



MAJOR EMERGENCY PLAN

Version 10.0

Part 5.1

Emergency Activation Officer Handbook

SEVENOAKS DISTRICT COUNCIL
ARGYLE ROAD, SEVENOAKS, KENT. TN13 1HG

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This document is un-controlled. Please ensure you have the most up-to-date copy.

**Keep a full record of all activity throughout the activation process
See Section 1.8**

IMPORTANT NOTE

Keep a full record of all activity throughout the activation process – see Section 1.8

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1.1 - ALERTING

GENERAL

See also Section 2 of the *Pan-Kent Strategic Emergency Framework*

First Contact

When a major emergency arises, with or without warning, the initial contact point with the District Council will either be the via the Contact Centre (See Part 5.2) or the CCTV Control Room.

01732 227000

CCTV Control Room out of hours

01732 458709

or 01732 227141

or 01732 227291

fax 01732 453025

The person receiving the call will contact an Emergency Activation Officer in accordance with the procedure for Major Emergencies, currently:

Office hours

IN THIS ORDER:

- | | | |
|------------------------|-------|-----------------|
| 1. Jeff Seear | x7303 | |
| 2. Jim Latheron | x7209 | |
| 3. Viv Newbury | x7305 | |
| 4. Chief Exec's Office | x7394 | |
| 5. Gary Connor | x7310 | Liaison Officer |
| 6. Richard Wilson | x7142 | Liaison Officer |

Out of Hours

IN THIS ORDER:

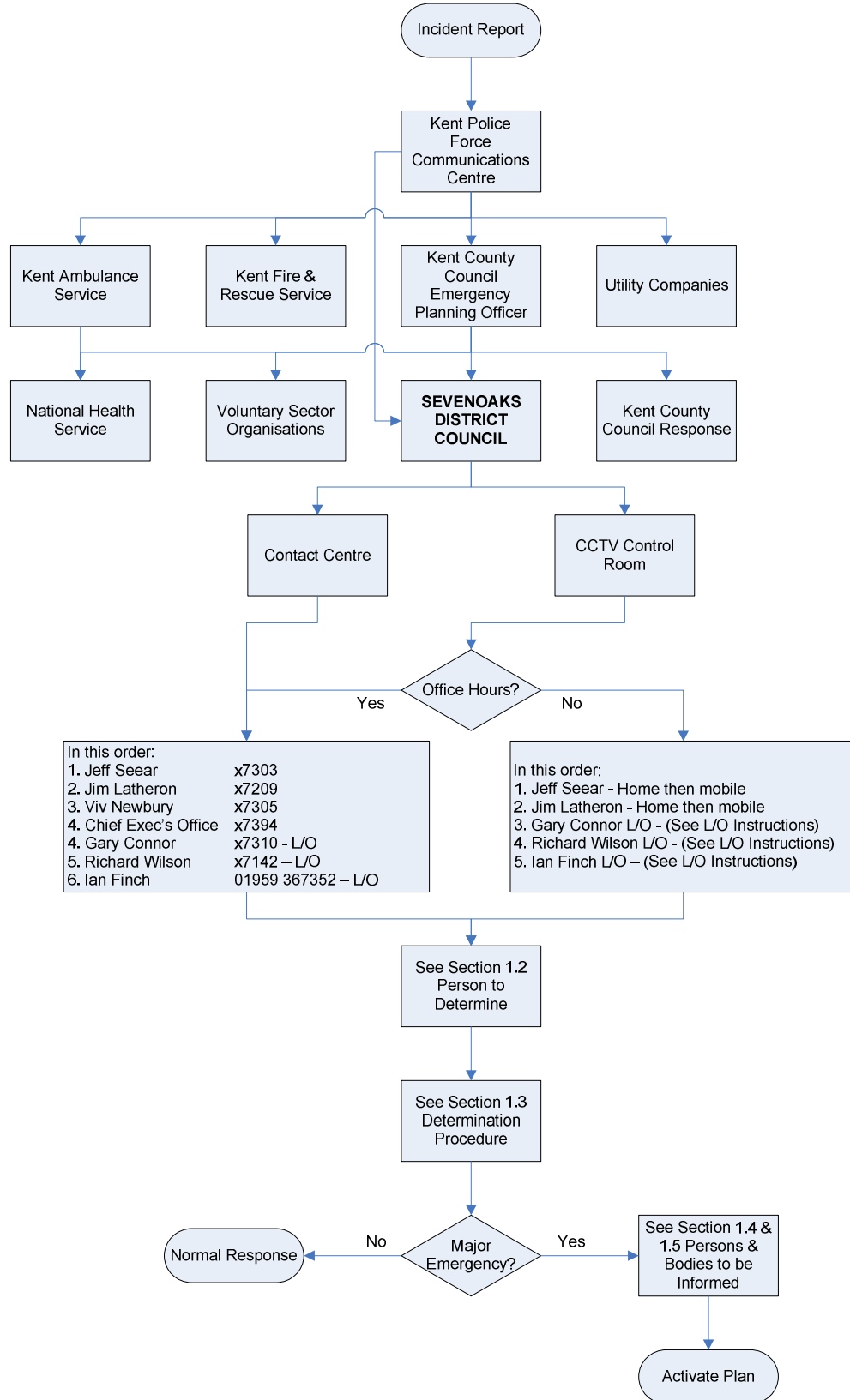
- | | |
|-------------------|--|
| 1. Jeff Seear | Home then mobile |
| 2. Jim Latheron | Home then mobile |
| 3. Gary Connor | Liaison Officer (See Liaison Officer Instructions) |
| 4. Richard Wilson | Liaison Officer (See Liaison Officer Instructions) |
| 5. Ian Finch | Liaison Officer (See Liaison Officer Instructions) |

This Emergency Activation Officer must contact the 'Person to Determine' (Section 1.2) who will determine whether a major emergency has occurred (guided by reference to Section 1.3 – Determination Procedure) and if a major emergency has occurred, inform, or arrange to be informed those persons and bodies listed in Section 1.4 and 1.5.

The contact numbers are shown in the *Emergency Directory*.

If the first contact is out of hours, and the Emergency Activation Officer contacted is the Emergency Planning Officer, after determination, he will in most incidents hand the call-out and early incident liaison to another Emergency Activation Officer while he travels to, and establishes the District Emergency Centre (normally in the Conference Room at the Argyle Road offices).

ALERTING FLOWCHART



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1.2 – PERSON TO DETERMINE

See paragraph 1.23 of *Emergency Preparedness*

The person who should determine whether an emergency of the kind specified has occurred

The Chief Executive of the District Council or, in his absence, one of the following (in this order of preference):

- Deputy Chief Executive & Director of Corporate Resources
- Deputy Chief Executive & Director of Community & Planning
- Emergency Planning Officer (EPO)
- Head of Finance & Human Resources
- Head of Environmental & Operational Services
- Professional Services Manager
- Another Head of Service
- Another third tier manager

The procedure that that person should adopt in taking that decision

In consultation with the appropriate consultees, determine if a major emergency has occurred. Referring to 'Table 1 – Major Emergency Determination Table' may help with this decision.

The persons who should be consulted before such a decision is taken

The Emergency Planning Officer and

Chief Executive and all available Directors, or in their absence (in this order of preference):

- Head of Finance & Human Resources
- Head of Environmental & Operational Services
- Other Heads of Service
- The Professional Services Manager
- Other relevant third tier manager(s)

Other appropriate staff or other consultees

1.3 - DETERMINATION PROCEDURE

See paragraph 1.23 of *Emergency Preparedness*

This is the procedure for determining whether an emergency has occurred which makes it necessary or desirable for the Council to perform its functions for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking any other action in connection with the emergency, or, whether an emergency has occurred which affects the ability of the Council to continue to perform its functions

TABLE 1 - MAJOR EMERGENCY DETERMINATION TABLE

		If 'Yes' go to	If 'No' go to
1	Has an event or situation occurred which threatens serious damage to human welfare? <ul style="list-style-type: none"> • loss of human life; • human illness or injury; • homelessness, damage to property; • disruption of a supply of money, food, water, energy or fuel; • disruption of an electronic or other system of communication; • disruption of facilities for transport; • disruption of services relating to health. 	4	2
2	Has an event or situation occurred which threatens serious damage to the environment <ul style="list-style-type: none"> • contamination of land, water or air with harmful biological, chemical or radio-active matter, or oil; • flooding; • disruption or destruction of plant life or animal life. 	4	3
3	Has an event or situation occurred which threatens serious damage to security of all or part of the UK? <ul style="list-style-type: none"> • war or armed conflict; • terrorism. 	4	4
4	Has an emergency occurred which seriously affects the ability of the Council to continue to perform its functions?	6	5
5	Has an emergency occurred which makes it necessary or desirable for the Council to perform its functions for the purpose of preventing the emergency, reducing, controlling or mitigating its effects or taking any other action in connection with the emergency?	6	7
6	Can the emergency be dealt with as part of the Council's day-to-day activities without significantly changing the deployment of our resources and without acquiring additional resources?	7	8
7	<i>Not a major emergency</i>		
8	<u>MAJOR EMERGENCY</u>		

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1.4 – PERSONS AND BODIES TO BE INFORMED

During Office Hours

- The Contact Centre with instructions about the direction of calls (See also Part 5.2)
- All District Council staff (probably by 'blanket' e-mail)

Out of hours

- The out of hours service (CCTV Control Room) with instructions about the direction of calls
- At the earliest opportunity on the next working day,
 - The Contact Centre with instructions about the direction of calls (See also Part 5.2)
 - All District Council staff (probably by 'blanket' e-mail)

1.5 - CALL-OUT

Once a Major Emergency has been declared, call out relevant staff to run the District Emergency Centre for the first phase of the response

Ensure that the following people are informed once such a decision is taken and within the Call-out Procedure

TABLE 2 - NOTIFICATION CHECK LIST

Role	Person or Body	Substitute	Remarks	Check
Emergency Planning Officer	Emergency Planning Officer (EPO) Jeff Seear	Professional Services Manager Jim Latheron	For all incidents	
District Emergency Coordinator	Chief Executive Robin Hales	Corporate Resources Director Pav Ramewal Or Community & Planning Director Kristen Paterson	For all incidents	
	All Directors		If requested by District Emergency Coordinator	
Incident Liaison Officers	As listing in Emergency Directory		Team of at least two, or as directed by Emergency Planning Officer	

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Role	Person or Body	Substitute	Remarks	Check
Key-holder	As out-of-hours arrangements	As out-of-hours arrangements	If out of hours to open the building and disarm alarms and to start to prepare District Emergency Centre (Conference Room)	

DEC Team				
Information Manager	Head of Information & Customer Services Jim Carrington-West	IT Support Manager Michael Laver-Smith	To establish District Emergency Centre (Conference Room)	
Support Manager	HR Manager Carrie Lloyd	IT & FM Customer Services Manager Will Bowen	If District Emergency Centre (Conference Room) is being established To notify Support Officer and Security Officer	
Media Manager	Communication & Consultation Manager Daniel Whitmarsh	Communications Team	For all incidents To notify Media Officer	
DEC Documentation Team	As listing in Emergency Directory		Team of at least four or as directed by Information Manager	
IT & Telecoms Officer	IT Support Manager Michael Laver-Smith	IT Team	If District Emergency Centre (Conference Room) is being established To notify GIS Officer	

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Role	Person or Body	Substitute	Remarks	Check
Function Coordinators				
Financial Services and Advice	Head of Finance & Human Resources Tricia Marshall	Accountancy Manager Adrian Rowbotham	If requested by District Emergency Coordinator	
Council Property	Professional Services Manager Jim Latheron	Building & Health & Safety Advisor Ian West	If requested by District Emergency Coordinator	
Health and Safety	Building & Health & Safety Advisor Ian West	Architectural Technologist Dave Shaw	If requested by District Emergency Coordinator	
Legal Advice	Head of Legal & Committee Services Christine Nutall	Principal Legal Executive Graham Grove	If requested by District Emergency Coordinator	
Procurement	Audit & Efficiency Manager Bami Cole	Facilities Management Officer Jon Wiltshire	If requested by District Emergency Coordinator	
Dangerous Buildings and Structures	Head of Environmental & Operational Services Richard Wilson	Building Control Manager Kevin Tomsett	If any buildings or structures are affected or damaged by the incident	
Housing	Head of Housing Pat Smith	Housing Services Team Leader Jane Ellis Or Private Sector Housing Manager James Nicholls	If any people are likely to be evacuated or otherwise made homeless	

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Role	Person or Body	Substitute	Remarks	Check
Transportation	Head of Environmental & Operational Services Richard Wilson	Parking and Amenity Manager Gary Connor	If requested by District Emergency Coordinator	
Direct Services	Head of Environmental & Operational Services Richard Wilson	Operations Manager Ian Finch	If requested by District Emergency Coordinator	
Environmental Health	Head of Environmental & Operational Services Richard Wilson	Environmental Health Manager Ann Sargent Or Assistant Environmental Health Manager Alex Dawson	If requested by District Emergency Coordinator	
Development Control	Head of Development Control Jim Kehoe		If requested by District Emergency Coordinator	
Community Issues	Head of Community Development Lesley Bowles		If requested by District Emergency Coordinator	

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Role	Person or Body	Substitute	Remarks	Check
Others				
Rest Centre Premises and Staffing	Managing Director Sencio Leisure Mark Whyman	Operations Director Sencio Leisure	If any people are likely to be evacuated or if directed by EPO	
Community Response Team's for affected areas	Town or Parish Council Community Response Team		If area affected has a CRT, and at the request of the EPO	
Other voluntary sector responders (via KCC Emergency Planning Group)	KCC EPG Duty Officer	Other KCC EPG staff	If required, and at the request of the EPO	
KCC Emergency Planning Group (for information)	KCC EPG Duty Officer	Other KCC EPG staff	For all except the most minor incidents, and at the request of the EPO	

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1.6 - EARLY INCIDENT LIAISON

Once the call-out is underway, it will take some time for the necessary staff to attend the District Emergency Centre (DEC)(Conference Room) and for the DEC to become set-up and ready to accept calls.

Office Hours

From previous exercises, this is likely to be between 20 and 40 minutes.

Out of hours

From previous exercises, this is likely to be between 45 and 60 minutes. For severe weather events, this may be considerably longer due to travelling difficulty.

In this interim period, the Emergency Activation Officer must maintain liaison between the CCTV Control Room, the Emergency Services, other responders and others.

1.7 - HAND-OVER TO DISTRICT EMERGENCY CENTRE

Once the District Emergency Centre (Conference Room) is set-up and ready to accept calls, the Emergency Activation Officer will be contacted and all calls will be redirected to the District Emergency Centre. You will be given any necessary phone numbers.

If you have an immediate role in the District Emergency Centre, proceed there at once. If you do not, you will be stood down.

1.8 – RECORD KEEPING

Keep a sequential contemporaneous record of the details of all calls received and made and of all actions, noting the date and time, who calls were from or to, phone numbers, addresses and other relevant information.

Keep this record safe as it may be required for any subsequent inquiry.

On the next working day, take a copy of the record, keep the copy and hand the original to the Emergency Planning Officer.

A log book is included at Part 5.1a of this plan.

1.9 - LINKS TO OTHER RELEVANT DOCUMENTATION

This document should be read in conjunction with the Sevenoaks District Council Major Emergency Plan and related documentation.

References

- *Sevenoaks District Council Major Emergency Plan*
 - *Appendix 2 – Emergency Contact Directory*
- *Emergency Preparedness – Guidance on Part 1 of the Civil Contingencies Act 2004, its associated Regulations and non-statutory arrangements*

1.10 - OUTLINE OF THE CURRENT OUT OF HOURS SERVICE

The out of hours service is provided by the Sevenoaks District Council CCTV Control Room. This operates on a 'normally manned out of hours basis' and takes the out of hours call when the main offices at Argyle Road are closed.

If, in unusual circumstances, the CCTV Control Room is un-manned out of hours, emergency notification calls should be directed to the Kent County Council Duty Emergency Planning Officer who will notify the Sevenoaks District Council Emergency Planning Officer or one of the Emergency Activation Officers direct.

Under normal out of hours procedures, the CCTV Operators have telephone access to the following Sevenoaks District Council staff:

- duty Environmental Health Officer
- duty Housing Officer
- duty Driver (who has access to Sevenoaks Direct Services' vehicles and the Dunbrik emergency stores. They can also call on additional SDS resources.)
- Liaison Officers (who are also the Emergency Activation Officers)
- Emergency Planning Officer
- Professional Services Manager
- Key holders

And others.

They have radio access to the Police and participate in the Shop Safe Radio systems.

They also have contact details for frequently used contractors.