health – Strategic Arrangements for Dealing with Pandemic Influenza;
- Regional resilience (Government Office for the West Midlands) Concept of Operations for Pandemic Influenza;
- West Midlands Conurbation Local Resilience Forum Strategic Co-ordination Group;
- Generic and Specific Plans held by Birmingham City Council, e.g. Corporate Major Emergency Plan, Business Continuity Plans, Emergency Mortuary Plan.

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## Appendix J: Fuel Disruption plan

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This Plan sets out a corporate response to a major fuel disruption affecting Birmingham City Council, in accordance with the National Emergency Plan – Fuel (**NEP-F**, Department of Energy and Climate Change (**DECC**)).

This plan is a sub-plan of:

- the Corporate Major Emergency Plan in relation to command and control structures; and
- links to the Corporate Business Continuity Plan in relation to: the process for the identification of critical services; the activation of any business continuity measures (either corporately or individual directorate or service level arrangements).

The type of disruption; intelligence received from official sources; location(s) affected and anticipated duration will determine the appropriate BCC emergency response, i.e., whether a full response structure is activated, involving Gold (strategic), Silver (tactical) thematic response cells and/or Bronze (operational) arrangements.

The decision to activate this plan either in part or whole is the responsibility of the Head of Birmingham Resilience Team, who will liaise with and brief the Strategic Director for Environment and Culture and other senior BCC officers.

When taking the decision to activate this Plan regard will be paid to the **Trigger Levels** set out in the NEP-F. The key “response tools” that may be implemented by DECC (Government lead) include:

- **Maximum Purchase Scheme (MPS)** - limit the general public to e.g., 15 litres of fuel per visit;
- **Designated Filling Stations (DFS)** - provide priority access to road transport fuels for defined customers requiring them for a priority use, e.g., Emergency Service Scheme and Utilities Fuel Scheme. Nine DFS sites have been identified for Birmingham, in consultation with West Midlands Police and BCC. Fuel suppliers/distributors will be instructed to give priority deliveries of fuel to these sites;
- A **Temporary Logo Scheme (TLS)** would be introduced for drivers of non-logoed vehicles to enable the essential health, social-care and critical life-saving services provided by or on behalf of Local Authorities, Health organisations and Local Responders to continue.
- **Emergency Services Scheme** - fuel prioritised to Designated Filling Stations and would allow unlimited fuel to blue light emergency vehicles;
- **Commercial Scheme** - prioritises diesel supply to commercial filling stations and truck stops;
- **Utilities Fuel Scheme** - fuel prioritised to Designated Filling Stations for use by logoed vehicles in the delivery of pre-identified essential services;
- **Bulk Distribution Scheme** - enables oil companies and distributors to prioritise fuel products to supply retail filling stations, truck stops, depots and commercial storage sites;

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- **Mutual Aid Scheme** under which the DECC has encouraged organisations to develop voluntary mutual aid arrangements to support the delivery of essential services.

**BCC fuel disruption key stakeholders represent the following services:**

- Birmingham Resilience Team
- Highways
- Press & Communications
- Bereavement Services
- Fleet & Waste Management
- Corporate Health and Safety
- Human Resources
- Regulatory Services
- Adults & Communities Directorate
- Children, Young People and Families Directorate
- Housing & Constituencies Directorate
- Development Directorate

Officers nominated from these services are involved in the development of corporate fuel disruption arrangements and will be initial single points of contact if the Head of BRT activates a formal or preparatory response. Officer activation is undertaken in line with the Corporate Major Emergency Plan callout procedures.

The Head of Birmingham Resilience will liaise with the Strategic Co-ordination Group (multi-agency group Conurbation-wide, likely to be activated and chaired by WM Police) and CMT / Members to provide updates at agreed intervals in the event of this plan being activated.

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## Appendix K: Humanitarian Assistance Centre plan

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The Humanitarian Assistance Centre (HAC) Plan is a necessary aspect of the humanitarian response to emergencies and is maintained by Birmingham Resilience Team.

A HAC is defined as a 'one-stop-shop' -a facility where bereaved families, survivors and anyone else directly affected by the incident can receive information and appropriate support from all of the relevant agencies, without the need for immediate referral elsewhere. The activation of a HAC should always be considered as part of the humanitarian response to any emergency.

The HAC Plan describes the full activation of a Humanitarian Assistance Centre, including outlining:

- the components of the HAC;
- the membership and establishment of the HAC Management Group;
- roles and responsibilities of involved organisations, including those who may be asked to offer support from a HAC;
- suggested meeting agendas and considerations;
- the HAC activation process;
- a list of pre-identified potential sites;
- facilities to consider, and instructions on accessing facilities;
- the HAC visitor process.

### Activation

The decision to open a Humanitarian Assistance Centre will be made by the SCG. Within Birmingham City Council, responsibility for initiating the HAC plan lies with the Birmingham Resilience Team (BRT).

When the decision has been made to activate the HAC plan, the Head of BRT or his/her deputy will appoint a BRT member to contact the HAC Management Group (HACMG) members and arrange the initial meeting.

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**Appendix L: Birmingham City Centre Evacuation plan**

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**Overview**

Every working day, more than 500,000 people travel into the city to work, shop or visit the city. The city centre provides a major transport link for the whole country with more than 37 million passengers arriving at, or passing through, New Street Station every year. There are in excess of 42,000 businesses in Birmingham, with approximately 5,000 located within the city centre. 95% of businesses have less than 250 staff. The residential population of the city centre continues to grow and the current estimate is that around 19,000 people live in the city centre and this figure is likely to increase significantly over the next 5 years. There are also a large number of hotels and these provide accommodation for almost 8,000 overnight stays.

This plan has been developed to outline multi-agency response arrangement for any incident that requires an evacuation of all or part of Birmingham City Centre.

**Scope**

The plan includes:

- provision of clear definitions of the roles, responsibilities and actions of organisations;
- the multi-agency co-ordination and control arrangements;
- traffic management and public transportation response including details of the bus re-routing procedures;
- methods for disseminating evacuation warning messages and public transport information to the public;
- details of welfare arrangements for those evacuated.

The key principles underpinning this plan are:

- evacuations are led by West Midlands Police (Bham West and Central LPU);
- the Police will be assisted or supported in evacuations by a wide range of groups;
- evacuation should be primarily on foot to prevent cars attempting to leave the evacuated areas and clogging vital roads;
- transport links should be maintained as far as possible outside affected zones and, if possible, to facilitate onward transport of the public through diversions;
- the evacuation process should minimise the disruption to as few people as possible.

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Checklists and Action Cards are available as plan appendices for use during an evacuation and provide responders from all agencies with a quick reference point. These include:

- Welfare;
- Travel Information;
- Access & Egress;
- Methods of Warning;
- Birmingham City Council - Role Card;
- Birmingham City Council – Emergency Planning Duty Officer - Action Card.

Police specific actions are detailed in their Operation Populous plan which forms the restricted part of this multi-agency plan within its appendices.

### Evacuation Zones, Assembly Areas and Phasing

To limit the impact of evacuations to the smallest possible area, a dynamic risk assessment by the Police will identify a suitable discrete distance from a hazard from which to establish safe cordons.

To support communication to the public within those areas affected a city centre evacuation map has been created showing the 32 separate zones. A short zonal profile is available which summarises, usage (i.e. industrial, residential, and commercial) and identifies any significant premises within the zone. In some situations and where time permits, it may be appropriate to introduce a phased evacuation to enable priority groups to be dealt with first, minimise congestion and to ensure the effective use of resources.

The Police Incident Commander will decide where the public can be assembled either by use of the pre identified sites\* or by identifying other locations through dynamic risk assessment.

\*Note: although BRT still have a copy of the pre-identified 'Assembly Areas' the Police have advised that they are unlikely to use this for reference during an evacuation.

### Resources

The Police Incident Commander will then ensure the deployment of resources to the scene which may include the use of all or some of the following:

- Police Officers;
- Police Community Support Officers (PCSO's);
- City Centre Street Wardens;
- British Transport Police (if available);

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- Project Griffin trained individuals (national initiative, led by WMP which engages the local business community raising awareness of counter-terrorism measures and promotes the deployment of business security staff in the event of a major incident, to assist the Police in cordon control.)

### Communication Methods

Communication to other agencies and the public will be coordinated by the Police via a range of methods as detailed below:

- Birmingham Community Alert;
- Voice Connect Relay System (VC Relay) – Used to active Project Griffin trained individuals;
- The media – radio, TV and public screens e.g. Paradise Circus;
- Police Helicopter using Skyshout;
- Retail Radio Network;
- Public address systems within business premises/ shopping centres;
- Public address systems on Police vehicles;
- Loudhailers;
- Door knocking/ face to face;
- Various travel information lines (including Mattisse) and variable message signs;
- Various agency websites.

### Birmingham City Council Roles and Responsibilities

Birmingham City Council will support the emergency services in response to any evacuation as appropriate. This may include general traffic management measures in consultation with the Police, co-ordinating welfare support to displaced Birmingham communities, provision of information to the public and undertaking a leadership role during recovery from any incident.

### Related documents, plans and procedures

The Birmingham City Centre Evacuation plan complements existing generic and agency specific plans and procedures including those listed below and makes reference to the government’s guidance on Shelter and Evacuation:

- Birmingham City Centre Evacuation Plan Checklists and Action Cards – in Plan appendix;
- Birmingham City Centre Evacuation Plan Zonal Map – in Plan appendix;
- Birmingham City Centre Evacuation Plan Map (Confidential version);
- Birmingham City Centre Evacuation Plan – Advice to Businesses;

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- CBRN Site Specific Response Plan for Birmingham City Centre;
- West Midlands Police Operation Populous (Restricted) – is an Appendix to the Plan;
- Birmingham Children’s Hospital Evacuation Procedures;
- Travel West Midland’s Bus Re-routing Procedure.

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## Appendix M: Heatwave Plan

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### Risk and Impact Overview

A heat wave is when temperatures remain abnormally high over more than a couple of days. Temperature thresholds for Birmingham are 30C during the day and 15C during the night.

Extreme heat can be dangerous for everyone. If excess temperatures persist for more than a couple of days it can have a wide range of impacts, including fatalities. For example in 2003, the number of additional deaths attributed to the heat wave in Northern France was 15,000. At the same time, London experienced a 60% increase in fatalities amongst the over 75 year olds. With global warming we are likely to witness an increase in both likelihood and impact.

Even moderate heat waves can be dangerous, particularly for at-risk groups. The factors that increase an individual's risk include:

- Age: especially women over 75 years old, those living on their own, or in a care home;
- Chronic and severe illness: including heart conditions, diabetes, respiratory or renal insufficiency, severe mental illness etc. Certain medications.
- Inability to adapt behaviour to keep cool: having Alzheimer's, a disability, being bed-bound, too much alcohol, babies and the very young.
- Environmental factors and overexposure: living in a top floor flat, being homeless, activities or jobs that are in hot places or outdoors and include high levels of physical exertion.

The Birmingham Resilience Group – Heatwave Risk Assessment provides a more detailed overview of: the risk, impact, likelihood and suggested response.

### Response Levels

The response to a heat wave is managed using the 'Heat – Health Watch System levels

Level 1 (Green): Summer preparedness and long-term planning – Ensuring awareness and background preparedness are maintained. Long-term planning includes year-round joint working to reduce the impact of climate change and ensure maximum adaptation.

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- Level 2 (Yellow): Alert and readiness - triggered by forecasts of a 60% chance of temperatures being high enough on at least two consecutive days to have significant effects on health. This will normally occur 2-3 days before the event is expected.
- Level 3 (Orange): Heatwave action - triggered by the Met Office confirming that threshold temperatures have been reached in any one or more region.
- Level 4 (Red): Emergency - triggered when a heat wave is so severe that its effects extend outside health and social care, such as power or water shortages, and/or where the integrity of health and social care systems is threatened. At this level, illness and death may occur among the fit and healthy, and not just in high-risk groups.

The City Council and other partners within the Birmingham Resilience Group have a wide range of roles and responsibilities at each of these response levels.

**Response Activity and Consequence Management**

The Birmingham Resilience Group – Heat Wave Plan details the multi-agency response arrangements for any heat wave in Birmingham. This includes:

- Provision of advice and information to members of the public;
- Provision of advice and information to health and social care staff;
- Provision of advice and information to voluntary, community and business organisations;
- Ensuring effective media strategies;
- The need to identify individuals who are at particular risk / provide individual care plans;
- Ensuring effective working across partner agencies e.g. Primary Care Trusts, Acute Trusts, City Council, other service providers and the wider community.

The response organisations will include:

- The Met Office;
- The Department of Health, Strategic Health Authorities, Primary Care Trusts;
- Local authorities including social care;
- NHS Trusts, care, nursing and residential homes;
- Voluntary, business and wider community.

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**Birmingham City Council Roles and Responsibilities**

The BCC / BRG Heat wave Procedures – Actions Checklist provides a detailed list of the actions required at each level within the Heat – Health Watch System. In general this includes:

- Assisting in the provision of advice and information to members of the public;
- Provision of advice, information and training to social care staff;
- Provision of advice, information and training to care home staff;
- Identification of social care clients who are at particular risk and provide individual care plans where appropriate;
- Provision of advice and information to carers;
- Note: identifying those most at risk, monitoring their situation, and ensuring mitigating measures will be a critical part of the response to a Heat Wave.
- Encouraging the organisers of large outdoor events to take account of the dangers of heat by ensuring the provision of shade, cold water and information for individual protection;
- Raise awareness among schools to prevent children getting sunburn, etc.

**Related documents, plans and procedures**

- The Birmingham Resilience Group – Heat wave Risk Assessment
- The Birmingham Resilience Group – Heat wave Plan
- Looking After Yourself – Department of Health
- Advice for Care Home Managers and Staff - Department of Health
- Advice for Health Care Managers and Staff - Department of Health
- Advice for Health and Social Care Professionals - Department of Health
- Heat wave Plan - Department of Health

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## Appendix N: Birmingham Flood Plan

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### Background

Flooding in Birmingham can occur from a number of different sources; from rivers, rainwater surface run-off, rising groundwater or backing-up of sewers. Birmingham watercourses react differently to different weather patterns. Many of the watercourses rise within or close to Birmingham and are characteristically urban. Therefore Birmingham watercourses tend to react very quickly to rainfall events and provision of advanced warnings are difficult to implement. Any part of the City could be affected from flooding from drainage systems.

The conditions likely to give rise to flooding are prolonged periods of intense rainfall in the catchment, particularly in the winter when the ground is saturated or when there is a rainfall/snowmelt combination, but more often Birmingham is affected by flooding during the summer months by short but high intensity localised storms.

### Flood Risk in Birmingham

A summary of flood risk in Birmingham is available in the Individual Flood Risk Assessment. More detailed information can be viewed in the Birmingham City Council Strategic Flood Risk Assessment produced by the Council's Drainage Department. This report looks to consolidate all available flood risk information for Birmingham including Environment Agency studies, surface water, ground water and river flooding.

Environment Agency Floodzone maps provide a general indication of the natural floodplain of rivers. Copies of these are available within the Local Flood Warning Plan for the West Midlands Conurbation or Multi-agency Flood Plan for Birmingham. Alternatively they can be viewed on the Environment Agency's website.

### Key Council Resources in Floodplain:

- The Thimble Mill Lane Depot;
- Montague Street Depot;
- Castle Vale School & Leisure Centre – Designated Rest Centre;
- Colmers School & Leisure Centre – Designated Rest Centre (on edge of floodplain).

**Levels of Planning**

The following Emergency Flooding Plans cover the Birmingham City Council area:

- Multi-agency Flood Plan for Birmingham – Produced and Maintained by the BRT. This replaces the previous Major Incident Flood Plan for West Midlands (Environment Agency). This plan provides an overview of organisational roles and responsibilities, severe weather, flood warning, command and control, guidance on working near flood water, activation, triggers, stand down, community engagement and associated maps. BRT activation triggers are detailed in the appendices of the plan. This plan is reviewed as part of the ongoing programme of work of the BRG.
- Local Flood Action Group Plans:
  - Rea Valley Residents Environment and Flood Action Group Flood Defence Procedure at times of Flood Alert – Produced and maintained by local residents in consultation with BCC;
  - Witton Flood Action Group – Flood Plan available produced by the Constituency in consultation with local residents;
  - Frankley Neighbourhood Flood Plan - developed by Frankley Neighbourhood Forum and in partnership with BCC and in conjunction with the New Frankley in Birmingham Parish Council;
  - Selly Park South Neighbourhood Forum Flood Action Group – Flood Plan produced by the local residents in consultation with BCC.
- Local Flood Warning Plan for the West Midlands Conurbation – Produced and Maintained by the Environment Agency. This provides details of the flood warnings available in the West Midlands.

**Flood Directory for Birmingham City Council**

A directory of flood related information and templates has been produced for use during a flood event. These include:

- EA FW Poster (explanation of flood warning codes);
- EA Gaugeboard data from EA;
- Evacuation advice sheet for residents;
- EA Flood Advice Booklets;
- FAQ (call centre advice);
- List of BCC services on FWD;
- Health and Safety – (Personal risk assessment, PPE, working in floodwater);
- Newsletter Template;
- Useful weblinks and indexes;
- Bluepages – Flood Forum document referencing flood products;

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- Questionnaires;
- Situation Report templates;
- Example Aim & Objectives;
- Health Centre Flood Plan;
- Advice from Insurers;
- Flood Warden Plans;
- Text Emails;
- Laying Sandbags;
- Street Cleaning Road Names;
- BCC Flood Advice – This is a four-page A4 leaflet that provides information for residents on what to do before, during and after a flood event and provides key contacts;
- Rogue Traders.

**Constituency & Flood Action Groups**

Flood Action Groups are organised local resident groups which may include Flood Warden Schemes focussing on one or a small number of streets in a particular flood risk location within a constituency. There are currently four established groups in Northfield, Witton, Frankley and Selly Park. Their associated plans detail local flood response arrangements to react to warnings and include actions such as river monitoring, putting in place flood products, liaison with Environment Agency, BCC Constituencies, BRT and Drainage Dept.

**Flood Warning in Birmingham**

The Environment Agency offers a flood warning service (Floodline Warnings Direct) for anyone living within their designated Flood Warning Areas. Currently this service is limited within the Birmingham area to the River Tame, the upstream reach only of the River Rea to Calthorpe Park and a very short reach of the River Cole in Birmingham (most of the reach extends into Warwickshire).

**Response to Flooding**

A flood incident check list is available. Once flooding has occurred there is little that the authorities can do to alleviate the problem for residents until flood water subsides. The following actions may be considered and/or undertaken during a flood event.

- Blocked gullies – If flooding is caused by blocked road gullies the Council (through the Highway PFI contract) can send out gully clearing teams to remove blockages. If the rainfall event has exceeded design capacities, gully clearance will not provide a solution.

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- Blocked grills/trash screens and river structures – The Environment Agency and Council can send teams out to respond to reports on blockages which could contribute to flooding. Where possible, these will be removed. However, it is likely in many cases that clearance would be too dangerous or access for required equipment impossible during flooding.
- Deployment of sandbags – During a flooding emergency, residents can call the Council to request the deployment of sandbags. However, this service is not guaranteed as the Council’s sandbag resource is primarily for the protection of Council assets and demand will be high.
- Road Closures – In areas where roads are badly affected by flood water, the Police supported by the Council (resources permitting) may close access and establish diversions, where appropriate to stop further flooding to properties from bow waves and reduce risk to life. Due to the scale of a flood event it would be impossible to resource and police all roads affected.
- Pumping & High Volume Pumps – In some circumstances, it may be possible to reduce localised flooding by pumping water away from the affected area. However, if rivers are full, there may not be a suitable point to release the water. This service may provide support in recovery where river levels have dropped by speeding up the rate of receding flood water, in particular where water is trapped behind flood walls/embankments. This preferably should be carried out by private companies to release the Fire Service for rescue.
- Water rescue – Where flood warnings were not received or acted upon, it may be necessary for residents to be rescued. This may be from homes, vehicles or as a result of falling into flood water. WMFS will respond as appropriate to such calls for assistance. WMFS have both powered (Technical Response Unit & International Search & Rescue) and non-powered (based at Perry Barr) boat resources which are included on the national asset register.
- Property flood protection measures – Deployment of protection measures by property owners or tenants. Property owners should consider prior to flood events the benefits of installing flood resistant products and undertaking flood resilience measures, where appropriate.
- Evacuation – Evacuation will be managed through generic evacuation procedures, where time allows. Where local flood action groups have been established, flood wardens will undertake door knocking and provide a quick local response by residents. The BRT are encouraging the establishment of further flood action groups and supporting this process through the Constituencies. However, due to the nature of flood risk within Birmingham, it is unlikely that a warning will be provided in many areas with significant advance lead time. In many cases it is likely that water will already be on the ground and therefore, due to safety reasons, water rescue will be undertaken by the Fire Service, as necessary.

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### Policy Statements

The following policy statements are applicable at this time.

#### **Pumping water from flooded basements/cellars:**

The City Council will not undertake such activity on the behalf of privately owned residences. Exceptions will be made only in the event that an individual property is known to be occupied by vulnerable persons.

#### **Provision of sandbags:**

Will be deployed within resources available and to where the situation determines they will be best utilised.

#### **Post flooding electrical/gas safety checks:**

The City Council will not undertake electrical and gas safety checks on the behalf of privately owned residences. Exceptions will be made in the event that an individual property is known to be occupied by vulnerable persons.

#### **Business recovery assistance:**

Follow up needs to be done as appropriate to assist business recovery.

#### **Security of properties:**

Decision to deploy private security will be a strategic management decision based on situation and police resources available.

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## Appendix P: Birmingham Multi-Agency Response plan

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The Multi-Agency Response Plan (otherwise known as "Working Together") has been created under the auspices of the Birmingham Resilience Group. Response agencies need to understand and appreciate the main functions, roles and responsibilities of each other if a response to an emergency is to run smoothly. Consequently, it is a key principle of the Civil Contingencies Act that agencies co-operate to plan and respond to emergencies.

This plan achieves that goal covering the whole response period from initial assessment through to the debriefing process. It also describes how co-ordination and co-operation at all levels of response management is achieved from operational matters at the scene of an emergency through to strategic decision making re resources and priorities elsewhere.

As responding agencies will have a core range of functions, roles and responsibilities no matter what the nature of each emergency, Working Together therefore supplies the foundation material for a multi-agency response to any emergency

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## Appendix Q: Corporate Business Continuity Framework

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Under the Civil Contingencies Act (CCA) 2004 the Council is statutorily required to maintain business continuity for critical services\*, at a reduced level if necessary, even during times of disruption. Birmingham Resilience Team (BRT) maintains this Framework to encourage a consistent approach to business continuity planning across the council, which is fully integrated within the corporate major emergency plan and associated procedures.

The purpose of business continuity planning is to enable the Council to strengthen its ability to:

- reduce, control or mitigate the effects of an emergency;
- ensure continued delivery of its critical services;
- protect its staff;
- reduce the potential for financial loss (incurred as a result of loss of revenue or litigation costs);
- maintain public confidence; and
- avoid adverse media attention.

Meeting the CCA duty to promote BC externally supports the council's commitment to helping the city of Birmingham manage business disruptions.

This Framework sets out BCC's:

- business continuity strategy and policy, including roles and responsibilities;
- business continuity plan template for divisions (and associated guidance);
- business continuity template exercise for divisions;

BRT also maintains a **corporate business continuity plan** which provides an outline approach for the Council to manage a range of major business disruptions and to complement corporate BRT plans for specific major business disruptions, e.g., influenza pandemic, fuel disruption, etc.

The corporate business continuity plan also clarifies arrangements for activation either as a stand-alone response to a major business disruption or when this plan is activated as a Business Continuity / Recovery Cell as part of the Council Major Emergency Plan and Procedures.

\*Critical services are identified by divisions as part of their business continuity plan development and BRT requests confirmation that each directorate management team has agreed these. This critical services list is submitted to EMCBC on an annual basis for approval. BRT provides divisions / directorates with BC plan guidance, including what a "critical service" is, based on both the Civil Contingencies Act 2004 and based on Council service planning and risk management priorities.

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**Buildings, Environment and Infrastructure thematic cell**

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**Purpose**

To ensure that the council responds effectively to any emergency, in so far that it impacts on buildings, infrastructure and the wider environment.

**Role Overview**

The Buildings, Environment & Infrastructure Cell will take responsibility for the following areas of tactical / operational management:

1. To be responsible for response capabilities in the following areas:
  - Animal health;
  - Food contamination; etc.
  - Infectious diseases;
  - Public Health Advice;
  - City Housing Dept Repairs;
  - Buildings surveys;
  - Making safe buildings and structures;
  - Demolition of buildings and structures;
  - Inspection and repair of bridges;
  - Street Cleansing, emptying of litter bins;
  - Cleansing including fire and flood damage;
  - Gulley cleaning / unblocking;
  - Removal of waste, including dead animals / clinical waste;
  - Response to flooding, including sandbag deployment;
  - Response to road traffic accidents;
  - Spillages on highway;
  - Provision of vehicles, including plant and skips;
  - Winter maintenance of highway;
  - Snow clearance;
  - Street lighting and signage;
  - Traffic Management, including control and diversion of traffic;
  - Tree clearance;
  - Management of fuel stocks;
  - Provision of security staff;

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- Vehicle maintenance;
  - Issues associated with watercourses, culverts, dams and reservoirs;
  - Land and building contamination.
2. Preparation of regular situation reports / briefings to the CECT within agreed timescales.
  3. An accurate audit trail of all communications, activities and decisions within the cell.
  4. For the monitoring of response activity undertaken directly by the cell or delegated to specific service areas.
  5. For liaison with the thematic forward emergency control officer at the scene.
  6. For supporting and liaising with other thematic cells as appropriate, i.e.
    - Assisting in the preparation of media briefings;
    - Identifying implications for welfare, recovery and business continuity.
  7. By liaison with external agencies, including Cat 1 and 2 responders and other agencies as appropriate.

## Membership

The Buildings, Environment & Infrastructure cell will comprise of the following roles:

- Emergency Co-ordination Officer – Buildings, Environment & Infrastructure;
- Thematic Cell Co-ordinator - Buildings, Environment & Infrastructure;
- Thematic Cell Officers:
  - o Building Consultancy;
  - o Corporate Health & Safety;
  - o Fleet & Waste Management;
  - o Highways;
  - o Housing;
  - o Parks & Nature Conservation;
  - o Regulatory Services;
  - o Urban Design.
- Thematic Cell Support Officer;
- Thematic Forward Emergency Control Officer (at Scene / FEC).

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**Media and Information thematic cell**

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**Purpose**

To ensure that the council responds effectively to the information needs of citizens and general media management issues during the response phase of any emergency.

**Role Overview**

The Media & Information Cell will take responsibility for the following areas of tactical / operational management:

1. To be responsible for response capabilities in the following areas:
  - Provision of press releases;
  - Organisation of press conferences;
  - Establishment of media centres;
  - General media management, including at the scene of the incident, rest centres, etc.;
  - Provision of public information about the management of the incident;
  - Provision of public information about how to cope with the impact / consequences of the emergency;
  - Updating of website, specifically ‘incident news’ pages;
  - Provision of briefings for staff delivering ‘Council Emergency Information Line’;
  - Provision of briefings for elected members;
  - Provision of briefings for staff, including use of global e-mails, etc.
2. Preparation of regular situation reports / briefings to the CECT within agreed timescales.
3. An accurate audit trail of all communications, activities and decisions within the cell.
4. For the monitoring of response activity undertaken directly by the cell or delegated to specific service areas.
5. For liaison with the thematic forward emergency control officer at the scene.
6. For supporting and liaising with other thematic cells as appropriate, i.e.
  - Assisting in the preparation of media briefings;
  - Identifying implications for welfare, recovery and business continuity.
7. By liaison with external agencies, including Cat 1 and 2 responders and other agencies as appropriate.

**Membership**



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The Media and Information cell will comprise of the following roles:

- Emergency Co-ordination Officer – Media and Information;
- Thematic Cell Co-ordinator – Media and Information;
- Thematic Cell Officers:
  - o Public affairs and Communications.
- Thematic Cell Support Officer;
- Thematic Forward Emergency Control Officer (at Scene / FEC).

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## Welfare and Humanitarian Assistance thematic cell

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### Purpose

To ensure that the council responds effectively to any emergency, in so far that it impacts on the welfare of its citizens.

### Role Overview

The Welfare and Humanitarian Assistance Cell will take responsibility for the following areas of tactical / operational management:

1. Response capabilities in the following areas:
  - Provision of immediate shelter, security and safety;
  - Temporary and longer-term accommodation;
  - Feeding and refreshments;
  - Transport (including specialist transport for people with disabilities);
  - First aid & Medication (within BCC response facilities and subject to agreed processes);
  - Advice and guidance;
  - Welfare of pets;
  - Personal needs.
2. Preparation of regular situation reports / briefings to the CECC within agreed timescales.
3. An accurate audit trail of all communications, activities and decisions within the cell.
4. For the monitoring of response activity undertaken directly by the cell or delegated to specific service areas.
5. For liaison with the thematic forward emergency control officer at the scene.
6. For supporting and liaising with other thematic cells as appropriate, i.e.
  - Assisting in the preparation of media briefings.
  - Identifying implications for buildings, infrastructure & environment cell, media and information cell and recovery & business continuity cell.
- 1.7 By liaison with external agencies, including Cat 1 and 2 responders and other agencies as appropriate.

## Membership

The Welfare and Humanitarian Assistance Cell will comprise of the following roles:

- Emergency Co-ordination Officer – Welfare and Humanitarian Assistance;
- Thematic Cell Co-ordinator – Welfare and Humanitarian Assistance;
- Thematic Cell Officers:
  - o Adults and Communities;
  - o Children, Young People and Families;
  - o Environment and Culture;
  - o Housing and Constituencies.
- Thematic Cell Support Officer;
- Thematic Forward Emergency Control Officer (at Scene / FEC).

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## Recovery and Business Continuity thematic cell

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### Purpose

To ensure that the council's response makes appropriate provision for both the recovery and business continuity challenges faced in any emergency.

### Role Overview

It has long been recognised that consideration of recovery & business continuity issues is lacking in two ways in the response phase to any emergency. Firstly, these issues usually do not receive earlier enough consideration. Secondly the required scale of response tends to be underestimated. The immediate allocation of an officer to the role of Emergency Co-ordinator – Recovery & Business Continuity, addresses these issues.

In some circumstances, the multi-agency strategic coordinating group may determine that it is necessary to establish a 'Recovery Co-ordinating Group' and appropriate sub-groups (see Birmingham Multi-agency Recovery Plan for further details).

1. The Recovery and Business Continuity Cell will take responsibility for all aspects of tactical/operational management.
2. Preparation of regular situation reports / briefings to the CECC within agreed timescales.
3. An accurate audit trail of all communications, activities and decisions within the cell.
4. For the monitoring of response activity undertaken directly by the cell or delegated to specific service areas.
5. For liaison with the thematic forward emergency control officer at the scene.
6. For supporting and liaising with other thematic cells as appropriate, i.e.
  - Assisting in the preparation of media briefings
  - Identifying implications for welfare, buildings, infrastructure & infrastructure
7. By liaison with external agencies, including Cat 1 and 2 responders and other agencies as appropriate.

### Membership

The Recovery and Business Continuity cell will comprise of the following roles:

- Emergency Co-ordination Officer – Recovery and Business Continuity;
- Thematic Cell Co-ordinator – Recovery and Business Continuity;
- Thematic Cell Officers:

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- Adults and Communities;
- Children, Young People and Families;
- Environment and Culture;
- Development;
- Regulatory Services;
- Housing and Constituencies.
- Thematic Cell Support Officer
- Thematic Forward Emergency Control Officer (at Scene / FEC)

N.B. It is highly unlikely that there will be any need for a Forward Emergency Control Officer – Recovery & Business Continuity. Any intelligence required by the cell will normally be provided by the Forward Emergency Co-ordinator.

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## Elected members and emergency response

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### Introduction

Elected members, both councillors and Members of Parliament, can have a very important role to play in assisting communities at times of major emergency. This can be in the immediate 'response' phase that often only lasts hours or days. It will certainly be the case in the 'recovery' phase where, over weeks and months, communities try and get back to normal.

At times of crisis, with high levels of anxiety, it is important that the public are not confused by either contradictory statements and/or unrealistic expectations.

The nature of the emergency might require very different responses. For example during a terrorist alert it would be likely that the Council would want to limit its 'spokespersons' to just one elected member and one senior officer. However, during flu pandemic or flooding it is much more likely that wider involvement would be needed.

The precise response may well also vary across constituencies depending on Members' interests, skills and local determination on emergency arrangements.

It is therefore important, as with any other role, that the role of elected members is fully integrated into the overall response to the emergency.

### Emergency Response

#### 1. Notification & Stand down

During any declared major emergency the Emergency Co-ordination Manager will ensure that the Deputy Leader (as portfolio holder for resilience) and all councillors / members of parliament will receive initial notification. Subsequent situation reports will be provided on a regular basis. Stand down notification at the end of the emergency response will also be issued.

There will be occasions where a major emergency has not been declared but the response requires significant co-ordination and it is appropriate to provide notification to selected elected members.

## 2. Emergency Management

As mentioned above the response phase to any major emergency will be subject to strict command and control arrangements with any formal member involvement being determined by these arrangements. The Deputy Leader will be consulted by the Council Gold Commander and Emergency Co-ordination Manager and contribute to the strategic policy creation and direction of the Council response. The Deputy Leader will also provide an interface between Cabinet, other elected members and emergency managers. In all declared major emergencies. This will include ensuring notification / consultation with other political group leaders as appropriate.

### Local members and constituency plans

Local members can contribute to the response in a number of different ways:

- As community representatives to gather and make known the concerns of their communities;
- As community leaders providing assurance and as one of the sources of important and credible information;
- As a public face responding to media enquiries.

The precise role of elected members and that of constituencies in general can vary quite dramatically. It might be for example that in one constituency members prefer for one councillor always to be a spokesperson whereas in another constituency there is a preference for one spokesperson in each ward.

As has already been said it is important that the public are not confused by either contradictory statements/leadership and/or raised expectations. Therefore whilst members and officers will be engaged at a local level the decision-making process will be entirely driven by the corporate emergency management arrangements. For example, it might well be the case that public information is provided in the constituency's name following consultation with members and constituency director, etc. However, the final content will be approved by the Emergency Co-ordination Team.

It is important to ensure that the 'constituency' perspective is fully integrated into these emergency management arrangements. Consequently constituency representatives will normally be expected to attend both the Corporate Emergency Co-ordination Team and Forward Emergency Control at the scene. Part of their responsibilities will be to ensure liaison with local elected members.

### Keeping members informed

A number of mechanisms will be used to keep members fully apprised of developments in any major emergency:

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- Birmingham Community Alert provides an opportunity to automatically distribute text messages to those members registered for their areas;
- Lotus Notes provides a mechanism for sending e-mail messages to group distribution lists;
- The 'Incident News' pages within [www.birminghamprepared.gov.uk](http://www.birminghamprepared.gov.uk) will be regularly updated and provide the latest news at times of emergency.

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# Agreement by the West Midlands Region Local Authorities to provide Mutual Aid in the event of Major Incidents

## Statement of Purpose

This document concerns the provision of mutual aid during an emergency between the West Midlands Region local authorities:

Each of the named authorities will endeavour to provide assistance (as a Responding authority) to another of the named authorities (as a Requesting authority) in the form of provision of personnel in the event of an emergency and when asked to do so in accordance with the guidelines agreed.

The local authorities also recognise that emergencies are not always coterminous with boundaries and would therefore consider an application for mutual aid from any area of the UK and respond where possible.

## Agreement Conditions

1. A formal request for aid shall only be made by a chief executive or designated lead officer with the authority of the chief executive to a chief executive/designated lead.
2. A chief executive/designated lead who receives a request for assistance shall take the appropriate action to respond to the request without delay and, in the case of a lead officer, shall inform their chief executive at the earliest opportunity. As part of the decision process, the chief executive of the Responding authority must consider whether the resource requested can be made available without putting at risk the authority's service delivery obligations or ability to respond to an emergency of its own.
3. The Responding authority undertakes, so far as is reasonably practicable, to provide suitable staff for the task to be performed.
4. Responsibility for co-ordinating aid and for meeting all legal requirements for the supervision, training, and health and safety of loaned staff rests with the Requesting authority or, where more than one authority area has been affected by the emergency, by the authority that requested the aid.
5. A Requesting authority shall bear the financial costs associated with the provision of aid, and shall reimburse the Responding authority on a cost recovery basis upon the termination of the aid and within a reasonable period of time following the receipt of a fully documented statement.

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6. All of the authorities named in this agreement shall maintain adequate insurance arrangements to cover mutual aid circumstances and any liabilities arising from the deployment of staff to another authority area.
7. The Responding authority should make arrangements to ensure that regular contact is maintained with its employee(s) working for the Requesting authority and ensure that management issues are dealt with appropriately. The chief executives or lead officers of the Responding and Requesting authorities should maintain regular contact throughout the loan period.
8. Any disputes between the Responding and Requesting authorities should be resolved through negotiations between the lead officers or chief executives with a view to early resolution. An unresolved dispute should be referred to an independent chief executive, that is, the chief executive of an authority named in the mutual aid agreement but uninvolved in the emergency, or if all named authorities are involved, then the chief executive of an authority which is not a party to the agreement who shall suggest a solution to the dispute within 14 days of the referral.
9. This agreement is not intended to be a legally binding contract.

SIGNED

Jim Graham  
 Chair of the Regional Chief Executives Group  
 On behalf of West Midlands Region Local Authorities

Local Authorities comprising the West Midland Region:

Birmingham  
 Bromsgrove  
 Cannock Chase  
 Coventry  
 Dudley  
 East Staffordshire  
 Herefordshire  
 Lichfield  
 Malvern Hills  
 Newcastle-under-Lyme  
 North Warwickshire  
 Nuneaton and Bedworth  
 Redditch  
 Rugby  
 Sandwell  
 Shropshire  
 Solihull

South Staffordshire  
 Stafford  
 Staffordshire  
 Staffordshire Moorlands  
 Stoke-on-Trent  
 Stratford-on-Avon  
 Tamworth  
 Telford and Wrekin  
 Walsall  
 Warwick  
 Warwickshire  
 Wolverhampton  
 Worcester  
 Worcestershire  
 Wychavon  
 Wyre Forest

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