Major Incidents

A Guide for Local Businesses

SOMERSET
County Council

MENDIP
DISTRICT COUNCIL

Sedgemoor
IN SOMERSET

SOUTH SOMERSET
DISTRICT COUNCIL

TAUNTON
DEANE BOROUGH COUNCIL

WEST SOMERSET COUNCIL

Somerset Local Authorities'
Civil Contingencies Partnership

March 2006

major incidents

Introduction

This guide is designed to increase local businesses understanding of the roles and responsibilities of the Emergency Services and Local Authority during a major incident. This may assist businesses when writing their own Business Continuity Plans.

It has been compiled from existing best practice recommendations by local Civil Contingencies Officers for the business communities within Somerset.

What is Business Continuity?

Business Continuity is the process that a business or organisation undertakes to ensure its resilience to disruption or disaster. Usually this will result in a Business Continuity Plan which will specify how the business will be managed during a disruption or emergency.

More information is available from your Local Authority on Business Continuity and also in a linked publication "Promoting Business Continuity", available from the Somerset Local Authorities.

Why Business Continuity?

Having a planned response to a crisis will help you to ensure that key customers, your brand, reputation and key suppliers are maintained, as well as long-term survival of your organisation.

Business Continuity needs to be considered by small companies and organisations as well as larger corporations. Incidents and disasters can have catastrophic effects on businesses with potential causes being accidents, criminal activity or natural disasters.

Nearly 1 in 5 businesses suffer a major disruption each year – which illustrates that this is a very real issue that should be considered by all businesses large and small.

What is the Responsibility of the Business/Organisation?

It is your own responsibility to plan for and produce Business Continuity Plans. Your Local Authority and other responders may be able to provide advice on writing Plans and information about how they will manage emergencies that may assist you in writing your plans. This leaflet is designed for this purpose and has been compiled by the Civil Contingencies Officers in Somerset. You may find that your Insurance Company, auditors and possibly customers may require you to have Business Continuity Plans in place.

What is the Civil Contingencies Act 2004?

The Civil Contingencies Act 2004 has placed new duties on Local Authorities to promote Business Continuity in their local areas. This may be through publicity, leaflets or events. The Local Authority Civil Contingencies Officer for your District Council area will be able to provide more information (see page 20)

The Act has now formally specified who the main responders to emergencies are and places them into two categories: -

Category 1 Responders in Somerset
Emergency Services - "Core responders"
- Police Forces
- British Transport Police
- Fire Authorities
- Ambulance Services
- Maritime and Coastguard Agency

Local Authorities
All principal Local Authorities (ie Somerset County Council and all Somerset's District Councils)

Health Bodies
- Primary Care Trusts
- Acute Trusts
- Foundation Trusts
- Health Protection Agency

Government Agencies
- Environment Agency

Category 2 Responders in Somerset - "Co-operating responders"
Utilities
- Electricity Distributors and Transmitters
- Gas Distributors
- Water and Sewerage Providers
- Telephone service providers (fixed and mobile)

Transport
- Network Rail
- Train Operating Companies (passenger and freight)
- Airport Operators
- Harbour Authorities
- Highways Agency

Health Bodies
- Strategic Health Authorities

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Government Agencies

- Health and Safety Executive

Category 1 responders are the key emergency responders and public services that will initially respond to the emergency. The Category 2 responders support this response or are responsible for maintaining key public utilities.

The responders to emergencies now have duties to co-operate, assess the risks, prepare plans and warn and inform the public. You can find out more by going to **www.ukresilience.info.**
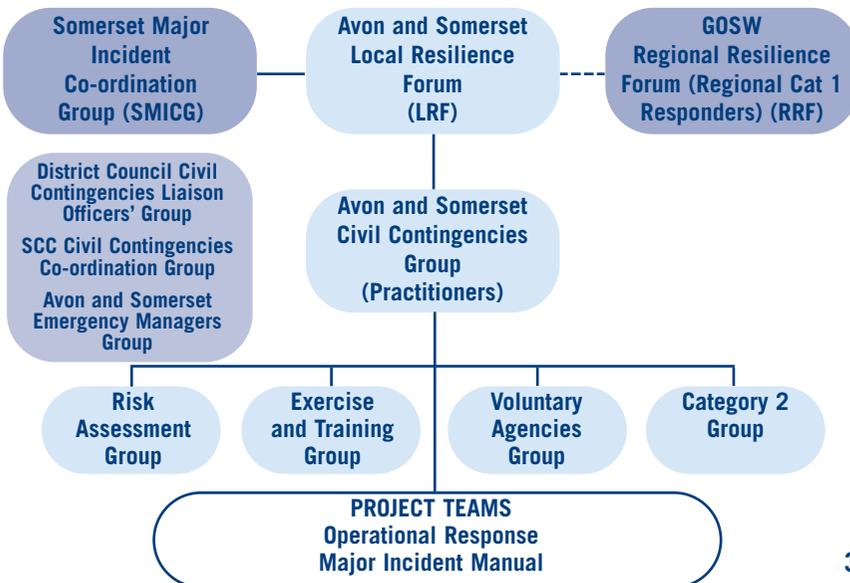
Integrated Planning

The Category 1 responders in this area have been working together and co-operating for many years. There is a defined structure that specifies how the groups co-operate in the areas of joint interest or responsibility.

There is a Local Resilience Forum (LRF) that is a strategic policy making group with representations from all emergency responders in this area.

As you can see from the diagram below the LRF is established on the Avon and Somerset Police boundary and includes the four Unitary Authorities of Bath and North East Somerset, North Somerset, Bristol City and South Gloucestershire, and the Shire County of Somerset.

In Somerset, the Major Incident Co-ordination Group (SMICG) co-ordinates emergency planning activities and supporting this are groups which are multi-agency and tasked with developing specific work areas.

Avon and Somerset Civil Contingencies Structure

Somerset Major Incident Co-ordination Group (SMICG)

Avon and Somerset Local Resilience Forum (LRF)

GOSW Regional Resilience Forum (Regional Cat 1 Responders) (RRF)

District Council Civil Contingencies Liaison Officers' Group

SCC Civil Contingencies Co-ordination Group

Avon and Somerset Emergency Managers Group

Avon and Somerset Civil Contingencies Group (Practitioners)

Risk Assessment Group

Exercise and Training Group

Voluntary Agencies Group

Category 2 Group

PROJECT TEAMS Operational Response Major Incident Manual

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What is a major incident?

A Major Incident is best described as an event that overwhelms the responder's ability to deal with it using its normal day to-day resources. It has been defined as an emergency that requires the implementation of special arrangements by one or more of the Emergency Services, the NHS or the Local Authority for:-

- the initial treatment, rescue and transport of a large number of casualties
- the involvement either directly or indirectly of large numbers of people
- the handling of a large number of enquiries likely to be generated both from the public and the news media, usually to the Police
- the need for the large scale combined resources of two or more of the Emergency Services
- the mobilisation and organisation of the Emergency Services and supporting organisations, eg Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people

The Civil Contingencies Act 2004 has defined an Emergency as:
An "Emergency" means an event or situation, which threatens serious damage to:

- Human Welfare in a place in the United Kingdom
- The Environment in a place in the United Kingdom
- War or Terrorism, which threatens serious damage to the security of the United Kingdom

The term 'Emergency' is used within the Civil Contingencies legislation to cover all disruptive challenges, which require a response by Cat 1 and 2 organisations beyond the scope of their normal operations.

What are the Risks Within This Area?

There are many risk factors in modern day to day life that can, under certain circumstances become an emergency. A few to consider are:-

Accident	- Road, Rail, Air or Industrial
Weather	- Floods, Fires, Freezes or Wind
Loss of Utilities	- Gas, Water, Electric or Phones
Public Health	- Disease, Drugs or Accidents
Terrorism	- Bombs, Hoaxes, Chemical, Biological, Radiological, Nuclear (CBRN)
Major Events	- Sports, Concerts, Displays

Risk Sites	-	Industrial/Chemical/Storage/ Radioactive Risk Sites, Pipelines, Town/City Centres
Others	-	Animal Health, Industrial Action

This is not a comprehensive list - but represents the likely scenarios based on our experiences.

Community Risk Register
Under the requirements of the Civil Contingencies Act 2004, the Avon and Somerset Local Resilience Forum (LRF) has developed and published a Community Risk Register. This is available on the Avon and Somerset Police website: **www.avonandsomerset.police.uk/information/documents**

What are the Roles of the Responding Agencies?

Each of the Emergency Services or Responding Agencies have a statutory duty to carry out certain tasks in an emergency. The main responders are considered below in more detail:

"There are many risk factors in modern day to day life that can, under certain circumstances become an emergency"

Police

- Scene Co-ordination: The Police have the duty to co-ordinate the other responders to ensure that all parties are working together. They normally achieve this by establishing a Strategic Co-ordinating Group (sometimes called "GOLD") where all agencies are represented and key decisions are made.

- Cordon Control: Police or Fire will control the access to the incident area or scene by establishing cordons. There may be an inner cordon very near the incident and then an outer cordon. There may even be wider area traffic control points.

- Criminal Investigation: Many emergencies are caused by either a malicious event(s) that can be attributed to an individual or organisation or as a result of negligence. Thus there will often be a criminal investigation (as well as other investigations) into the events surrounding the incident. This role brings with it the need for specialists in evidence gathering and forensics, which are resource intensive and time consuming.

- Casualty Bureau: Where large numbers of people are involved, who may be missing, injured or deceased; the Police may see the need to establish a Casualty Bureau. This is an information gathering and processing function related to the identities of those people who were or may have been involved.

Fire

- Technical Rescue & Fire Fighting: This is the familiar role of the Fire Service.

- Overseeing Safety within the Inner Cordon: The Fire Service assume the responsibility for establishing safe working practices and safety risk assessment at the scene of the incident.

- Mass Decontamination: This is a new responsibility for the Fire Service, which has now been equipped to deal with the decontamination of large numbers of people.

- "Make safe" chemical/hazardous materials (hazmat) at a scene: The Fire Service lead the Emergency Services on the making safe of substances at the scene wherever possible, to safeguard human health or the environment.

- Water Rescue: This is a new role that the Fire Service has been assigned as part of the New Dimension Programme. Basically it is now responsible for rescues on any stretch of water not the responsibility of the Maritime and Coastguard Agency (MCA) and Lifeboat Service.

- Urban Search and Rescue (USAR):

This is a new role that the Fire Service has been assigned as part of the New Dimension Programme. It is part of their new responsibilities regarding collapsed structures.

fire

Ambulance

- The Ambulance Service will co-ordinate all of the NHS Resources deployed to the scene of the incident, which may include Paramedics, Doctors, Voluntary Ambulance services and Hospital Medical Teams.

- The Ambulance Service will make an initial assessment of the emergency and its impact on the Health Service. It then communicates this to all of the Health partners and initiates the response plans that are in place.

- Prioritisation (or Triage), appropriate emergency treatment and transportation of the casualties to appropriate hospitals

- The Ambulance Service have been trained and equipped to carry out casualty decontamination, with Fire Service support.

Local Authority

- The Local Authorities (County Council and/or District or Borough Councils, as appropriate) will provide general support to the Emergency Services by providing the Councils' normal functions at the scene to assist with, or take over responsibility for highways/traffic management, building/structure safety advice, community welfare and housing.

- They will co-ordinate the work of the Support Organisations such as the British Red Cross, St John Ambulance Brigade, WRVS, etc.

- They may need to provide for the welfare of displaced persons such as evacuees and survivors who have been involved in the incident.

- The Local Authority will normally co-ordinate the recovery (or return to normality) phase of the incident, usually by convening a Recovery Working Group.

Environment Agency

- The Environment Agency will act to protect the public, controlled waters and the wider environment.

- The Agency will consider the cause of the incident and establish whether or not a relevant environmental offence has been committed and if necessary collect evidence to support enforcement or prosecution action.

- The Agency maintains a 24 hour response capability to carry out its responsibilities and actions.

Utilities

- All of the Utility Companies such as gas, electricity, water and telecommunications have statutory obligations to provide a response in an emergency. Their involvement in the incident may vary, depending on the type of incident, such as being limited to the reinstatement of supplies/services or, for example in a pollution incident, the Water Utility may be heavily involved.

What are the Emergency Services Command and Control Arrangements?

In most major incidents, the Police will assume a lead co-ordination and control function. They will usually be responsible for maintaining the outer cordon (access restrictions) around and all areas designated as a scene of crime. Where Fire Service interests are not predominant, they may also control the inner cordon. Within a specific area and depending on the incident, the Fire Service may assume command and control at the scene from the inner cordon.

The Ambulance Service will operate an Ambulance Control point from the inner or outer cordon, subject to the nature of the incident. The Ambulance Service will be in command of any medical or NHS personnel deployed to the incident.

The Operational command and control system is based on 3 levels: Strategic (Gold), Tactical (Silver) and Operational (Bronze). The Fire Service and Ambulance Service mirror this. In providing support to the Emergency Services, Local Authorities are required to identify with and link their response organisation to the established structure.

Strategic (Gold) level deals with strategic issues which will include policy and priorities not determined at a lower level, together with public information. Council representation at this level is by the Chief Executive or a senior officer representing the Chief Executive. The Emergency Services will be represented by Chief Officers or their deputies.

Tactical (Silver) level deals with tactical matters and control of the multiplicity of events at the scene and will generally be based at the local Police station or at a joint emergency service control point at the scene. Ambulance and Fire Services often deploy their Tactical (Silver) Commanders to the scene. If this approach is used they will deploy a Liaison Officer to the nominated Tactical HQ.

Operational (Bronze) control may comprise numerous officers with specialist responsibilities at or near the scene. They are responsible for the implementation of tactical measures, normally co-ordinated through a joint Incident Forward Control, to which a Local Authority Liaison Officer will be deployed, as appropriate.

Businesses may wish to consider how they will interact with the Emergency Services if an emergency is focused on their business alone. Who would represent your business to the various levels of command?

If your business is on an estate or business park with a number of other businesses, how would the Emergency Services communicate and liaise with all of the businesses?

Liaison arrangements, either individually or as a group of businesses, should be a key area of your plan.

How Can You Find Out Information in an Emergency?

If your business has been specifically targeted by some type of action, or if your organisation is the only business affected by an emergency, then you can expect direct involvement and interaction with the Emergency Services. If your business is one of many effected then communication and liaison will not be on an individual basis and will aim to get the information to as wide an audience as possible. Generally information will be available from:-

Media
The Police and other responders have plans already in place for getting vital information to the media quickly. In large incidents, both local news (eg from radio) or 24 hour news channels can be a good source of information.

Web Sites
Both the Local Authority, Police and any affected Utilities will post information on their corporate web sites. Make sure you know the addresses ahead of time (see pages 19/20 of this document).

Call Centres

Local Authorities, Police and affected Utilities will have information available to the public from their normal call centres, although often a separate number will be published specifically for the incident.

Information Points and Public Meetings

Sometimes there is a need for a direct "face to face" communication medium, and so the Local Authority may set up a permanent information point or organise a public meeting dependent on the needs of the incident.

What Plans are in Place?

The Local Authority and other responders will all have Major Incident Plans in place for dealing with emergencies. These can often be viewed in local libraries or downloaded from web sites. You can contact your Local Authorities' Civil Contingencies Unit if you would like to see a copy (contact details on page 20).

The Local Authority also has a duty to prepare plans for high-risk premises and establishments in the area. These are also public documents, which are available to view.

Specific Measures

Local Authorities are often asked to provide information on certain types of emergency that may affect businesses. Generally that advice is summarised below.

Epidemic/Pandemic Health

The SARS outbreak in 2003 in various parts of the world, the threat of Avian Influenza and Human Pandemic Influenza coupled with the global economy and international business, means there is a heightened risk of the UK to Epidemics or Pandemics.

There is also a risk from outbreaks of common illnesses that can be spread easily in work places and impact on the availability of Human Resources.It may be worth while considering the following: -

- Are there records of staff who have traveled to other parts of the world on business recently?
- Is there a plan that could limit travel and business to only the most essential reasons and are there technological solutions that could assist (eg conference calling/video conferencing)?
- What staff are essential and critical, and which staff are not so critical (and over what timescales)?
- Consider the circumstances and staffing levels that would lead to a closedown of business in each area and over the whole business.

- Establish the feasibility of multi-skilling to allow staff to be pulled from non-essential areas to essential ones.
- Ensure that contracts with staffing agencies are up to date and consider which jobs could be covered by temporary contract staff.
- Are there hygiene considerations that could prevent the spread of some infection, such as good housekeeping, hand washing, etc.
- Discuss with Occupational Health services the possibility of providing influenza vaccination. This may not guard against virulent pandemic outbreaks, but may assist with the normal illness outbreaks.

Fuel Shortages

The Department for Trade and Industry has devised a plan for dealing with fuel shortages, which is restricted. Should a disruption of this type occur, the plan or parts of it, will be put into operation and the Local Authorities will play a major part in its operation.

It is safe to assume that short supplies may be rationed in some way so it is prudent to include something in your Business Continuity Plan to consider fuel shortages. Consider: -
- What are the fuel priorities in your business?
- Who can work from home to save travel fuel?
- Do you have any essential machinery that requires large amounts of fuel?
- Are there fuel storage facilities on your sites which can be kept topped up; how long will they last?
- Categorise staff in an order of fuel use priority - are there any users who are essential?
- Does your business rely on Logistics or Transport?
- Do you supply the public with food or other essential goods or services?

Prepare a plan for the rationing of fuel to essential parts of your business and have justification for your need for fuel rations ready prepared.

Electricity Power Cuts

There has been a great deal of speculation in the Media about the resilience of the electricity network, but it may also be a local disruption which may cause your business a problem. Identify:
- Essential areas of business that are dependent on power.
- If "non-technological" systems (eg a paper backup) can be put in place for critical systems and processes.
- If generators/battery backups are available - are they being maintained.
- Do you have a programme of testing?
- The impact on your business of no power over identified timescales.
  Battery backups and generators can be expensive - a backup paper system may be adequate.

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Flooding

The Environment Agency is the lead agency on flooding issues. They have mapped flood risk areas on an electronic map on their web site, on which you can check all of your critical locations, and possibly your normal access or delivery routes.

If you find that your business is in a flood risk area, buildings can be protected by various sophisticated flooding products. The Environment Agency web site has some products identified. The best approach is to take action and prepare your buildings and business against flooding **BEFORE** flooding occurs. **www.environment-agency.gov.uk**

You may also need to consider that flooding can be caused by burst pipes, water mains and sewers as well as natural sources.

Consider how this may impact on equipment, storage areas and car parks that may be in basements or low lying areas. Find out what services (pipes, mains and sewers) are in the ground around your buildings.

Protests or Other Blockade

Occasionally there may be disruption from blockades and protests. If your organisation has been targeted by the individuals then you can expect some direct interaction with the Police over the issue. Should the protestors be on private property, then it falls to you to take civil action to remove them. Should they be blockading the public highway then the Police will take the lead, however the issue is rarely straightforward and is often difficult to resolve.

Often the issue is one of access, and although your property may not actually be blockaded, disruption to another property may cause traffic problems which may affect your business. You may wish to have pre-identified agreements for emergency parking or storage of perishable goods. This may be a reciprocal agreement with an associated company or a competitor.

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Fire

Fire procedures and fire evacuation tests should be part of your normal business activity. Business Continuity Plans should consider how the business will recover should the building, or parts of it, be destroyed by fire. Issues to consider will be:

- Temporary accommodation
- Data/Files/Stock/product loss
- Effect on suppliers
- Effect on Customers
- Staff

Shelter/Evacuation of Staff

If your business is near a high risk site (see section "What Plans are in Place") then you will be aware of the issues around evacuation. Have you considered having a plan dealing with what to do if there was a hazard that posed a danger to your staff?

The Emergency Services usually recommend SHELTER in the first instance using the message:

GO IN, STAY IN, TUNE IN

Recommending taking shelter and asking you to listen to broadcasts for further instructions.
GO IN means a substantial building where you can close the windows and switch off any machinery that draws air into the building.

STAY IN means do not leave until told safe to do so.

TUNE IN means listen to your local radio/TV channel for advice about the incident, eg. Somerset Sound (1323AM), Radio Bristol (95.5FM or 1548AM), Orchard FM (102.6FM), BBC Television, ITV

EVACUATION is only carried out as a last resort. Points to consider:-

- Can all your staff on site take shelter, with toilets and refreshments immediately available?
- Can windows be shut and air conditioning/blowers and vents be turned off?
- Do you have a PA system or paging facility available to notify staff to take shelter?
- Establish shelter and evacuation plans and ensure your staff know they will be tested regularly.

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- Have a remote location identified for staff to evacuate to, a Rendezvous Point - however often the Emergency Services will designate an a appropriate location for the emergency.
- Evacuation is often well practiced with fire drills, but consider the other possible evacuation scenarios such as a Chemical, Biological, Radiological, Nuclear (CBRN) incident or a suspicious package, (see Terrorism below).

Terrorism

Terrorism has now become a major worry for many people, particularly more recently with the London Bombings in July 2005, following the tragic events at the World Trade Centre in the USA in 2001.

Terrorism is not new to the UK, as there is a long history of incidents dating back many years, and terrorism of many types is found all around the world.

Many people are concerned about what will happen in a "terrorist" attack, and many of these fears centre around the potential use of Chemical Agents, Gas or Radioactive materials. This type of attack is termed CBRN by the Responding Agencies (Chemical, Biological, Radiological, Nuclear).

Other methods used by terrorists are well known to us such as Improvised Explosive Devices (IED's), hijack/hostage taking and the use of weapons. The Police should be informed whenever terrorist activity is suspected, or when warnings are received.

Remember to try to note down as many details as possible to pass to the Police, and try not to use electronic devices such as radios or mobile phones near any devices.

Do not touch or move any suspect devices - get specialist advice from the Police.

The Emergency Services play the largest role in dealing with this type of incident, and as part of the Fire Service "New Dimension" project there are procedures in place to deal with CBRN Incidents. As with all major incidents, the response will involve multi-agency resources being deployed in a way that the agencies involved have planned and trained for.

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National Guidance has been published for Local Authorities on dealing with CBRN incidents and how to deal with the aftermath (covering things such as Decontamination of Land and Buildings).

Much of this guidance is available particularly from the UK Resilience web site.   Local Authorities play a supporting role to the Emergency Services in this type of incident in the initial stages, but will play a major role in the later stages in ensuring a return to normality.

The Emergency Services have purchased new equipment for dealing with this type of incident and have undertaken extensive training in the response.   Local Authorities have included CBRN incidents in their own staff training and these types of incidents often form the basis of the training exercises that they undertake individually or with their multi-agency partners.

If you or your staff were very near a possible radiation or toxic chemical release and you think you may have become contaminated wait for the Emergency Services, who will provide decontamination facilities. This will include asking you to remove any contaminated clothing and showering in portable shower units. Replacement clean/dry clothing will be provided.

This type of incident is very rare, but if you are in a high risk area you may wish to consider issuing your staff with specific advice with regards to their safety, decontaminations and emergency procedures.

Your Local Authorities' Civil Contingencies Unit can assist you with some of this advice or you may wish to consult a crisis/risk management company.

How is the Recovery Process Structured?

The Local Authority will usually lead the recovery phase for the community by establishing a "multi-agency" Recovery Working Group which will work to consider the recovery issues from the emergency.

All agencies as well as some community representation will be involved in this process. One of the key issues will be to establish good two way communication with the community including businesses.

"Remember to try to note down as many details as possible to pass to the Police, and try not to use electronic devices such as radios or mobile phones near any devices."

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When Will You be Allowed Back in Your Property - Hand Back Process

Normally the Emergency Services will deal with the emergency phase of the incident. The normal hand back process is listed below:-

- The Fire Service supported by the Local Authority, the Environment Agency and possibly specialist contractors will ensure that the scene is safe.
- If necessary the Police will then gather all the evidence required for criminal or civil proceedings.
- The whole scene (or if it is large - sectors of the scene) will be released back to the Local Authority, who will co-ordinate the replacement of utilities and the infrastructure, eg roads, lighting signs.
- The tenants/owners will then get their properties back.
- The Local Authority will normally be the point of contact for consultation and information during this process.

Long Term Issues - People, Environment/Buildings, Economy

There may always be long term issues to consider and broadly speaking these will be divided into 3 groups - People, Land and Buildings and Economic Recovery. The Recovery Working Group will consider all of these issues.

The People

- Where people have been made homeless, consider their accommodation (short/long term or permanent).
- Physical health issues with Primary Care Trusts (PCT's) and Community Care that may have been caused or exacerbated by the emergency.
- Psychological issues and community support with Police Family Liaison Officers, PCT's and Community Care.

The Local Authority, Police and Primary Care Trust in your area may already have an established Crisis Support Team (CST) to address the impact of incidents on the community.

Land & Buildings

- How will buildings, property and land be decontaminated?
- Who will carry it out and will the area be safe afterwards?
- Waste Disposal from the scene, which could be domestic waste from the responders or perishables/goods from businesses. Disposal of hazardous materials and products of decontamination. Who will arrange the removal and who will pay for the disposal?

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- Resurfacing roads, paths and communal areas if they are required.
- Replacement of signage, street lights, bins etc.
- Replacement of specialist infrastructure such as track, tanks, drains and pipelines.
- Environmental monitoring to ensure that there has been no buildup of contaminants that could be harmful to health or the environment.

Economic Recovery

- Is there going to be any unemployment caused by the effect on businesses in the area (large employer affected)?
- Is the emergency going to cause problems with the workforce in the area due to ill-health or injury?
- Will local businesses be able to recover from the emergency?
- Will there be an effect on the economy locally as a result of the incident?
- What redevelopment opportunities are there and how long will they take?
- How will rebuilding of the local economy occur and how can the affected area be marketed to ensure its long-term viabiltiy?

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Websites

Government/Agency
UK Resilience **www.ukresilience.info**
MI5 Advice **www.MI5.gov.uk**
Environment Agency **www.environment-agency.gov.uk**
Avon and Somerset Police **www.avonandsomerset.police.uk**
Somerset Fire and Rescue Service
www.somerset.gov.uk/somerset.fire/home.asp
Westcountry Ambulance Service **www.was.co.uk**
Somerset's Local Authorities (Web Site details on page 20)

BC Advice:
Business Continuity Institute **www.thebci.org**
Business Continuity Magazine **www.kablenet.com/bc**
Business Standards Institute **www.bsi-global.com**
The Institute of Risk Management **www.theirm.org**

websites

Somerset Local Authorities' Civil Contingencies Contacts

Mendip District Council
Civil Contingencies Manager
01749 648999
www.mendip.gov.uk

Sedgemoor District Council
Civil Contingencies Manager
0845 4082540
www.sedgemoor.gov.uk

Somerset County Council
Civil Contingencies Manager
0845 3459166
www.somerset.gov.uk

South Somerset District Council
Civil Contingencies Manager
01935 462462
www.southsomerset.gov.uk

Taunton Deane Borough Council
Civil Contingencies Manager
01823 356356
www.tauntondeane.gov.uk

West Somerset District Council
Civil Contingencies Manager
01643 703704
www.westsomersetonline.gov.uk

further information

This document is also available on request in Braille, large print, tape or disc and can be translated into different languages.