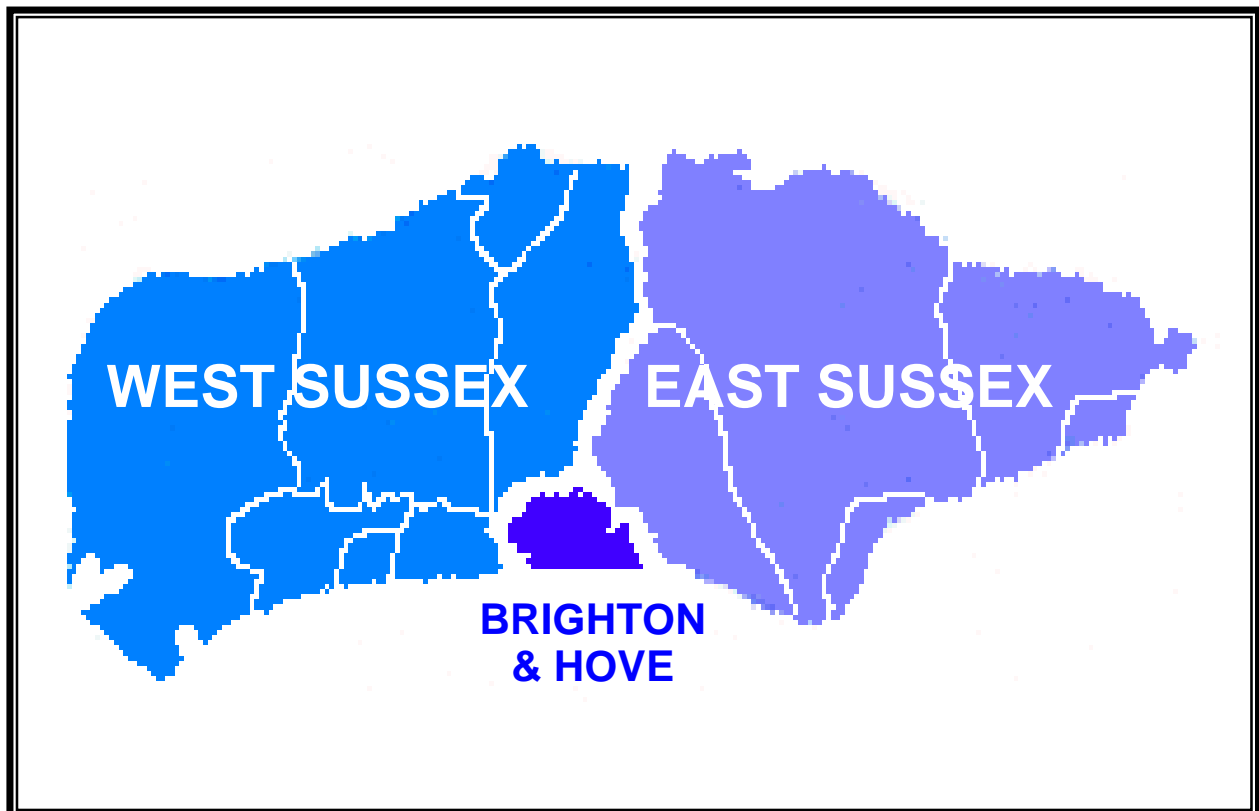


SUSSEX VOLUNTARY ORGANISATIONS REFERENCE DOCUMENT



Distribution List

St John Ambulance	2
British Red Cross	4
Women's Royal Voluntary Service (WRVS)	2
Radio Amateurs (RAYNET)	2
Samaritans	5*
Victim Support	11*
Cruse	4*
The Churches	3
Salvation Army	6
Sussex Police	1
Sussex Ambulance Service	3
East Sussex Fire Brigade	1
West Sussex Fire Brigade	1
East Sussex County Council	5
West Sussex County Council	3
Brighton & Hove Council	2
South Coast Consortium of Health Authorities (EPA)	1
East Sussex Brighton & Hove Health Authority	1
West Sussex Health Authority	1

Distributed as follows:-

Samaritans:	East Sussex 2;	West Sussex 2;	Brighton & Hove 1
Victim Support	do. 4	do. 6	do. 1
Cruse		do. 3	do. 1

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Introduction

- 1.1 In a major civil emergency, referred to as a "major incident", the initial response will be from the Emergency Services (Police, Fire, Ambulance, HM Coastguard). At any stage the Emergency Services are likely to call for the assistance of Local Authorities to help in containing the effects of the incident and subsequently to restore normality to the environment and community. The Local Authorities may in turn call upon local voluntary organisations to assist in the response. It is important that all organisations involved in the response to a major incident are aware of each other's roles and responsibilities. In Sussex, the Emergency Services, Health Authorities and principal local authority areas of West Sussex, East Sussex and Brighton & Hove have prepared a Major Incident Linking Document which describes the responsibilities of the Emergency Services and other agencies and the co-ordination and control of a major incident.
- 1.2 *This* document, a companion to the Major Incident Linking Document, brings together an outline of the responsibilities of the principal voluntary agencies who may find themselves involved in a major incident in West Sussex, East Sussex or Brighton & Hove. The document also describes the role of the Volunteer Emergency Committees, the forums which promote the integration of planning and training between those principal voluntary organisations and the Emergency Services, Health Authorities and Local Authorities.

2. Aim

- 2.1 The aim of this document is to set out the roles and responsibilities of those voluntary organisations most likely to be called upon to assist in the response to a major incident in West Sussex, East Sussex or Brighton & Hove. It also summarises the roles and responsibilities of the Emergency Services, Local Authority and Health Authority.

This document has been prepared on behalf of, and approved by the East Sussex and West Sussex Voluntary Emergency Committees, which consist of the following organisations:

St. John Ambulance	British Red Cross
Women's Royal Voluntary Service (WRVS)	RAYNET (Radio Amateurs)
The Samaritans	Victim Support
CRUSE	Salvation Army
The Churches	Citizens Advice Bureau
Community Advisors	
East Sussex County Council	West Sussex County Council
Brighton & Hove Council	
Sussex Police	Sussex Ambulance Service
East Sussex Fire Brigade	West Sussex Fire Brigade
East Sussex Brighton & Hove Health Authority	West Sussex Health Authority

3. **Overall Co-ordination of a Major Incident**

- 3.1 The initial response to a major incident will be from the Emergency Services. The Police will normally co-ordinate the activities of all those responding at and around the scene of a major incident, although each of the other services and agencies will exercise control over their own specific aspects of responsibility. A Strategic Co-ordinating Group will often be established, usually at Police Headquarters and under police chairmanship, but with representatives from all principal organisations involved.

4. **Roles and Responsibilities of the Emergency Services, Health Authority and Local Authority**

These are given in more detail in the Major Incident Linking Document, but are summarised as follows:-

4.1 **Police**

The Police role includes protecting and preserving the scene by cordons, establishing diversions, effecting evacuations, preserving evidence for any subsequent investigation, and taking the lead on media management. On a wider scale, it includes collation and dissemination of casualty/survivor information and identification of victims.

4.2 **Fire Service**

The overall aim of the Fire Service is to save life, mitigate damage to property from fire and to render humanitarian services. In achieving these tasks a wide range of responsibilities are placed on the service which include fire fighting and rescue operations, controlling leaks and spillages of hazardous substances, damage control/salvage operations and investigation of the incident. The Senior Fire Officer present will be responsible for and command all aspects of fire fighting and rescue operations. Other organisations or personnel assisting in the rescue function will come under his control.

4.3 **Ambulance Service**

Sussex Ambulance Service will provide a focal point for all medical resources at the incident through an Ambulance Control Point. The Ambulance Service will also be responsible (with medical assistance where appropriate) for the treatment and care of those injured at the scene, determining the priority evacuation needs of the injured and their transportation to nominated "Receiving" or alternate hospitals.

4.4 **Coastguard**

HM Coastguard is responsible for the initiation and co-ordination of all civil maritime search and rescue measures for vessels or persons requiring assistance in the UK Search and Rescue Region including persons at risk on cliffs or shoreline of the UK. The Coastguard is also responsible for the mobilisation, organisation and co-ordination of national and international resources to bring operations to a successful conclusion.

4.5 **Health Authorities**

Health Authorities have overall responsibility for the public health of the population within their geographical area and for securing accident and emergency services and major incident response on the part of the hospital, ambulance and community healthcare NHS Trusts. Principal concerns are NHS co-ordination and the acquisition of additional NHS resources.

4.6 **Local Authorities**

The principal responsibilities of local authorities include support for the Emergency Services, support and care for the local and wider community and co-ordination of the response by organisations other than the Emergency Services. As time goes on, and the emphasis switches to recovery, the local authority will take a leading role in rehabilitating the community and restoring the environment.

The Voluntary Sector

5.1 Introduction

5.1.1 Major incidents can over stretch the resources of the Emergency Services and local authority services and the value of additional support from the voluntary sector has been demonstrated on many occasions. These occasions have also shown that overall co-ordination of voluntary activity results in a more effective response.

5.1.2 Whilst it is recognised that the statutory services bear the responsibility for the overall response to a major incident, the voluntary sector can offer valuable support.

5.2 Overall Co-ordination

5.2.1 In the event of a major incident the decision to call out one or more voluntary organisations lies with the local authority. There will be exceptions to this rule when an Emergency Service needs the direct and immediate support of an organisation, such as the Ambulance Service needing the assistance of St. John Ambulance or British Red Cross. In this instance it will be the responsibility of the Emergency Service concerned to initiate the call out.

5.3 General Requirements of the Voluntary Organisations

5.3.1 Each voluntary organisation should ensure that it has appropriate plans and procedures to co-ordinate its members in support of the Emergency Services, Health Authorities and Local Authorities.

5.3.2 Each voluntary organisation should provide a point of contact for call out and liaison throughout a major incident.

5.3.3 Those members of organisations who have been issued with protective clothing, uniform and identification, should ensure that these are worn at all times when responding to a major incident.

5.3.4 Voluntary organisations should be prepared to provide a liaison officer at the relevant Control or Co-ordination Centre, if requested.

5.3.5 Each voluntary organisation involved in a major incident, should provide a representative at any post-incident debrief, and submit a post-incident report of their activities, if requested.

5.3.6 All organisations should protect the welfare and health and safety of their members at all times during and after a major incident.

5.4 **Roles and Responsibilities of the Voluntary Organisations**

5.4.1 **St. John Ambulance and British Red Cross**

5.4.1.1 **Role**

The St. John Ambulance and British Red Cross are able to provide teams of trained personnel for duties both at, or near the scene of a major incident and in support roles at hospitals, Survivor Reception Centres and Rest Centres.

5.4.1.2 **Responsibilities**

Outline responsibilities in a major incident include:-

- a. Through the Sussex Ambulance Service Reserve arrangements:-
 - (1) the deployment of all types of ambulance vehicles to nominated Sussex Ambulance Service NHS Trust (SAST) locations.
 - (2) the deployment of four-wheel drive ambulances to specific SAST locations.
 - (3) the deployment of suitably qualified staff to serve as ambulance crews.
- b. Provision of first aid and nursing personnel to support the SAST in the care and welfare of survivors and evacuated persons at nominated Rest Centres and Survivor Reception Centres.
- c. Provision of the welfare element of nursing and general support to assist NHS hospitals.
- d. Controlling and co-ordinating those tasks delegated to members in support of the SAST, Health Authorities and Local Authorities through the Joint Operations Centre.
- e. Ensuring that all members who attend a Major Incident wear uniform, protective clothing, and identification appropriate to their role and qualification.

5.4.2 **Women's Royal Voluntary Service (WRVS)**

5.4.2.1 **Role**

Members of the WRVS are uniformed volunteers who are able to provide welfare services to victims of disaster, and the relatives of such victims.

5.4.2.2 **Responsibilities**

Outline responsibilities in a major incident include:-

- a. Deploying members, equipment and stores in support of the Emergency Services and/or Local Authorities and hospital authorities.

- b. Assisting in the care of persons in Rest Centres and Reception Centres including the documentation of individuals for input to the Police Casualty Bureau, and the provision and staffing of Information Points.
- c. Providing light refreshment and/or assisting in the provision of meals for victims of a major incident and for members of the Emergency Services and/or Local Authorities involved in emergency operations.
- d. Providing welfare services in hospitals.
- e. Organising the reception, sorting and issuing of second-hand clothing, when required.

5.4.3 **Radio Amateurs' Emergency Network (RAYNET)**

5.4.3.1 **Role**

RAYNET is a voluntary organisation with members throughout Britain. These members are organised into local groups and provide emergency radio communications facilities for various organisations.

5.4.3.2 **Responsibilities**

Outline responsibilities in a major incident include:-

- a. Deploying members and equipment in support of the User Services defined in the Amateur Radio Licence. These include the Police, Ambulance Service, Coastguard, County Emergency Planning Officer, St. John Ambulance/British Red Cross, Government Departments and Public Utilities.
- b. Staffing RAYNET stations in local authority emergency centres and other locations as required.

5.4.3.3 **Limitations**

RAYNET operations are governed by the terms of the Amateur Radio Licence issued by the Department of Trade and Industry. This is a very flexible document permitting licensees to operate on a very wide range of frequency bands using transmission modes including voice, teleprinter, digital data and television. Some examples of operations limitations are:-

- a. Operation from aircraft is strictly forbidden.
- b. Non-licensed personnel may only transmit on Amateur Radio frequencies under the direct supervision of a licensed Radio Amateur.
- c. Traffic may only be handled on behalf of the recognised User Services.

5.4.4 **The Samaritans**

5.4.4.1 **Role**

The Samaritans provide confidential emotional support for people in personal crisis through their 24 hour telephone service.

5.4.4.2 **Responsibilities**

Outline responsibilities in a major incident include:

- a. Providing emotional support for victims, their family and friends and members of the Emergency Services during and following an incident.

5.4.5 **Victim Support**

5.4.5.1 **Role**

Victim Support is a national registered charity that supports victims of crime and raises awareness of the effects of crime and the rights of victims of crime. Through its work Victim Support has developed much experience and knowledge which could be of benefit in a major incident. Victim Support was involved as part of a multi-agency team following the Hillsborough and Kings Cross incidents.

5.4.5.2 **Responsibilities**

Outline responsibilities in a major incident include:

- a. Helping victims talk through their experiences.
- b. Providing practical help and information such as accompanying people to court and assisting in applying for compensation.

5.4.6 **Cruse**

5.4.6.1 **Role**

Cruse Bereavement Care is the largest bereavement organisation of its type in the United Kingdom. It offers help to anyone who has been bereaved, whatever their age, nationality or beliefs.

5.4.6.2 **Responsibilities**

Outline responsibilities in a major incident include:

- a. Providing a free counselling service for bereaved people provided by trained and supervised volunteers.
- b. Providing advice and information on practical matters to do with bereavement.
- c. Offering opportunities for contact with others through social support groups or clubs.

5.4.7 **The Churches**

5.4.7.1 **Role**

Sussex Churches offer support to people of all denominations.

5.4.7.2 **Responsibilities**

Outline responsibilities in a major incident include:

- a. Providing clergy at the scene to minister to the injured and others affected, liaising closely with the Police Incident Officer.
- b. Offering a ministry of support and comfort for relatives and friends of victims and others involved. This may take place away from the scene, for instance at a Rest or Reception Centre, hospitals, a temporary mortuary, or in people's homes.
- c. The pastoral support of those involved in the response to the incident.

5.4.8 **Salvation Army**

5.4.8.1 **Role**

The Salvation Army can offer uniformed personnel for assistance with practical tasks such as -

- a. Providing light refreshment and/or assisting in the provision of meals for victims of a major incident and for members of the Emergency Services and/or Local Authorities involved in emergency operations.
- b. The provision of clothing, furniture and household items, if available.
- c. The offer of counselling and support to victims, their families and others involved in the incident regardless of religious faith.

5.4.9 **Citizens Advice Bureau (CAB)**

5.4.9.1 **Role**

The CAB's function is to advise the public of the availability of help and the means of obtaining that help. In the aftermath of a major incident, when people's lives have been disrupted and possibly their homes damaged or destroyed, there are avenues of help, both physical and financial, which are available to them but of which they may not be aware. If required, the CAB can set up a satellite Bureau, in a suitable location, to give advice within easy reach of those affected by the emergency. Staff working in this Bureau will be aware of the normal arrangements for dealing with personal crises but will need to be kept informed by the Local Authority and other agencies of any special arrangements being made for handling that particular major incident.

5.4.10 **Community Advisers**

5.4.10.1 **Role**

Community Advisers are volunteers within the local community. In several parishes in West Sussex and East Sussex, Community Advisers have established themselves into organised groups and prepared plans detailing local resources. In a major incident they can assist the Emergency Services and local authority by:

- a. Offering local knowledge including an awareness of local resources.
- b. Provide self help support within their community.

5.4.11 **Table of Services**

5.4.11.1 The table shown overleaf illustrates the range of services organisations may provide if requested to do so during a major incident. The service provided is described in general terms only, and may vary in level from branch to branch.

SERVICES PROVIDED BY VOLUNTARY AGENCIES

N.B. The service provided is described in general terms only, and may vary in level from branch to branch.

	St. John	Red Cross	WRVS	RAYNET	Samaritans	Victim Support	Cruse	The Churches	Salvation Army	C.A.B.	Community Advisers
First Aid	*	*									
Ambulances	*	*									
General support at hospitals	*	*	*								
Communications				*							
Rest Centre Staff		*	*						*		
Catering			*						*		
Used clothing &/or furniture		*	*						*		
Emotional support		*			*	*	*	*	*		
Pastoral support								*	*		
Bereavement counselling							*	*	*		
Practical help & information		*				*	*		*	*	*
Daily Living Equipment		*									

6.

THE MEDIA

6.1 Objectives of the Strategy

To supply a fast, accurate and regular flow of co-ordinated information and to ensure that events are projected in the most positive light.

6.2 Overview

Media activity will be handled at three levels:-

- a) Sites, such as the scene, hospitals, rest centres, etc.
- b) Media centre, if appropriate, i.e. a building mutually suitable to the media and to the emergency services and other agencies involved, for media briefing and co-ordination of the media response.
- c) Strategic Co-ordinating Group, where overall policy is determined.

6.3 Public Relations Manager

A Public Relations Officer from the lead agency should be nominated as overall PR Manager, with the following responsibilities:-

- Co-ordination of the media response by all agencies.
- Monitoring of the various points of media interest.
- Arrangements for the media to visit the site, possibly including arrangements for transport where it is in a remote area.
- Accreditation of media personnel.
- Management of the Media Centre.
- To attend, or be represented at, the Strategic Co-ordinating Group.

6.4 Code of Conduct

To minimise the risk of conflicting or misleading statements the following code of conduct should be adopted:-

- The PR Manager should be informed when verbal statements have been given to the media.
- Verbal statements should be restricted to matters specific to the agency making the statement.
- The PR Manager should be consulted before written press releases are issued.
- Staff who are contacted by the media, or who may wish to make statements to the media, should be reminded of the need for co-ordination with the PR Manager.
- All organisations should exchange copies of written press statements.
- There is nothing wrong with providing statistics about the survivors and deceased as long as it is made clear that the figures are provisional and may change, and that it is cleared

first with the PR Manager.

- No agency should be drawn into comment on shortfalls in the emergency response by themselves or others. A co-ordinated approach is paramount.

7.

Volunteer Emergency Committee

7.1

Composition

Liaison between the statutory services and local voluntary organisations are fostered through two Volunteer Emergency Committees (VEC): the West Sussex VEC and the East Sussex, Brighton and Hove VEC. Both have representation from the principal voluntary organisations referred to in this document, the Emergency Services, Health Authorities and Local Authority Emergency Planning and Social Services departments. Each committee meets twice yearly and is chaired by a representative of the respective local authority Emergency Planning Unit.

7.2

Terms of Reference

- a) To promote the development of plans and procedures so that the Voluntary Sector can make an appropriate response to a major incident.
- b) To act as a forum for the development and dissemination of the lessons gained from past emergencies, ensuring that lessons learnt are applied in the future.
- c) To ensure that effective liaison exists between the statutory authorities and all the voluntary bodies that are likely to be involved in a major incident in West Sussex, East Sussex or Brighton & Hove.
- d) To identify and meet training requirements resulting from contingency plans for response to major incidents.
- e) To arrange voluntary sector involvement in inter-agency exercises.