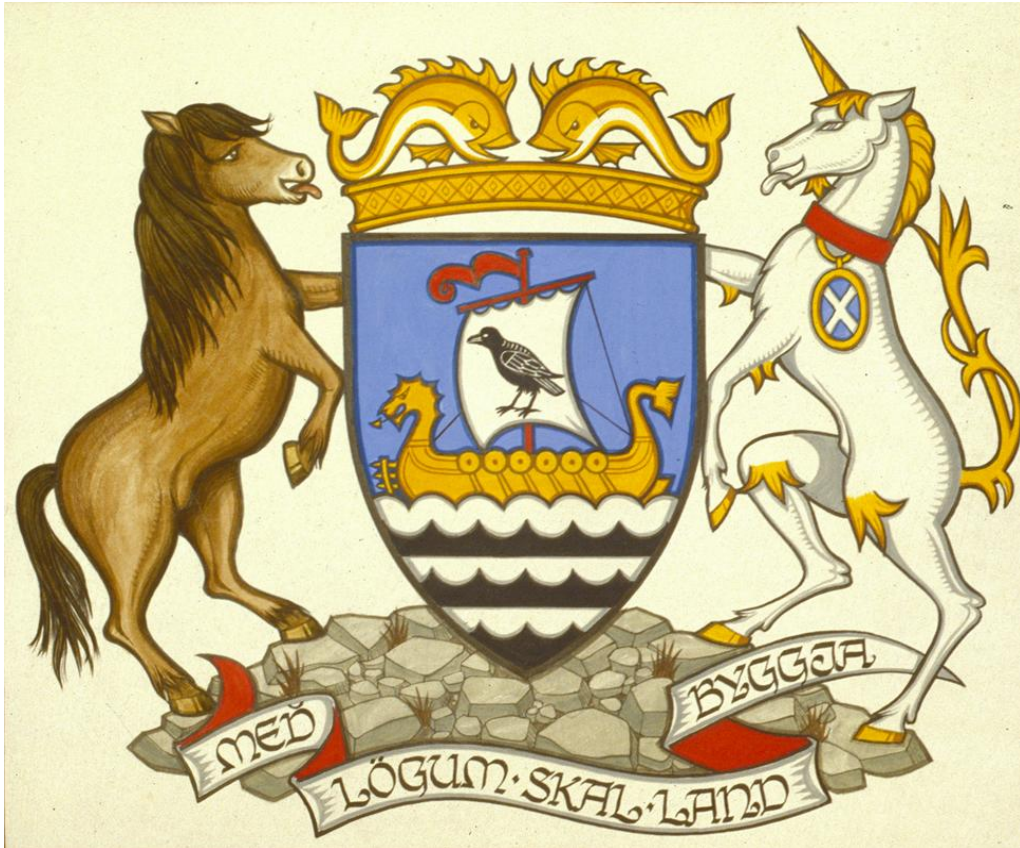


Shetland Islands Council



Emergency Plan



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Amendment List Record

Amendment List		Amended By	Date Amendment Inserted
No	Date		
1	05/2004		
2	11/2005		
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			



Distribution List

Copy No	Holder	Details
1	Convener	
2	Chairperson – Executive Committee	
3	Chairperson – Infrastructure Committee	
4	Chairperson – Services C ommittee	
5	Vice- Chairperson – Executive Committee	
6	Vice- Chairperson – Infrastructure Committee	
7	Vice- Chairperson – Services Committee	
8	Chief Executive, SIC	
9	Emergency Planning Officer	
10	Asst. Emergency Planning Officer	
11	Emergency Centre – Emergency Controller	
12	Duty Manager (Mr. J.R. Smith, Org. Dev.)	Team 1
13	Duty Manager (Mr. A. Cooper, Economic Development)	Team 2
14	Duty Manager – Vacant	Team 3
15	Duty Manager – Vacant	Team 4
16	Duty Manager – Vacant	Team 5
17	Head of Service - Legal & Administration	
18	Safety & Risk Manager	
19	Safety Manager	
20	Chief Registrar	
21	Head of Service - Finance	
22	Head of Service - Organisational Development	
23	Head of Business Development	
24	Head of Development Resources	
25	Executive Director – Infrastructure Services	
26	Administration Manager	
27	Head of Service - Planning	
28	Head of Service – Roads	
29	Maintenance Manager	
30	Service Manager – Transport	



Copy No	Holder	Details
31	Transport Foreman	
32	Head of Service – Environment	
33	Service Manager – Environmental Health	
34	Building Services Manager	
35	Catering and Cleaning Manager	
36	Ferry Operations Manager	
37	Executive Director – Community Services	
38	Secretariat	
39	Head of Service – Community Development	
40	Service Manager – Business Support	
41	Head of Service – Education	
42	Head of Service – Housing	
43	Senior Housing Officer – Estate Management	
44	Senior Housing Officer – DLO	
45	Senior Housing Officer – Homelessness	
46	Customer Services – Housing Services	
47	Home Care Service	
48	Community Care Manager	
49	Service Manager - Older People's Services	
50	Service Manager & Chief Social Work Officer	
51	General Manager, Port Operations	Sella Ness
52	Deputy Port Operations Manager	Sella Ness
53	Deputy Port Operations Manager	Sella Ness
54	Port Engineer	Sella Ness
55	Port Control Room	Sella Ness
56	Scalloway Harbour Office	Scalloway
57	Northern Constabulary, Area Commander	Lerwick
58	Northern Constabulary, Police Incident Box	Lerwick
59	Northern Constabulary, Police Incident Box	Brae
60	Northern Constabulary, Police Incident Box	Sumburgh
61	Northern Constabulary, Police Incident Box	Unst



Copy No	Holder	Details
62	Highland & Islands Fire Brigade, ADO	Lerwick
63	Highland & Islands Fire Brigade, BEPSO	Inverness
64	Highland & Islands Fire Brigade, Control Room	Inverness
65	Scottish Ambulance Service, A&E Team Ldr.	Lerwick
66	Scottish Ambulance Service, Regional EPO	Stirling
67	Scottish Ambulance Service, General Mgr.	Inverness
68	MCA, HM Coastguard, District Controller	Lerwick
69	MCA, HM Coastguard, MRSC Control	Lerwick
70	MCA	Aberdeen
71	NHS Shetland, Chief Executive	Lerwick
72	NHS Shetland, Director of Public Health	Lerwick
73	NHS Shetland, Director of Patient Services	Lerwick
74	Gilbert Bain Hospital, Consultant Surgeons	
75	Gilbert Bain Hospital, Consultant Physicians	Lerwick
76	Gilbert Bain Hospital, Asst. Director of Patient Services (Nursing)	Lerwick
77	Scottish Environment Protection Agency	Lerwick
78	Scottish Water	Lerwick
79	<i>SPARE</i>	Dunfermline
80	RAF Saxa Vord, Commanding Officer	Unst
81	RAF Saxa Vord, Emergency Planning Officer	Unst
82	Highlands & Islands Airports Ltd., Airport Manager	Sumburgh
83	Highlands & Islands Airports Ltd., Air Traffic Control	Sumburgh
84	Bristow Helicopters Ltd., Chief Pilot	Sumburgh
85	SERCO, Airport Manager	Scatsta
86	SERCO, Air Traffic Control	Scatsta
87	Shetland Islands Council, Airport Manager	Tingwall
88	Sullom Voe Terminal, ICR Co-ordinator	Sullom Voe
89	Lerwick Port Authority, Harbour Master	Lerwick



Copy No	Holder	Details
90	Lerwick Port Authority, Port Control Room	Lerwick
91	Scottish Executive Justice Department, Police & Civil Contingencies Division	Edinburgh
92	Scottish Executive Health Department, NEPO	Edinburgh
93	Islands Planning Group, EPO	Orkney
94	Islands Planning Group, EPO	Western Isles
95	Women's Royal Voluntary Service (WRVS)	Kingussie
96	British Red Cross	Lerwick
97	Shetland Churches Council Trust	Lerwick
98	Northlink	Lerwick
99	Shetland Library	Public Copy
100	<i>SPARE</i>	
101	Scottish Ambulance Service, Area Manager	Aberdeen
102	Northern Constabulary, Force Operations Room	Inverness



Preface

This Plan is the property of Shetland Islands Council, copyright being vested in the Chief Executive, on behalf of the Authority.

The Plan will be updated bi-annually via the Emergency Planning Section who will be responsible for inviting amendments. Nil returns will be required. Amendments, corrections etc., will be collated and issued shortly thereafter.

Copies, individually numbered, have been issued in terms of the distribution list annexed. The copies reserved for members of the Emergency Committee will be held and kept up-to-date by the Emergency Planning Section. It is the responsibility of holders to ensure that amendments are notified on request, that amended pages are inserted as soon as possible after receipt, and that the pages removed from the file are returned to the Emergency Planning Section for destruction.

To allow for ease of checking, particularly during amendment phases, each page has been dated (e.g., 03/2003) and numbered (e.g., Page 1 of 3). Appendices are identified by the part they relate to and in order of sequence (e.g., Appendix B-1).



Foreward

1 Statutory Powers

- 1.1 Under the Civil Defence Act 1948 it is incumbent upon a number of organisations including local authorities for the:
- organisation, equipment and training for civil defence purposes of employees not employed primarily for civil defence purposes (1.(1)(b));
 - provision, storage and maintenance of commodities and things required for civil defence (1.(1)(d)); and
 - provision, construction, maintenance or alteration of premises, structures or excavations and any other work required for civil defence (1.(1)(e)).
- 1.2 Statutory Instrument 1996, No. 739 (S.72), The Local Government (Transitional and Consequential Provisions and Revocations) (Scotland) Order 1996. This legislation amended Statutory Instrument 1993, No. 1774, The Civil Defence (General Local Authority Functions) (Scotland) Regulations 1993 when regional and islands councils were substituted for local authorities. The 1993 regulations were then revoked by the Civil Defence (Scotland) Regulations 2001, but the amended regulations in 1996 remain in force.

Under these amended regulations it shall be the function of every council, for civil defence purposes, to:

- make, keep under review and revise plans for their area and to carry out exercises based on such plans;
 - arrange training of:
 - an appropriate number of suitable members of their own staff; and
 - such other persons as they consider necessary
 - take steps to ensure that these plans can be carried out;
 - carry out any of those plans; and
 - consult with any local authority who may be affected by such plans.
- 1.3 Section 84 of the Local Government (Scotland) Act 1973 gives all Local Authorities power to take immediate action where an emergency either threatens or has occurred. Expenditure incurred may cover action by the Local Authority itself; joint action with another Authority, person or body; action within or outside its own area, or even outside the United Kingdom; precautionary measures, such as the prior purchase of plant or materials; action to alleviate or eradicate the effects of an emergency or disaster; and the making of grants or loans (including grants or loans to voluntary bodies) subject to conditions to be determined by the Local Authority. Prior consent of the Secretary of State is not needed for any of this expenditure.



- 1.4 Power conferred by Section 84 is in addition to any power conferred on a Local Authority by any other enactment. Powers under specific legislation relating to individual services should be used where appropriate.
- 1.5 Taking account of the legislative powers detailed above, and of wide-ranging discussions at the Shetland Emergency Planning Forum, it was agreed that the Shetland Islands Council Emergency Plan be reviewed and, where necessary or desirable, expanded and amended: this adaptation is the result.

2 Senior Management Structure

- 2.1 The Emergency Planning Paper "Organisation 1" approved by the General Services Committee on 25th August 1988 (Minute Reference 103/88) and ratified by Shetland Islands Council on 20th September 1988 (Minute Reference 295/88) identified the senior management structure required to control and co-ordinate emergency action. Amendments to the structure recommended in a report dated 8th July 1993 by Chief Executive, Strategic Services Division, were adopted by Shetland Islands Council on 24th August 1993 (Minute Reference 176/93).

3 Approval

- 3.1 The terms of this Plan were approved by the General Services Committee on 18th May 1989 (Minute Reference 56/89) and ratified by Shetland Islands Council on 13th June 1989 (Minute Reference 158/89).

4 Associated Plans

- 4.1 This is the Council's Emergency Plan and describes the roles and responsibilities of Council employees when responding to an emergency. It cannot be read in isolation as it forms part of an integrated emergency management system designed to cover all aspects of emergency response in Shetland.
- 4.2 The following Plans and Procedures, some of them belonging to external agencies, are associated with, and refer to, this document. Plans marked '*' are currently under review.

Shetland Islands Council

Control of Major Accident Hazards (COMAH) Off-site Plan–Sullom Voe Terminal
Pipeline Safety Plan – Brent & Ninian Pipelines
Sullom Voe Harbour Authority - Emergency Plan
Sullom Voe Harbour – Oil Spill Plan
Scalloway Harbour Authority – Oil Spill Response Contingency Plan
Shetland Marine Pollution Contingency Plan (MSA - National Contingency Plan)
Foot and Mouth Disease Plan*
Rabies Plan*
The Investigation and Control of Outbreaks of Foodborne Disease in Scotland *



NHS Board Shetland

NHS Shetland Major Emergency Procedure
Chemical, Biological, Radiological & Nuclear (CBRN) Response Plan*
Smallpox Response Plan*
Decontamination Plan*

Sullom Voe Terminal

Sullom Voe Terminal – Emergency Response Plan
SVT Onshore Oil Import Pipelines Emergency Response & Repair Contingency Plan

Lerwick Port Authority

Lerwick Port Authority – Oil Spill Contingency Plan

Scottish & Southern Energy plc

Lerwick Power Station – Emergency Response Plan

Royal Air Force Saxa Vord

RAF Saxa Vord – Station Disaster Plan

Sumburgh & Scatsta Airports

Airport Emergency Procedures
Multi-Agency Initial Response Plans

Emergency ‘Blue Light’ Services

Service Contingency Plans



Part A – Emergency Committee

1 Functions

- 1.1 The primary function of the Emergency Committee is to advise the Chief Executive as necessary and to act on the Council's behalf as the situation warrants.

2 Composition

- 2.1 The Emergency Committee will comprise those Councillors holding the following appointments:

- Convener (Chairperson)
- Chairperson Executive Committee
- Chairperson Services Committee
- Chairperson Infrastructure Committee
- Vice- Chairperson Executive Committee
- Vice- Chairperson Services Committee
- Vice- Chairperson Infrastructure Committee

- 2.2 In such circumstances as the Emergency Committee may consider appropriate, membership will be extended by the co-option of the:

- (a) Member(s) of Shetland Islands Council representing the area(s) concerned; and/or
- (b) Chairperson of the local Community Council(s).

3 Meetings

- 3.1 The Emergency Committee will meet as initially agreed between the Convener (Chairman), the Chief Executive and the Emergency Controller.

4 Quorum

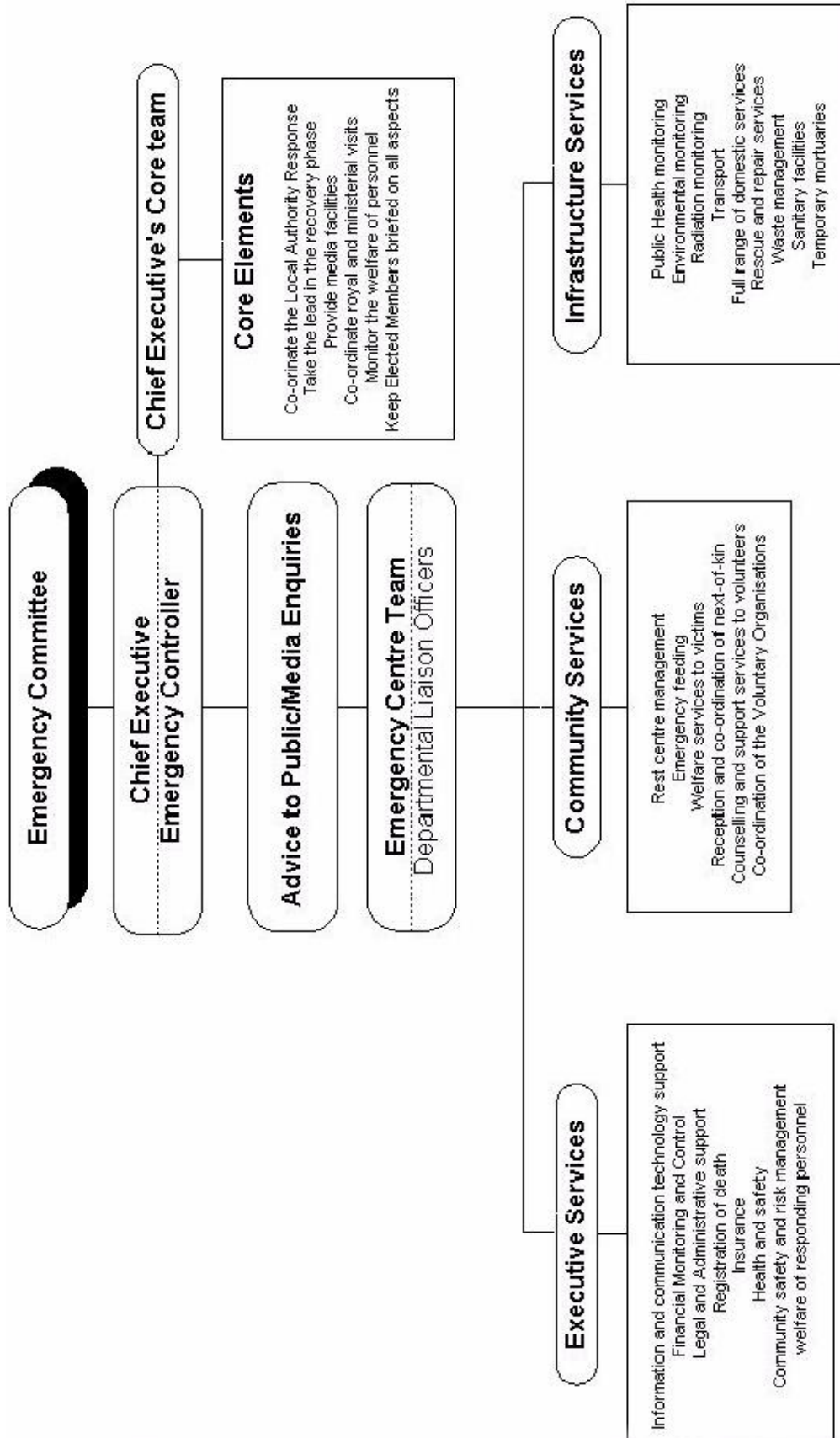
- 4.1 The quorum shall be three members.

5 Emergency Committee Control Structure & Service Provision

- 5.1 This is shown in a diagrammatic form in **Appendix A-1**.



Appendix A-1 – Emergency Committee





Part B – Emergency Control Arrangements

1 Activation of Shetland Islands Council Emergency Plan

- 1.1 The terms of this Plan, whether in whole or in part, will be activated on the authority of the, Head of Legal and Administrative Services, acting in his capacity as Emergency Controller. Should, for any reason, the Emergency Controller not be immediately available, authority should be sought from the Chief Executive, Executive Director – Infrastructure Services or the duty Emergency Planning Officer.
- 1.2 An organisational chart showing the emergency control structure is annexed as **Appendix B-1.**

2 Aim

- 2.1 In terms of the requirements of this Plan, the aim of the Emergency Controller is to control and co-ordinate the Council's response to any:
 - (a) Extraordinary or emergency situation involving the Authority itself; or
 - (b) Request for assistance from any of the primary emergency services (i.e. Police, Fire, Ambulance, Coastguard or NHS Shetland).
- 2.2 In responding to a major incident the Emergency Controller and managers at all levels will:
 - (a) Apply a policy of total support and co-operation;
 - (b) Wherever appropriate, adopt a team approach to the situation;
 - (c) Delegate responsibility to the most effective level of control; and
 - (d) Be mindful of the benefits available through the personnel and skills of the voluntary organisations and the wider community.

3 Objectives

- 3.1 Direct the Authority's overall response, to ensure the most effective reaction to a major incident.
- 3.2 Having called for such reports, and discussed the issues with such departments, services and organisations as appropriate, to decide and promulgate the:
 - (a) Authority's policy in responding to the incident(s); and
 - (b) Prioritise actions.



- 3.3 Retain executive control of the Authority's advice to the public, press releases and media enquiries, to ensure that:
- (a) Current policies relating to the release of advice and information are observed; and
 - (b) A proper balance is struck between legal or statutory restrictions on the release of information and the legitimate, public interest, requirements of the media.
- 3.4 Liaise, as appropriate, with the Council's Emergency Committee; and the Emergency Services.
- 3.5 To refine, adapt or amend policies, practices or procedures as circumstances may dictate.

4 Emergency Controller

- 4.1 An Action List for the Emergency Controller is annexed as **Appendix B-2**.
- 4.2 The Authority's response will be controlled and co-ordinated by an Emergency Controller.
- 4.3 Throughout the duration of a major incident the Emergency Controller will be supported by three teams:
- Emergency Controller's Core Team;
 - Emergency Centre Teams; and when necessary a
 - Technical Response Team

5 Emergency Controller's Core Team

- 5.1 The Core Team will directly support the Emergency Controller in all aspects of policy and overall strategy. This team will work an extended day shift and comprise:
- Manager
 - Office Supervisor
 - Typist
 - 2 'Runners'
 - Media Officer
 - Graphics Officer
 - Telephone Liaison Officer
 - Information Services Officer

Legal and Finance Officers will join the Core Team as required.



6 Emergency Centre Teams

- 6.1 An Action List for the Duty Managers is annexed at **Appendix B-3**.
- 6.2 An Action List for the Public Information Advice Teams is annexed at **Appendix B-4**.
- 6.3 Five Duty Managers will be responsible to the Emergency Controller for the immediate control and co-ordination of the Council's response through the Emergency Centre Team.
- 6.4 Each team will work an eight hour shift and will comprise:
- Duty Manager
 - Office Manager
 - 2 Clerical Assistants
 - 2 Telephonists
 - 'Runners'
 - A Media Liaison Unit of four officers (long distance media enquiries and messages to and from the public);
 - Security staff
 - and when necessary, Departmental Liaison Officers

7 Communications

- 7.1 Advice to the Public, Media Enquiries and Press Conferences is attached as **Appendix B-5**.
- 7.2 BT, as part of their operating licence, develop joint emergency plans with emergency authorities, local authorities and others. Information is also available from their web site www.emergencyplanning.bt.com
- 7.3 The Council owned radio network is controlled by Infrastructure Services. This network may be used during a response to a major incident.

8 Technical Response Team

- 8.1 In any major incident the technical response undertaken by the Council is likely to be by specialists working under the control of their Executive Directors, Heads of Service and normal line management. The type and composition of such an element will depend on the circumstances of the incident and will require to be organised on an ad-hoc basis.



9 Council Liaison Officers (Police)

- 9.1 An Action List for the Council Liaison Officer (Police) is annexed as **Appendix B-6**.
- 9.2 Council Liaison Officers, will represent Shetland Islands Council in the Police Major Incident Control Room whenever requested.

10 Departmental Liaison Officer

- 10.1 Each Department will, when required, be represented at the Emergency Centre by a Departmental Liaison Officer. This Liaison Officer will act as the link between the Emergency Controller and the Departmental Emergency Team.
- 10.2 Departmental Liaison Officers will be of a grade and seniority commensurate with the circumstances as perceived by the Executive Director.

11 Review Teams

- 11.1 On the declaration of a major incident involving the Council, a Head of a Service not responding to the incident will be appointed to conduct a review of the Council's response to the incident.
- 11.2 While the review teams will work on behalf of the Chief Executive's Department, they will have an independent function, which is detailed below.
- 11.3 The review teams will be responsible to their Head of Service for observing, evaluating and reporting on all aspects of the Council's response to a major incident, and its relation to the efforts of the primary emergency services and their supporting organisations, including voluntary bodies.
- 11.4 To enable the efficient discharge of this remit, they will be given such access to Council-owned or occupied premises, and records, as they may from time to time require. When circumstances dictate that the needs of the review function have been balanced against the immediate demands of administrative and/or operational priorities, precedence will be given to the latter, with reviews being conducted thereafter as soon as circumstances reasonably permit.
- 11.5 Two teams of two review teams will be made available, and each team will work twelve hour shifts for as long as circumstances require.



11.6 At the conclusion of the major incident, a critique will be prepared by the Head of Service. A copy will be distributed to Chief Executive, Emergency Controller and each of the Executive Directors involved. Subsequent discussion, conducted under the chairmanship of the Chief Executive or his delegated representative, should centre on:

- identifying lessons learned;
- recommending means of integrating and improving the Council's response to a major incident; and
- compiling guidelines for its support of the emergency services.

12 Administration

12.1 Experience has demonstrated the necessity of adopting a formal message/recording system to deal with issues including:

- (a) The drafting and publication of such reports as may be required by the Council itself, the Secretary of State or other formal agency;
- (b) Legal and/or financial claims arising from an incident; and
- (c) The determination of the overall and detailed costs of the incident and, where appropriate, the rendering of accounts.

12.2 In order to effectively protect the Authority's interests, the event log described and shown in **Appendix B-7** will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.

13 Military Liaison Officer

13.1 If there is a requirement for Military Aid to the Civil Community (MACC) the Military Liaison Officer will be contacted by the Emergency Planning Officer.

14 Post-Incident Debriefings

14.1 It is accepted that after a disaster or major incident, personnel who have taken part need to be debriefed. This allows them to review the incident, their part in the response, and to ascertain what lessons have been learned. This de-briefing will normally be the first step in the reporting chain.

14.2 Scheduled so as to allow the submission to the Emergency Controller of a report within fourteen working days of the formal stand-down being declared, all staff (including support staff) will be required to attend a formal debrief chaired by such departmental or unit managers as the Executive Director may dictate. Attendance will be compulsory.



- 14.3 At the de-briefs, the performance of the department/unit during the emergency will be reviewed in detail and a report summarising the conclusion(s) will be submitted to the Executive Director. The Executive Director will, in turn, compile a consolidated report and, before the expiry of the fourteen working day period specified above, submit it to the Emergency Controller.
- 14.4 The Emergency Controller will, having in the interim received and circulated all the consolidated Departmental reports, within twenty-one working days of the stand-down being declared, convene and chair a formal Council de-brief, following which all necessary revisions to this Emergency Plan will be effected as part of the next amendment process.

15 Shift Working

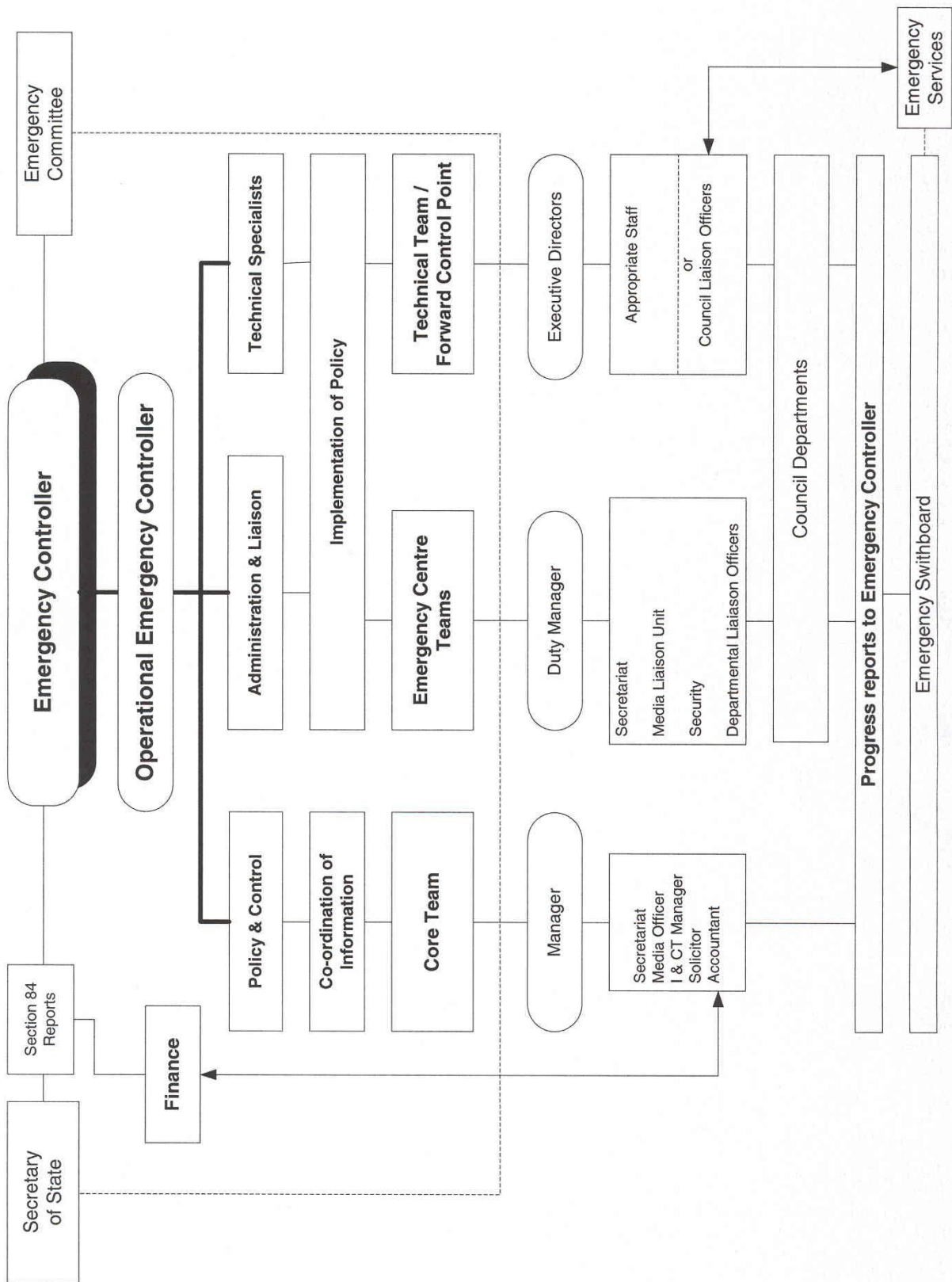
- 15.1 In the event of a major incident requiring shift working, managers will ensure that staff required to work evening or night-shift will be excused from normal work in sufficient time to rest before reporting for duty. Ideally, the rest period should allow a minimum of eight hours before reporting time.

DAY	TIME	SHIFT	NOTES
1	0600 hrs - 1400 hrs	A	Full Shift
	1400 hrs - 2200 hrs	B	Full Shift
	2200 hrs - 0600 hrs	C	Reduced Shift
2	0600 hrs - 1400 hrs	D	Full Shift
	1400 hrs - 2200 hrs	E	Full Shift
	2200 hrs - 0600 hrs	A	Reduced Shift
3	0600 hrs - 1400 hrs	B	Ful Shift
	1400 hrs - 2200 hrs	C	Full Shift
	2200 hrs - 0600 hrs	D	Reduced Shift
4	0600 hrs - 1400 hrs	E	Full Shift
	1400 hrs - 2200 hrs	A	Full Shift
	2200 hrs - 0600 hrs	B	Reduced Shift
5	0600 hrs - 1400 hrs	C	Full Shift
	1400 hrs - 2200 hrs	D	Full Shift
	2200 hrs - 0600 hrs	E	Reduced Shift

Each shift will report 30 minutes early for a Handover Briefing



Appendix B-1 – Emergency Control Structure





Appendix B-2 – Action List – Emergency Controller

1 Action List – Emergency Controller

- 1.1 The Emergency Controller will ensure that, within the limits of the statutory powers available to Shetland Islands Council, and within the constraints of manpower, equipment and finance for the time being applying, the aims and objectives detailed in the Shetland Islands Council Emergency Plan can be met.
- 1.2 In anticipation of an emergency sometime occurring, the Emergency Controller will in the meantime ensure that:
- (a) in all appropriate cases, specialised training is made available to officers;
 - (b) staff are adequately briefed;
 - (c) the terms of the SIC Emergency Plan are regularly reviewed and, where necessary, amended; and
 - (d) effective liaison is maintained with the emergency services and other organisations involved.
- 1.3 On invoking the terms of the SIC Emergency Plan, the Emergency Controller will:
- (a) decide on the most appropriate location for the SIC Emergency Centre and the Core Team;
 - (b) take immediate steps to ensure that the Council's response to the emergency is effectively controlled and co-ordinated;
 - (c) alert all other Council Departments required to deal with the situation, or provide staff to the emergency organisation;
 - (d) suspend such aspects of the Council's normal service to the public as the situation appears to require;
 - (e) at the earliest opportunity, call the relevant Key Personnel to a briefing, and there provide them with all available information on the emergency, and the nature and extent of the Council's response;
 - (f) via the briefing meeting, determine details of communications so as to ensure, as far as possible, that there will be no impediment to a smooth flow of information between Key Personnel and the other services and organisations involved;
 - (g) arrange to receive regular situation reports from all Departments and organisations at agreed intervals;
 - (h) satisfy himself, that the Council's response has been properly initiated, and that the Authority's ability to sustain services over the projected period of the emergency is assured;
 - (j) alert, and keep briefed, the members of SIC Emergency Committee; and



Shetland Islands Council - Emergency Plan Action List – Emergency Controller - Appendix B-2

- (k) ensure that in all appropriate cases the Secretary of State is, as soon as practicable, advised of action taken by the Council, and thereafter supplied with such periodic or situation reports as he may require.
- 1.4 Following the conclusion of the emergency, the Emergency Controller will ensure that all necessary reports are prepared and presented.



Appendix B-3 – Action List – Duty Managers

1 Action List – Duty Managers

- 1.1 The Duty Manager will be responsible to the Emergency Controller for the immediate control and co-ordination of the Council's response.
- 1.2 In managing the Shetland Islands Council's response to a major incident the Manager on duty will, in particular, ensure that:
- (a) the SIC Emergency Centre is established;
 - (b) the most effective use is made of available resources;
 - (c) the public is kept informed of the nature and extent of the emergency, and the steps being taken to deal with it;
 - (d) press releases and external media enquiries are dealt with in terms of the policy endorsed by the Shetland Emergency Planning Forum, as detailed in **Appendix B-5**;
 - (e) the Head of Services, Finance Services is advised, and that an exclusive code number is to be allocated/promulgated, to allow the identification of the costs to the Authority of the emergency;
 - (f) Key Personnel are regularly provided with progress reports and immediately advised of policy decisions affecting their area(s) of responsibility;
 - (g) the performance of staff and volunteers is monitored and, where necessary, action initiated to remedy stress, weaknesses or omissions (see Part E for symptoms);
 - (h) proper attention is paid to the welfare of staff and volunteers; and
 - (j) all Emergency Centre activities are supervised.



Appendix B-4 – Action List – Public Information / Advice Teams

Action List – Public Information / Advice Teams

1 Core Team

- 1.1 The Legal Officer will be responsible to the Emergency Controller for ensuring that the Council's interests are at all times protected, that information cleared for release to the media in all respects accords with legal and policy requirements for the time being applying and that, in all appropriate cases, the Crown Authorities (via the Procurator Fiscal, Lerwick) have endorsed the content and nature of the item(s).
- 1.2 The Media Officer will be responsible to the Emergency Controller, and in terms of the policy endorsed by the Shetland Emergency Planning Forum, as detailed in **Appendix B-5** for:
 - (a) arranging press conferences and the control of the media attending the incident; and
 - (b) preparation of media releases.

2 Emergency Centre Team

- 2.1 The Media Liaison Unit will be responsible to the Duty Manager for:
 - (a) dealing with long distance media enquiries;
 - (b) disseminating media releases;
 - (c) dealing with messages to and from the public; and
 - (d) disseminating media releases to all Council departments.



Appendix B-5 - Advice to the Public, Media Enquiries & Press Conferences

1 Introduction

- 1.1 Recent years have seen a rapid advance in telecommunications and information technology capabilities. Television channels devoted entirely to news and extended news programmes are with us to stay. The impact made by those engaged in gathering material for the media will, on past experience, be massive and it is vital to prepare for the influx of media representatives – local, national and international.

2 Advice to Public and Media Enquiries

- 2.1 The Emergency Controller's Core Team will include a Media Officer responsible for policy, control of media and media releases in relation to the Council's response to an incident. The overall co-ordination of the media response will lie with the Lead Agency at the time.
- 2.2 The Media Officer's primary objective will be to maintain the essential balance of interest between the Council, emergency services, their support organisations, next-of-kin and the media including, for instance, any pooling arrangements thought desirable.
- 2.3 The Emergency Centre Team will include a media liaison unit responsible for long distance media enquiries and messages to and from the public. This team will comprise:
- Media Unit Team Leader
 - 3 Media Assistants
- 2.4 The need for a forward media centre with a large amount of space and a rapidly expandable telecommunications system has been identified. Because of the priority needs of the primary emergency services, this will be co-ordinated via the Shetland Emergency Planning Forum.

3 Media Requirements

- 3.1 A major incident in Shetland is likely to attract a large number of reporters, including television teams, and that they will wish to be located as near the centre of operations as possible.
- 3.2 On behalf of all the services and organisations involved, the venues of press conferences and the provision of essential items of equipment will be co-ordinated by the Emergency Planning Officer.



- 3.3 Reporters require telephones. In order to minimise disruption to the command and control of the incident, it is recommended that:
- (a) installation of telephones for the use of the media be treated as part of the overall communications requirement;
 - (b) telephones be provided for the press at the forward location. Two of which should, ideally, be in a separate room, to allow 'on-line' reporting, and be capable of supporting modems for faxes and laptops; and
 - (c) telephones (similarly equipped) be provided near the hospital.
- 3.4 Media requirements will only be treated as a priority if specifically requested by the emergency services. BT's National Emergency Linkline number is 0845 7555999.

4 Press Conferences and Briefings

- 4.1 As soon as practicable, the press should be provided with a list of current contact numbers (e.g. police press liaison officer).
- 4.2 To meet local/national reporting deadlines it is recommended that, starting as soon as practicable after the emergency services have met the initial demands placed on them by the nature of the incident, and continuing thereafter for the duration of the emergency, formal press conferences be held daily at:

1100 and 1600 hours

- 4.3 To facilitate the ongoing requirement for news output, less formal briefings can be arranged by requests submitted via the information desk, when established.
- 4.4 Each of the services/organisations involved in the emergency should, if possible, be represented at each formal press conference and should contribute appropriate items for each press briefing. The senior representative of the lead agency will chair the press conferences.
- 4.5 Subject to the dictates of the policy of each service or organisation, all practical steps must be taken to ensure that information released via the media forms a coherent whole, particularly as regards such fundamental items as casualty numbers, names/address, times, dates, places, flight numbers, routes, etc., and that all relevant material has, before release, been properly 'cleared' (e.g. in the case of every fatal accident, by the Procurator Fiscal).
- 4.6 Press briefings will, in the first instance, be conducted in the Garrison Theatre. Arrangements have been made with Islesburgh Community Centre staff to prepare the theatre for these briefings.
- 4.7 Suitable venues for press conferences outwith Lerwick will be located, opened, furnished and otherwise equipped as necessary.
-



BROADCASTING OF CIVIL EMERGENCY ANNOUNCEMENTS

BBC Facilities

5 Introduction

- 5.1 'Connecting in a Crisis' is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information.
- 5.2 The on-line guide explains how to access the range of communication outlets offered by the BBC at local, regional and national level. It identifies key information needs and the logistical issues that must be tackled to meet those needs, as well as highlighting good practice and innovative partnership ideas from around the UK.

Connecting in a Crisis - <http://www.bbc.co.uk/connectinginacrisis/index.shtml>

6 Standing Arrangements

- 6.1 On behalf of Shetland Emergency Planning Forum, standing arrangements for the broadcasting of emergency announcements have been made with the Senior Producers of both BBC's Radio Orkney and Radio Shetland.
- 6.2 Although the local stations do not transmit programmes, originated locally, for 24 hours a day, the local Senior Producers have the authority and facility to broadcast local material on the station transmitters at any time to meet local contingencies.
- 6.3 The local station will also be responsible, unless agreed otherwise at the time of the request being made, for contacting the relevant BBC Regional Centre so that consideration can be given to the need for a national or regional radio or television announcement directing public attention to the locally broadcast information.
- 6.4 Both Radio Shetland and Radio Orkney broadcast on frequency 92.7.
- 6.5 The local stations are normally manned on weekdays between:
- (a) Radio Shetland (01595 694747):
0900 - 1830 Summer
0900 - 1915 Winter
 - (b) Radio Orkney (01856 873939):
0630 - 1800



SHETLAND ISLANDS BROADCASTING COMPANY LIMITED (SIBC)

7 Introduction

- 7.1 Genuine emergency announcements will be treated by SIBC as news (i.e., 'information') and so will not be subject to the limitations affecting 'commercial' announcements (i.e., adverts).

8 Standing Arrangements

- 8.1 SIBC can be contacted between 0530 hours and 1700 hours daily on 01595 695181.

Note: When busy the station uses an answer phone to deal with incoming calls. During the above working hours the answer phone is unloaded as soon as possible.

- 8.2 At other times SIBC can be contacted through an arrangement with the Lerwick Police Station.

GRAMPIAN TELEVISION PLC

9 Standing Arrangements

- 9.1 Grampian Television can be contacted on 01224 46464. Direct numbers are held in the Contact Folders held by the Emergency Controller, EPO and AEPO.



Appendix B-6 – Action List – Council Liaison (Police)

1 Action List – Council Liaison (Police)

- 1.1 On notification of an emergency, whether originating from the Emergency Controller or from Northern Constabulary, a Council Liaison Officer (i.e., Police Liaison Officer) will, when requested, report to the Police Major Incident Control Room. Each Police Liaison Officer will work an eight or twelve hour shift, with appropriate hand-over (i.e. briefing) periods at both its beginning and end.
- 1.2 In an endeavour to ensure that the emergency services, and associated voluntary organisations, are afforded whatever support - of personnel, plant, equipment or service - Shetland Islands Council can provide, the Police Liaison Officer will act as the primary link between Council and police.
- 1.3 Requests of an exceptional nature will be referred to the Emergency Controller via the Duty Manager for consideration, but other than these the Police Liaison Officer will contact the appropriate Department Liaison Officer at the Emergency Control Centre. As all such requests will be logged by the receiving Officer and by the police, the Police Liaison Officer will not be required to keep any, separate, formal record. He will, however, maintain a simple chronological log, to act as an aide-memoire, and to assist hand-over to his relief.




Appendix B-7 – Event Log

1 Event Log

1.1 All communications and activities must be recorded using the event log which will then:

- (a) Serve as a true record of events;
- (b) Act as a personal Aide-Memoire;
- (c) Assist operational decision making;
- (d) Facilitate handovers of responsibility;
- (e) Aid the compilation of post operational reports
- (f) Be available for reference during both debriefs and any subsequent enquiries; and
- (g) Be a true record of events and include details of, or references to, every communication, verbal or written, together with the details of decisions made and actions taken.

1.2 The event log should be completed as fully as possible. A copy is shown below:

 **Shetland Islands Council – Emergency Plan – Event Log** No. **0001**

For: From:

Of: Mobile:

Telephone: Fax:

Write message below

Telephoned

Please ring back

Returned your call

Would like to see you

URGENT

Date: Time: Taken By:



Part C – Executive Services Department

1 Aim

1.1 In terms of the requirements of this plan, the aim of the Department is to:

- Provide information and communications technology support
- Provide advice on methods of monitoring and controlling expenditure during operations
- Provide legal and administrative support
- Maintain and update insurance cover
- Monitor all health and safety aspects
- Manage community safety and risk management
- Monitor welfare of responding personnel

2 Objectives

2.1 In order to achieve the following objectives, there is a requirement for the Department to produce contingency plans for the provision of these services.

2.2 In addition to each Department's contingency plans there is a growing need to plan for business continuity. This has recently been highlighted by the continuing rapid increase in dependency of business on technology and the disruption which can be caused by power failures, storms and floods.

3 Information and Communications Technology (ICT) Support

3.1 Temporary Emergency Centre (TEC)

3.1.2 When the situation demands that a TEC be opened, ICT personnel will be notified in order that they can assemble and transport stored computer and communications equipment, currently held on stand-by, to the premises selected to house the Centre. Thereafter the equipment will be installed, checked and tested prior to becoming operational.

3.2 SIC Main Switchboard

3.2.1 Shetland Islands Council's main switchboard may be required to be opened on a 24 hour basis, and be manned on each of three 8 hour shifts by two operators.

3.2.2 Switchboard teams will require regular training (on the basis of two hours each quarter, i.e., eight hours per year), which will be organised and supervised by the full-time operators.



3.3 Additional Telecommunications

- 3.3.1 Locally based British Telecom Managers and staff are available to respond rapidly to requests for additional telecommunications facilities.
- 3.3.2 The BT National Emergency Linkline number covers 24/365 and is a single point of contact during an emergency. Details of the nature of the emergency, its location, name of the caller and a call back telephone number should be given.
- 3.3.3 Because of limitations of manpower and equipment, British Telecom will concentrate initially on the additional communications requirements of the emergency services. BT will only treat media requirements as a priority if specifically requested by the emergency services.

4 Financial Monitoring and Control

- 4.1 On behalf of the Emergency Controller, the Head of Service, Finance Services will be responsible for:
 - 4.1.1 Allocating and promulgating a code number exclusive to the incident in question, to which all expenditure and accounts will be charged; and
 - 4.1.2 Thereafter, supervising the financial management of the incident in terms of the Council's financial policies and regulations for the time being applying.
- 4.2 The following is a summary of the financial regulations relating to peacetime emergencies:
 - 4.2.1 Section 84 of the Local Government (Scotland) Act 1973 gives all Local Authorities power to take immediate action where an emergency or disaster either threatens or has occurred. If the Local Authority considers that the whole or part of its area (or all or some of the inhabitants) is likely to be affected, it may incur expenditure under section 84. Such expenditure may cover:
 - action by the Local Authority itself
 - joint action with another Authority, person or body
 - action within or outside its own area or even outside the United Kingdom
 - precautionary measures, such as the prior purchase of plant or materials
 - action to alleviate or eradicate the effects of an emergency or disaster
 - the making of grants or loans (including grants or loans to voluntary bodies) subject to conditions to be determined by the Local Authority



- 4.2.2 Prior consent of the Secretary of State is not needed for any of the expenditure listed in sub-section 4.2.1. There will not be any specific Government grant in aid of such expenditure.
- 4.2.3 In terms of SIC's emergency procedure, the Secretary of State will be informed of the emergency situation by the Emergency Controller.
- 4.2.4 Sub-section 4.2.2 makes it clear that the power conferred by section 84 is in addition to, and not in derogation of, any power conferred on a Local Authority by any other enactment. Powers under specific legislation relating to individual services should be used where appropriate.
- 4.2.5 In order to identify all relevant costs, the decision to invoke the emergency procedure will, as soon as possible, be conveyed by or on behalf of the Emergency Controller to the Head of Service, Finance Services. On receipt of such information, the Head of Service, Finance Services, via the Financial Support Services Manager.

5 Legal and administrative support

The Head of Service - Legal and Administration will be responsible for:

5.1 Legal Services

- 5.1.1 Legal Services will provide legal services relevant and pertaining to a major incident as the situation warrants.

5.2 Registration of Death

- 5.2.1 Should a resident of Scotland die in Shetland, legislation allows that death to be registered in one of two registration districts, i.e. that in which his home is situated or where the death occurred.
- 5.2.2 In the case of a person resident outwith Scotland, no choice is afforded - if death occurs in Shetland, it must be registered in Shetland.
- 5.2.3 Deaths which occur at sea, on offshore oil installations or associated structures or vessels, or as the result of an offshore crash of a fixed-wing aircraft or helicopter, may be subject to the terms of "off-shore" or other legislation. Questions relating to registration will be decided in the light of the circumstances surrounding each death.
- 5.2.4 Contact numbers for Registrars in Shetland are listed in the Shetland Directory. Further details are held by Legal and Administrative Services.



5.3 Registration of Death - Policy

5.3.1 In straightforward circumstances, no difficulty will normally be encountered in identifying the options or conditions applying to registration of deaths, but when major incidents result in multiple fatalities, the most appropriate policy will be determined by the office of the Registrar-General for Scotland, Edinburgh.

5.3.2 In order to retain flexibility of action, the Registrar-General's office will relate policy to the particular circumstances of each major accident or disaster. It has been agreed that in the case of such incidents occurring on or offshore from Shetland contact with the Registrar General's office will, in the first instance, be effected via the Registrar for Lerwick registration district.

5.4 Registration of Death - Options

5.4.1 Depending on the circumstances of the major incident in question, decisions are likely to have to be taken by or on behalf of the Registrar General, acting independently or after consultation with Shetland Islands Council and/or the primary emergency services, as to the most appropriate:

- means of meeting the statutory obligations applying to the incident and/or the deceased;
- siting of the office to be used for registration of death;
- staffing of the office; and/or
- support for and reinforcement of the registration staff deployed.

5.5 Insurance

5.5.1 The Council has effected insurance cover for civil emergencies, the basic features of which are as follows:

- The Insured: The Council's Employee's Liability and/or Public Liability insurance will provide indemnity to employees and volunteers who may be requested to assist the Council in an emergency situation in the event that they suffer injury, or damage to property arising from negligence on the part of the Council;
- The Activities: The Council's Personal Accident policy provides cover for employees and volunteers requested to assist the Council in a local and civil emergency for periods not exceeding 3 (three) consecutive days in any one insurance period, provided that all work undertaken is approved by a suitably qualified Council official. A capital sum would be payable in the event of death or permanent disablement to such volunteers; and



- Vehicles: The Council's insurers are willing to cover vehicles not belonging to the Council so long as they are driven by specified persons (i.e. persons requested to assist by the Council) in such emergency situations, provided that the Council obtain the under-noted information in advance of any voluntary work for the Council being permitted;
 - (i) name of owner/driver;
 - (ii) type and registration number of vehicle;
 - (iii) a brief is given on what task the volunteer is to carry out.

5.5.2 This information should be communicated to the Council's Insurers without delay:

Zurich Municipal
The Eagle Building, Ground Floor
215 Bothwell Street
Glasgow G2 7ED
Telephone: 0141 2042611

5.5.3 To ensure sufficient cover is maintained for all emergencies, full details are to be passed to the Insurers immediately with regular updates as necessary. This will establish any requirement for additional specific cover.

5.6 Claims

5.6.1 All claims, or incidents which may result in a claim, will be notified without delay to the Council's Insurance Officer and, as soon as practicable, confirmed in writing. In cases of doubt it is recommended that the injury/incident be formally recorded and notified to the Insurance Officer, as such action can prevent complications at a later stage.

5.6.2 On receipt of a claim/report, the Technical Assistant - Insurance will be responsible for ensuring that all relevant forms are properly completed, that all supporting evidence is collated, and that claims are timeously submitted to the Insurers.

5.6.3 The Technical Assistant - Insurance will renew the insurance annually, and arrange for its terms to be amended in accordance with any direction approved by the Standing Committee and ratified by the Council.



5.7 Health and Safety

- 5.7.1 All emergency work executed under the authority of the Emergency Controller will be subject to the provisions laid down in the Shetland Islands Council Health and Safety Policy. A copy of the Policy is available on the Intranet or from the Safety Manager.
- 5.7.2 Staff at all levels within the Council must comply with the requirements of the Policy.
- 5.7.3 Where contractors are required to undertake emergency work on behalf of the Council, Managers/Supervisors of that work must take into account the Council's responsibilities as laid down in the Policy.

5.8 Community Safety and Risk Management

- 5.8.1 In relation to a major incident and the Council's response, in addition to the health and safety aspects detailed above, the range of elements involved in community safety and risk management need to be taken into account when responding to that incident.

6 Organisational Development

6.1 Welfare

- 6.1.1 A welfare service to SIC staff responding to an incident will be provided by the Council's Staff Welfare Officer in conjunction with members of Social Care Services.



Part D – Infrastructure Services Department

1 Aim

- 1.1 In terms of the requirements of this plan, the aim of the Department is to:
- (a) Prevent the spread of disease;
 - (b) Protect the health and safety of all individuals through environmental control;
 - (c) Monitor and control the general environment;
 - (d) Maintain a viable internal and external transportation service for Shetland; and
 - (e) Deal with emergency planning aspects relevant to the Department.

2 Objectives

- 2.1 In order to achieve the following objectives, there is a requirement for the Department to produce contingency plans for the provision of these services.
- 2.2 In addition to each Department's contingency plans there is a growing need to plan for business continuity. This has recently been highlighted by the continuing rapid increase in dependency of business on technology and the disruption which can be caused by power failures, storms and floods.
- 2.3 **Advisory Service** - The objective under this heading is to provide a specialist advisory service covering all environmental/public health matters, including:
- the safe disposal of the dead (including animals)
 - the suitability of temporary mortuary facilities
 - the suitability of emergency fuel dumps and distribution points
 - disease control measures, such as quarantine areas
 - disinfection - disinfestation of people and premises
 - rodent and insect control measures
 - the safe handling and storage of food, water and milk supplies
 - the monitoring of the general environment - to include pollution incidents
 - radiation contamination levels
 - the suitability of emergency housing accommodation
 - in liaison with SEPA, the suitability of temporary waste disposal facilities



- 2.4 **Action Services:** Under this heading, and within the limitations of staff and resources for the time being available, the objective will be to discharge the responsibilities set against each of the following range of services. Action lists for key personnel form the appendices to this section.
- 2.5 **Radiation Monitoring:** In the event of a radiation incident, monitor radiation levels throughout Shetland in order to establish:
- (i) danger areas;
 - (ii) safe food, milk and water supplies; and
 - (iii) check imported goods for gross contamination.
- 2.6 **Environmental Sampling:** Take, or ensure that samples of food, water, milk, vegetation, soil, air, or any other sample deemed necessary are taken and analysed by an appropriate body, and thereafter give or seek specialist interpretation of the results and decide on an appropriate course of action.
- 2.7 **Food Supplies:**
- (i) Inspect emergency food water and milk supplies to ascertain their suitability for human consumption; and
 - (ii) liaise with local veterinary practitioners in order to ensure that an emergency meat inspection service is provided.
- 2.8 **General Environmental/Public Health Control:** Through inspections, ensure that public health is being maintained e.g. by monitoring waste and effluent disposal, burial grounds and other potential hazard sites.
- 2.9 **Disinfection/Disinfestation:** Undertake or ensure that appropriate disinfection/disinfestation of premises and persons are being carried out as necessary.
- 2.10 **Refuse Collection and Disposal Services:** Ensure as Client department that refuse collection facilities continue to be provided. Ensure that sufficient disposal facilities are available or that suitable arrangements are made for the disposal of waste material. Manage temporary disposal sites.
- 2.11 **Potable Water Supply:** In liaison with Scottish Water ensure that arrangements are made to provide a potable water supply during any emergency.
- 2.12 **Sanitary Facilities:** Provide emergency sanitary facilities and disposal of effluent.
- 2.13 **Internal Transportation Service:** Liaise with the operators of internal ferry, air and bus services, including operation and management of Tingwall Airstrip and Unst Airport.
-



- 2.14 **Transport Liaison Service:** Liaise with the operators of air and sea services to UK Mainland and with port and airport operators.
- 2.15 **Road Clearance Operations:** Provide road gritting and snow ploughing operations during the winter months.
- 2.16 **Waste Management Services:** In liaison with the operators, SEPA and any other specialist agency, provide a waste collection, storage and disposal facility for any waste arising from a major incident.
- 2.17 The services listed above will be available mainly within the Department but certain aspects of the provision will depend upon outside resources and on the levels of manpower and equipment that the Department retains at any particular time.
- 2.18 **Chem Data System:** Shetland Islands Council, through the infrastructure Services Department subscribes to the Chem Data system. It is, in essence a database that stores information on thousands of chemicals, chemical hazards, chemical toxicity, handling precautions and first-aid requirements. Under normal circumstances, the system will be accessed through the infrastructure Services Department but, in emergency or outwith normal office hours, there may be a need for others to use the system. **The system can be accessed by telephoning Highland and Islands Fire and Rescue Control Room on 01463 240999.** Callers should identify themselves, then give the Duty Officer as much information about the chemicals as possible, even if this is only its chemical or trade name. The Duty Officer will then detail over the phone the information required and, on request, send a FAX print in confirmation.



Appendix D-1 – Action List – Head of Service - Environment

1. The Head of Service - Environment will be responsible to the Executive Director of Infrastructure Services for co-ordinating the deployment of the Cleansing, Waste Management and Burial Ground labour force, plant and equipment. There will also be a co-ordinating role for the deployment of resources available to the Environmental Health and Trading Standards Services which will include an advisory and monitoring role.
2. On notification that the departments emergency procedures have been invoked the Head of Service – Environment will:
 - (a) proceed directly to the Infrastructure Services Department for briefing;
 - (b) depending on the nature of the emergency, call up labour, plant and vehicles required;
 - (c) depending on the nature of the emergency, call on relevant staff to give advice and carry out monitoring; and
 - (d) directly or through the appropriate Service Manager supervise the deployment of resources involved.
3. The Head of Service – Environment will report to the Director throughout and as soon as possible will inform the Director in the event of any difficulties, which may arise and cannot be, resolved locally.



Appendix D-2 – Action List – Service Manager - Environmental Health

1. The Service Manger - Environmental Health is responsible to the Head of Environmental Services for the provision of Environmental Health response.
2. On notification that the departments emergency procedures have been invoked the Service Manger - Environmental Health will:
 - (a) proceed directly to Grantfield to the Infrastructure Services Department unless otherwise instructed for briefing;
 - (b) as instructed by the Director or above mentioned Head of Service, call up the relevant resources including staff required;
 - (c) provide specialist advice to incident control team/co-ordinator on Environmental Health impacts;
 - (d) arrange for necessary environmental monitoring and sampling as appropriate;
 - (e) arrange for necessary environmental control measures to be implemented as appropriate; and
 - (f) directly or through the appropriate Service Manager supervise the deployment of resources involved.
3. The Service Manger - Environmental Health will report any difficulties as soon as practical to the person who initiated the request as well as to the Head of Service or Executive Director.



Appendix D-3 – Action List – Catering and Cleaning Manager

1. The Catering and Cleaning Manager is responsible to the Head of Environmental Services for the provision of Cleansing and Public Convenience Services.
2. On notification that the departments emergency procedures have been invoked the Catering and Cleaning Manager will:
 - (a) proceed directly to Grantfield to the Infrastructure Services Department unless otherwise instructed for briefing;
 - (b) as instructed by the Director or above mentioned Head of Service, call up the relevant resources including staff required; and
 - (c) directly supervise the deployment of resources involved.
3. The Catering and Cleaning Manager will report any difficulties as soon as practical to the person who initiated the request as well as to the Head of Service or Executive Director.



Appendix D-4 – Action List – Waste Services Manager

1. The Waste Services Manager is responsible to the Head of Environmental Services for the provision of Waste Disposal and Burial Ground Services.
2. On notification that the departments emergency procedures have been invoked the Waste Services Manager will:
 - (a) proceed directly to Grantfield to the Infrastructure Services Department unless otherwise instructed for briefing;
 - (b) as instructed by the Director or above mentioned Head of Service, call up the relevant resources including staff required; and
 - (c) directly supervise the deployment of resources involved.
3. The Waste Service Manager will report any difficulties as soon as practical to the person who initiated the request as well as to the Head of Service or Executive Director.



Appendix D-5 – Action List – Service Manager - Trading Standards

1. The Service Manager - Trading Standards is responsible to the Head of Environmental Services for the provision of Trading Standards Services.
2. On notification that the departments emergency procedures have been invoked the Service Manager - Trading Standards will:
 - (a) proceed directly to Grantfield to the Infrastructure Services Department unless otherwise instructed for briefing;
 - (b) as instructed by the Director or above mentioned Head of Service, call up the relevant resources including staff required;
 - (c) provide specialist advice on Licensed Petroleum Sites if necessary; and
 - (d) directly supervise the deployment of resources involved.
3. The Service Manager - Trading Standards will report any difficulties as soon as practical to the person who initiated the request as well as to the Head of Service or Executive Director.



Appendix D-6 – Action List – Head of Service - Roads

- 1 The Head of Service – Roads will be responsible to the Executive Director of Infrastructure Services for co-ordinating the deployment of the Roads labour force, plant and vehicles. He will be supported and relieved by the Maintenance Manager or an Area Engineer, Roads.
- 2 On Notification that the Departments emergency procedures have been invoked the Head of Service – Roads will:
 - (a) proceed directly to Grantfield to the Executive Director of Infrastructure Services for briefing;
 - (b) depending on the nature of the emergency, call up the labour, plant and vehicles required; and
 - (c) directly or through the Maintenance Manager, an Area Engineer or other staff available supervise the deployment of the resources involved.
- 3 The Head of Service – Roads will report to the Director of Infrastructure Services throughout, and as soon as possible will inform the Director in the even of any difficulties which may arise and cannot be resolved locally.



Appendix D-7 – Action List – Transport Foreman

- 1 The Transport Foreman supported and relieved by the Small-Plant Foreman is responsible to the Maintenance Manager – Roads for the supply and maintenance of vehicles and plant.
- 2 On notification that the Departments emergency procedure has been invoked the Transport Foreman will:
 - (a) proceed directly to Gremista to the Roads Control room to await instruction;
 - (b) as instructed by the Head of Roads or above mentioned Maintenance Manager, call up the relevant equipment required;
 - (c) ensure that such equipment is maintained, operable and fuelled for the duration of requirement and that relief drivers/operators, are properly rostered;
 - (d) ensure that all vehicles, plant and equipment are operated properly and safely;
 - (e) provide a control location for the Council's Emergency Radio Communications.
- 3 The Transport Foreman will report any difficulties as soon as practical to the person who initiated the request as well as to the Maintenance Manager or Head of Roads as appropriate.



Appendix D-8 – Action List – Administration Manager

1. The Administration Manager, supported and relieved by the Administration Officer and the Clerical Officer, will be responsible to the Executive Director for co-ordinating the required secretarial and administrative services, including the manning of the Department's telephone system (on a 24 hour basis, if necessary).
2. On being notified that the Department's emergency procedure has been invoked the Administration Manager will:
 - a) Proceed directly to the Infrastructure Services Department for briefing; and
 - b) Depending on the nature of the emergency, call up an assistant as required.
3. Members of the Secretariat, under the charge of the Administration Manager/Officers, will:
 - a) Man the telephones on a 24 hour shift system, if necessary;
 - b) Maintain a log;
 - c) Ensure that all Departmental Personnel involved in the emergency have their duties and hours logged in detail and that, for example, timesheets are issued and completed as appropriate; and
 - d) Ensure that detailed accounts are kept and that total costs are advised as soon as possible after the emergency.
4. The Administration Manager will ensure that:
 - a) All records and files are properly kept; and
 - b) Shetland Islands Council Emergency Plans and emergency manuals are updated as necessary.
5. The Administration Manager will report to the Executive Director throughout and as soon as possible will inform the Executive Director in the event of any difficulties which cannot be resolved locally.



Appendix D-9 – Action List – Ferry Operations Manager

- 1 The Ferry Operations Manager will be responsible to the Executive Director – Infrastructure Services for co-ordinating all Local Authority ferry related operations. He will be supported and relieved by the Marine and Engineering Superintendents as deemed necessary at the time.
- 2 On notification that the Department's emergency procedures have been invoked the Ferry Operations Manager will:
 - (a) proceed directly to the Port Administration Building, Sella Ness, for briefing;
 - (b) depending on the nature of the emergency, call up the crews, vessels and/or equipment required; and
 - (c) directly or through the appropriate Superintendent supervise the deployment of the resources involved.
- 3 The Ferry Operations Manager will report to the Executive Director throughout and as soon as possible will inform the Executive Director in the event of any difficulties which may arise and cannot be resolved locally.



Appendix D-10 – Action List – Building Services Manager

3. The Building Services Manager, supported and relieved by the Building Maintenance Manager, will be responsible to the Executive Director of Infrastructure Services for co-ordinating the deployment of the Building Services labour force, plant and equipment. There will also be a co-ordinating role for the deployment of resources available to Building Services that will include an advisory and monitoring role.
4. On notification that the departments emergency procedures have been invoked the Building Services Manager will:
 - (g) proceed directly to the Infrastructure Services Department for briefing;
 - (h) depending on the nature of the emergency, call up labour, plant and vehicles required; and
 - (i) directly or through the appropriate Manager supervise the deployment of resources involved.
3. The Building Services Manager will report to the Director throughout and as soon as possible will inform the Director in the event of any difficulties, which may arise and cannot be, resolved locally.



Appendix D-11 – Action List – Service Manager - Transport

2. The Service Manager – Transport is responsible to the Executive Director of Infrastructure services for the provision of Transport response.
2. On notification that the departments emergency procedures have been invoked the Service Manager – Transport will:
 - (a) proceed directly to Grantfield to the Infrastructure Services Department unless otherwise instructed for briefing;
 - (b) as instructed by the Director, call up the relevant staffing resources, vehicles and plant required;
 - (c) provide specialist advice to incident control team/co-ordinator on Transport Operations impacts;
 - (d) arrange for necessary operational monitoring as appropriate; and
 - (e) directly supervise the deployment of resources involved.
3. The Service Manager – Transport will report any difficulties as soon as practical to the person who initiated the request as well as to the Executive Director.



Part E – Community Services Department

1 Aim

- 1.1 In terms of the requirements of this Plan, the aim of the Department is to:
- (a) Organise and supervise all aspects of emergency accommodation and to assist the emergency services as appropriate by the provision and management of Rest Centres;
 - (b) Ensure, in conjunction with Asset Services, that all emergency accommodation affords suitable protection and shelter to the individual;
 - (c) Utilise public sector and voluntary effort in accordance with the requirements of the situation where appropriate;
 - (d) Organise and supervise all aspects of emergency feeding;
 - (e) Co-ordinate a full counselling and welfare service for survivors, dependents and next of kin of those killed and injured;
 - (f) In conjunction with the Council's Staff Welfare Officer co-ordinate a full counselling and welfare service for those involved in any emergency response; and
 - (g) Co-ordinate voluntary effort in accordance with the requirements of the situation, as agreed with the controlling emergency service or organisation, and the number, abilities and skills of volunteers available.

2 Objectives

- 2.1 In order to achieve the following objectives, there is a requirement for the Department to produce contingency plans for the provision of these services.
- 2.2 In addition to each Department's contingency plans there is a growing need to plan for business continuity. This has recently been highlighted by the continuing rapid increase in dependency of business on technology and the disruption which can be caused by power failures, storms and floods.
- 2.3 Action lists to achieve the following objectives form **Appendices E2 – E12**.
- 2.4 Rest Centre Facilities
- (a) In all cases of emergency, ensure that accommodation is provided not only for those directly affected by the emergency, but for their relatives, next-of-kin, and, in conjunction with the emergency services, for personnel required to assist in the relief of the emergency.



- (b) Utilise all available accommodation within hotels, guesthouses, bed and breakfast establishments;
- (c) If applicable and available, utilise any accommodation that can be provided by any passenger ship that is in harbour at the time of the emergency, in conjunction with the Service Manager, Transport;
- (d) Utilise vacant Housing Services stock available at the time of an emergency occurring, and if appropriate, make arrangements for unavailable vacant stock to be brought into use;
- (e) Co-ordinate the provision of accommodation offered by volunteers in the private sector, other than those indicated at (a) above;
- (f) To provide accommodation for those made homeless by utilising any vacant rooms and any other spare capacity at the Housing Services, Ladies Drive Bedsit Units and to utilise any spare capacity at the Hoofields Chalet Park;
- (g) In conjunction with the appropriate Community Councils, ensure the provision of immediate first stage accommodation through the utilisation of public halls or equivalent where necessary; and

2.4 Evacuation

2.4.1 In addition to undertaking the provision for those made homeless, the following will apply when an area evacuation is required:

- (a) To ensure, in conjunction with Community Development and Social Care Services, that immediate accommodation is available in Leisure Centres and/or village halls or other appropriate accommodation to facilitate the operation of a 'Rest Centre'; and
- (b) Where persons are placed at (a) above, to ensure that as soon as practically possible, alternative and more adequate accommodation is secured.

2.5 Emergency Feeding

- (a) To provide, initially utilising stocks of "Self Heating" canned meals, hot meals of high-energy bulk food for all relevant emergencies:
 - (i) occurring in mainland Shetland, Whalsay, Yell or Unst;
 - (ii) requiring 500 (five hundred) meals or less; and
 - (iii) lasting for not more than 24 (twenty-four) hours.



- (b) To provide for large scale emergencies by utilising the school meals service to prepare and cook the food, or by taking advantage of such other, local, ad hoc arrangements as are deemed most expedient in the circumstances; and
- (c) For emergencies falling within the categories described above, to prepare, organise transport and serve on site:
 - (i) hot snacks and drinks within 2 (two) hours of referral time;
 - (ii) a full two-course meal within 5 (five) hours of referral; and
 - (iii) thereafter, hot drinks and snacks continuously, and hot, two-course, meals every six hours.

2.6 Welfare

2.6.1 On behalf of the controlling service or organisation, and with the assistance of the appropriate volunteers to receive, transport, accommodate and look after the immediate welfare requirements of survivors and the next-of-kin of those killed and injured. This service is available to the NHS Shetland or those survivors in hospital. The service will be provided only after a request from the Hospital Controller and thereafter in close consultation with Hospital Control Room staff.

2.7 Reception of Next-of-Kin

2.7.1 By arrangement with Highlands & Islands Airports Ltd and SERCO Aerospace, vacant rooms in their respective airports will be made available for use by next-of-kin arriving in Shetland and their escorts/carers.

2.7.2 The Duty Social Care Manager will be responsible for liaising with the Airport Managers as circumstances dictate, and for establishing that the accommodation is available when required. The Airport Managers undertake to suitably furnish the accommodation from such surplus furniture as may be available at the time. The accommodation can be readily secured with access denied to the general public and representatives of the media. To secure the accommodation will require two persons (e.g. police officers, airport security guards or other authorised persons).

2.7.3 Should next-of-kin arrive in Shetland via Holmsgarth or elsewhere, ad hoc arrangements may require to be made with the local management of the carriers and operators of the terminals involved.



2.8 Co-ordination of Counselling and Support Services

2.8.1 Social Care Services will undertake to organise counselling and support services where required to those directly involved in and affected by an incident. This will be done in conjunction with other agencies, primarily NHS Shetland. Social Care Services will draw on experience gained during major incidents by other Social Care Services.

2.9 Counselling

2.9.1 The Psychologists employed in the Education Service, in conjunction with the Council's Staff Welfare Officer, will provide "on the spot" observation and advice to line managers and senior management. As the welfare of staff and volunteers is of particular importance, the Psychologists and Staff Welfare Officer will, during a major incident, operate as part of the Emergency Controller's Core Team, but with an independent function, as described below.

2.9.2 The Psychologists and Staff Welfare Officer will provide a listening and advisory function in relation to stress both on "the front line" and in all other areas of the Council at the time of a major incident. If invited, they will extend this service into areas controlled by the primary emergency services. They will work closely with other psychiatric and psychological colleagues involved and with Social Care Services.

2.9.3 The Psychologists and Staff Welfare Officer have authority to approach Council line Managers directly, and to suggest practical means of alleviating stress. Managers will be expected to take positive action to deal with all reasonable recommendations.

2.9.4 The long-term treatment of post incident stress will not be viewed as within the remit of the psychologists but they will be available to advise on all aspects of stress and in a major incident undertake short-term counselling of Council Staff.



2.10 Stress Management

2.10.1 When staff are working during unusual and abnormal conditions individuals can experience difficulties when over-exposed to stress-inducing situations. Managers at all levels may be able to alleviate the build-up of stress by identifying the symptoms early and taking suitable remedial action.

2.10.2 The following list of symptoms form a guide to the signs of stress:

Emotional Symptoms:

- Excessive and rapid swings in mood
- worrying unreasonably about things that do not matter
- inability to feel sympathy for other people
- excessive concern about physical health
- withdrawal and daydreams
- feeling of tiredness and lack of concentration
- increased irritability and anxiety

Behavioural Symptoms:

- Indecision and unreasonable complaints
- increased absenteeism and delayed recovery from accidents and illness
- accident-proneness and careless driving
- poor work, cheating and evasion
- increased consumption of alcohol
- increased dependence on drugs, (i.e., tranquillisers/sleeping tablets)
- overeating, or less commonly, loss of appetite
- change in sleep pattern, difficulty getting to sleep and waking tired
- impaired quality and quantity of work



2.11 Co-ordination of Voluntary Effort

2.11.1 In liaison with the controlling service or organisation, and with the relevant voluntary organisations, to alert, assemble, transport, utilise to best effect and, in the case of extended emergencies (i.e., those lasting for more than 6 (six) hours) relieve, volunteers assisting the Social Care Service to achieve its overall aims. Details of the support available from local voluntary organisations will be found in **Part H**.

2.12 Resources

2.12.1 Community Services Department will ensure that an adequate supply of emergency accommodation equipment is held (e.g. blankets, bedrolls, sleeping bags, mattresses, pillows, lighting, heating) and is strategically placed/stored and accessible in times of emergency.

2.12.2 It will be necessary for the Service Manager, Transport and Community Care Manager to ensure the safe transportation of individuals to emergency accommodation and the provision of emergency feeding as required.

2.12.2 In conjunction with the appropriate Department/Sections, Building Services will ensure that the services of emergency electricians, joiners and plumbers are available to bring into operation, if needed, vacant accommodation that is not up to standard at the time of emergency.



Appendix E-1 – Accommodation Stores List & Emergency Feeding

1 Accommodation Stores List

- 1.1 The Community Services Department holds stocks of emergency accommodation equipment.
- 1.2 Holdings will be under constant review and will be adjusted in the light of experience or in the event of a change in the perceived requirement.
- 1.3 Stocks of various items of household furniture and equipment are held in the store.
- 1.4 Resources available are:

Item	No
Camp beds	183
Sleeping bags	173
Sleeping bag liners	301
Pillows	136
Towels	80
Toilet Packs	12
Toilet Paper	50
Survival Blankets	450
Large Gas Heaters (using 15kg gas bottles)	5
Small Gas Heaters (using 7kg gas bottles)	18
Camping Gas Lights (using small gas canisters)	22
Small gas canisters for use in camping gas lights	28
Packs of gas light mantles for camping gas lights	13
Small portable gas cookers (using 15Kg or 7 Kg gas bottles)	14
Duracell Lantern Torches	0
Sheets, Disposable Paper	2100
Pillowcases, Disposable Paper	2300
Clothes Airers	15
Teapots	13
Kettles	4
Mirrors, Shaving	4
Clocks, Alarm	3
Mugs	70
Teaspoons	64
First Aid Kits	5
Radios	2
Boxes of Tissues	18



2 Emergency Feeding Equipment

- 2.1 The following items of emergency catering equipment are at present held by the Community Services Department:

Item	No
Heated Food Containers	12
Electric Urns	2
Large Teapots	4
First Aid Kits	2
Extension Lead (6ft)	1
Kettle	1
Toolkit	1
Water Containers	2
2 Burner Gas Cooker	1
Gas Bottle	1
Plus a variety of small items of equipment for serving/storage	

3 Mobile Generator

- 3.1 The Infrastructure Services, Roads Maintenance Section will make available a suitable generator should it be required to power the heated food containers.



Appendix E-2 – Action List – Head of Service - Housing

- 1 The Head of Service – Housing will be responsible for ensuring that, within the constraints of manpower, finance and equipment:
 - (a) staff are adequately briefed;
 - (b) in all appropriate cases, specialised training is available to officers;
 - (c) the terms of the instructions relating to the Service are regularly reviewed and, where necessary, updated and amended;
 - (d) effective liaison is maintained with other services and organisation involved, both public and private sector.

- 2 The Head of Service – Housing will be supported and relieved in any emergency by the Service Manager – Business Support and the Senior Housing Officer – Estate Management. In the event of an emergency and at the request of the Emergency Controller the Head of Service – Housing will provide an officer to act as the Departmental Liaison Officer at the Temporary Emergency Centre.

- 3 In the absence of the Head of Housing, the Service Manager – Business Support will substitute.

- 4 On receipt of notification that the SIC Emergency Plan has been invoked, the Head of Service – Housing will:
 - (a) suspend or reduce the normal housing service to the public as circumstances require, with the Service Manager – Business Support taking over the day-to-day provision of housing services.
 - (b) alert all the other Departmental Key Personnel as listed;
 - (c) brief all key staff at the earliest opportunity as to the nature and extent of the emergency and to the extent of the involvement of the Service;
 - (d) via the briefing meeting, determine communication details to ensure that, as far as possible, there will be no impediment to a smooth flow of information between the key personnel involved;
 - (e) satisfy himself that the Housing Service’s response has been properly initiated and that the Service’s ability to sustain the required service over the projected period of the emergency is assured; and
 - (f) arrange to receive regular situation reports from all the key personnel at agreed intervals.



- 5 In managing the Housing Service's response to an emergency, the Head of Service – Housing will:
- (a) ensure that the most efficient use is made of available resources.
 - (b) monitor the performance of both staff and volunteers, working to achieve immediate aims and objectives and, where necessary, initiate action to remedy weaknesses or omissions; and
 - (c) look after the welfare of staff and volunteers.
- 6 Using the agreed reporting system, the Head of Service – Housing will ensure that the Chief Executive is regularly provided with progress reports and, whenever necessary, immediately advised of circumstances of an exceptional nature, and incidents of interest to other Departments, services or agencies. If requested, this will be via a Departmental Liaison Officer.



Appendix E-3 – Action List – Service Manager – Business Support

- 1 The Service Manager – Business Support will be responsible to the Head of Service - Housing for ensuring the provision of, as far as is practicable, ongoing day-to-day housing services and, as a minimum, ensure that all statutory responsibilities are provided for an undertaken during the period of the emergency.

 - 2 On notification that the SIC emergency procedure has been invoked, the Service Manager – Business Support will:
 - (a) consult with the Head of Service - Housing and establish the degree of ongoing day-to-day housing services that can be provided, depending upon the severity of the emergency and the likely demand on other officers of the Service to respond to that emergency;

 - (b) dependent on (a) above the Service Manager – Business Support will arrange for the following:
 - (i) From within available Service resources, ensure that all statutory responsibilities are undertaken;

 - (ii) arrange appropriate clerical, administrative and professional support to undertake (i) above and ensure that the necessary information is provided to the Service's customers;

 - (iii) assess the level of ongoing day-to-day housing services above the statutory responsibilities that can be undertaken; put the appropriate arrangements in place and ensure that the necessary information is provided to the Service's customers;

 - (iv) maintain, within the demands of the emergency, a service to the Council and its Committees and ensure that Members are made aware of the reduced level of ongoing day-to-day housing services;

 - (v) liaise with other Services of the Council on the above items as required.

 - 3 The Service Manager – Business Support will report to the Head of Service - Housing throughout and as soon as possible, will inform the Head of Service - Housing in the event of any difficulties which may arise and cannot be resolved locally.

 - 4 In the event of the Service Manager – Business Support having to substitute for the Head of Service - Housing other appropriate arrangements will be made to ensure the provision of ongoing day-to- day housing services.
-



Appendix E-4 – Action List – Senior Housing Officer – Estate Management

- 1 The Senior Housing Officer – Estate Management will be responsible to the Head of Service - Housing for ensuring the overall provision of emergency accommodation and co-ordinating and arranging its release. The Senior Housing Officer – Estate Management will be supported and relieved, as necessary, by the Housing Officers – Estate Management and the Senior Housing Officer - Homelessness.

- 2 On notification that the SIC emergency procedure has been invoked, the Senior Housing Officer – Estate Management will:
 - (a) consult with the Head of Housing, and ensure that the actions of the Senior Housing Officer – Homelessness and Housing Officers – Estate Management, where appropriate, are undertaken;

 - (b) ensure that an appropriate recording system for the allocation of emergency accommodation is maintained in respect of vacant council accommodation and that keys are released in consultation with the Senior Housing Officer – Estate Management);

 - (c) establish hotel accommodation, bed and breakfast accommodation and other voluntary accommodation that is available for use in the emergency;

 - (d) ensure that an appropriate recording system for the placement of individuals into accommodation at (c) above is established and, in association with other relevant Services and outside bodies and organisations, ensure the safe transportation of those individuals to their place of shelter;

 - (e) throughout the period of the emergency, ensure that all emergency accommodation affords suitable protection and shelter to the individual. This to be undertaken in conjunction with the Director of Environment & Transportation.

 - (f) if appropriate, commandeer any passenger ship in harbour and utilise any spare accommodation. Appropriate listings and recording systems as indicated in (b) and (d) above to be utilised.

 - (g) if the emergency so requires, in conjunction with the Education and Social Care Services, arrange for the utilisation of public halls and leisure centres as first- stage emergency accommodation. Appropriate listings of persons placed in such accommodation to be recorded and maintained;



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Action List – Senior Housing Officer – Estate Management -
Appendix E-4**

- (h) as required, ensure the release of the appropriate emergency accommodation equipment to cater for the emergency. The Senior Housing Officer – Estate Management will, together with the Housing Officer (Caretaking), in consultation with the other relevant Services, arrange for transportation of such equipment to appropriate property. In addition, he/she will also ensure that the appropriate records are maintained for the recording of the location of emergency accommodation equipment;
 - (i) utilise the -services of any other voluntary or statutory agency that can provide immediate emergency accommodation, ensuring the appropriate records are maintained;
 - (j) as required and in liaison with the Service Manager – Business Support, assist in the provision of ongoing day-to-day housing services;
 - (k) utilise the Housing Officer – Estate Management staff, under his control, and any other staff, as necessary, to assist in the co-ordination and implementation of points (a) to (k) above.
- 3 The Senior Housing Officer – Estate Management will report to Head of Service - Housing throughout and, as soon as possible, will inform the Head of Service - Housing in the event of any difficulties which may arise and cannot be resolved locally.



Appendix E-5 – Action List – Senior Housing Officer – Direct Labour Organisation

- 1 The Senior Housing Officer – DLO will be responsible to the Head of Service - Housing for ensuring that all usable and currently habitable Housing Service accommodation is available for release. He will be supported and relieved, as necessary, by the Works Manager - DLO.

- 2 On notification that the SIC emergency procedure has been invoked, the Senior Housing Officer – DLO will:
 - (a) consult with the Senior Housing Officer – Estate Management and establish a listing of all usable vacant Housing Service accommodation;

 - (b) dependent upon the location of the emergency, identify an appropriate Technical Officer/s who will be responsible for identifying any other Housing Service accommodation in the area, that with the minimum of emergency work, could be brought into operation for the duration of the emergency. The Senior Housing Officer – DLO will arrange for appropriate backup from other Technical Officers, and any other officers deemed necessary, due to the nature of the emergency;

 - (c) in relation to (b) above, liaise with other appropriate Services to ensure immediate emergency repair;

 - (d) following requests for accommodation, in consultation with the Senior Housing Officer – Estate Management, release keys for the necessary property and make appropriate arrangements for the safe passage of those keys to the individual/s concerned.

 - (e) as required, and in liaison with the Service Manager – Business Support assist in the provision of ongoing day-to-day housing services;

 - (f) utilise, as necessary, any other staff within his control in order to achieve items (a) to (e) above.

- 3 The Senior Housing Officer – DLO will report to the Head of Service - Housing throughout and, as soon as possible, will inform the Head of Service - Housing in the event of any difficulties which may arise and cannot be resolved locally.



Appendix E-6 – Action List – Senior Housing Officer – Homelessness

- 1 The Senior Housing Officer – Homelessness will be responsible to the Head of Service - Housing for ensuring the utilisation of any spare capacity for emergency accommodation at both Ladies Drive Bedsit Units and Hoofields Chalet Park. He will be supported and relieved, as necessary, by the Housing Officers - Homelessness.

- 2 On notification that the SIC emergency procedure has been invoked, the Senior Housing Officer – Homelessness will:
 - (a) proceed directly to the Housing Service for briefing;
 - (b) establish a listing of all available vacant accommodation at both the Ladies Drive Bedsit Units and Hoofields Chalet Park;
 - (c) liaise with the Senior Housing Officer – Estate Management and his staff to bring into use any other available accommodation at both the Bedsit Units and Chalet Park through the undertaking of the minimum of emergency work;
 - (d) following requests for accommodation, in consultation with the Head of Service - Housing and staff, release keys for the necessary property and ensure that appropriate arrangements are made for the safe passage of those keys to the individual/s concerned;
 - (e) in association with the Head of Service - Housing and staff, ensure that the appropriate records are maintained for the recording of emergency accommodation that has been let and to whom;
 - (f) as required, assist the Head of Service - Housing and the Senior Housing Officer – Estate Management in all other aspects of the provision of temporary emergency accommodation;
 - (g) utilise, as necessary, any other staff within his control in order to achieve items (a) to (f) above.

- 3 The Senior Housing Officer – Homelessness will report to the Head of Service - Housing or his nominee in the first instance and the Executive Director of Community Services as necessary, and as soon as possible, will inform either the Head of Service - Housing or the Executive Director in the event of any difficulties which may arise and cannot be resolved locally.



Appendix E-7 – Action List – Customer Services – Housing Service

- 1 The Customer Services team will work under the direct supervision of the Service Manager – Business Support who will report to the Head of Service - Housing, and will arrange the necessary clerical/administrative backup for the Service's response to the emergency and maintain the provision of ongoing day-to-day housing services.
- 2 Team members of Customer Services, under the charge of the Service Manager – Business Support, on being advised that the SIC emergency procedure has been invoked, will:
 - (a) man the telephone on a 24-hour basis or as required based on the nature of the emergency, provide any necessary clerical and administrative support to those involved;
 - (b) maintain an event log;
 - (c) ensure that all Service's personnel involved in the emergency have their duties logged in detail, including hours, utilising appropriate recording systems;
 - (d) ensure that detailed accounts are kept and that total costs incurred are advised as soon as possible after the emergency;
 - (e) ensure the provision of appropriate clerical and administrative support in order to maintain ongoing day-to-day housing services.
- 3 The Service Manager – Business Support will ensure that the emergency manuals are updated on a quarterly basis and ensure that all personnel likely to be involved in an emergency are reminded of their duties under the emergency plan on a bi-annual basis.
- 4 Customer Services will ensure that all records and files are properly kept and updated as required.
- 5 In the absence of the Service Manager – Business Support, such other officer as deemed appropriate by the Head of Housing, will undertake the supervisory role.



Appendix E-8 – Action List – Community Care Manager

- 1 The Community Care Manager will be responsible to the Executive Director - Community Services for ensuring that, within the constraints of manpower, finance and equipment, Social Work's aims and objectives are met. In particular, the Community Care Manager will:
 - (a) staff are adequately briefed; and
 - (b) effective liaison is maintained with other services and organisations involved.
- 2 The Community Care Manager will be represented in any emergency by the Duty Social Work Manager.
- 3 On receipt of notification that the SIC Emergency Plan has been invoked the Community Care Manager and Duty Social Work Manager will:
 - (a) if necessary, suspend all but statutory social work services;
 - (b) alert all other Social Work personnel as required;
 - (c) call the Senior Managers to a briefing at the earliest opportunity;
 - (d) ensure that all Social Work key personnel are briefed as soon as possible with relevant information as to the nature of the emergency and to the extent, as far as can be ascertained, of Social Work Services response;
 - (e) via the briefing meeting determine communication details to ensure that, as far as possible, there will be no impediment to a smooth flow of information between the key personnel involved;
 - (f) the Community Care Manager will satisfy themselves that the Social Work Service response has been properly initiated and that the service's ability to sustain services over the projected period of the emergency is assured;
 - (g) arrange to receive regular situation reports from all the key personnel at agreed intervals; and
 - (h) arrange, when necessary, the reception of the next of kin.



- 4 In managing the Social Work Service response to an emergency the Community Care Manager will ensure that all available measures are taken to:
 - (a) ensure that the most efficient use is made of available resources;
 - (b) monitor the performance of staff and volunteers working to achieve immediate aims and objectives and, where necessary, initiate action to remedy weaknesses or omissions;
 - (c) look after the welfare of staff and volunteers.

- 5 In order to effectively protect the Authority's interests, the event log described and shown in Appendix B-7 will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.



Appendix E-9 – Action List – Service Manager Older People’s Services

- 1 The Service Manager Older People’s Services will be responsible to the Community Care Manager for emergency feeding.
- 2 On notification that the SIC Emergency Plan has been invoked the Service Manager Older People’s Services will:
 - (a) ascertain what catering facilities are required for emergency feeding arrangements dependent on scale of emergency;
 - (b) instruct the officers in charge of nominated kitchen to make over the kitchen to the emergency, whilst ensuring clients continue to be fed;
 - (c) determine that the kitchen is adequately staffed, calling out off-duty staff as required;
 - (d) ensure that adequate supplies of foodstuff, etc. are to hand and, if necessary, calling out suppliers as necessary;
 - (e) ensure that the vehicle, driver(s) and food containers are standing by to transport the prepared food to the site of the emergency; and
 - (f) check with the Duty Social Work Manager as to the precise delivery point for the foodstuffs and that transport is available.
- 3 Where school canteens have been brought into service the Service Manager Older People’s Services will:
 - (a) liaise with the Catering and Cleaning Manager directly responsible for the canteen; and
 - (b) remain responsible and accountable as detailed in 2 above.
- 4 The Service Manager Older People’s Services will report to the Community Care Manager or Duty Social Work Manager throughout and, as soon as possible, will inform them in the event of any difficulties which may arise and which cannot be resolved locally.
- 5 In order to effectively protect the Authority's interests, the event log described and shown in Appendix B-7 will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.



Appendix E-10 – Action List

Service Manager & Chief Social Work Officer

- 1 The Service Manager will be responsible to the Community Care Manager for ensuring that the services of Social Workers are available to provide counselling and welfare services to those workers, survivors and/or relatives, as required.
- 2 On notification of any emergency the Service Manager will:
 - (a) consult with the Duty Social Work Manager and arrange that Social Workers and support staff are released from other duties to staff the emergency;
 - (b) ensure that relatives are appropriately accommodated and are kept informed of any relevant developments and are appropriately supported throughout the emergency (where this involves assistance in cash or kind the Service Manager will authorise as appropriate and advise the Secretariat accordingly);
 - (c) establish links as required with other mainland based Social Work agencies who will pursue any follow up work with survivors or relatives; and
 - (d) if required, establish similar links on an international basis.
- 3 Where foreign nationals are involved, the Service Manager will share interpreter services with the Shetland NHS Board.
- 4 The Service Manager will report to the Community Care Manager or Duty Social Work Manager throughout and, as soon as possible, will inform them in the event of any difficulties which may arise and which cannot be resolved locally.
- 5 In order to effectively protect the Authority's interests, the event log described and shown in Appendix B-7 will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.



Appendix E-11 – Action List – Home Care Service

- 1 The Home Care Service will be responsible to the Service Manager - Older People's Services for those aspects of emergency feeding detailed below.
- 2 On notification of any emergency the Home Care Service will contact the nominated members of the home-help staff (the precise numbers will be dependent upon the nature of the emergency as notified) and volunteers and ensure that they are standing by to be picked up by the duty driver.
- 3 The Home Care Service will brief the duty driver and arrange that the duty driver uplifts the:
 - (a) requisite equipment (disposable plates, cups, cutlery, cleaning material, refuse sacks, etc.;
 - (b) Home Care Service staff, other staff and volunteers and proceed to the feeding station.
- 4 Once on site the Home Care Service will arrange that the volunteers and/or staff prepare hot beverages for serving as soon as possible.
- 5 The Home Care Service will make preparations for the serving of a main meal and ensure that adequate staff are on hand to undertake this task and thereafter dispose of the refuse.
- 6 The Home Care Service will report to the Service Manager - Older People's Services throughout and, as soon as possible, will inform them in the event of any difficulties which may arise and which cannot be resolved locally.
- 7 In order to effectively protect the Authority's interests, the event log described and shown in Appendix B-7 will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.



Appendix E-12 – Action List – Secretariat

- 1 The Secretariat working under the direct supervision of the Community Services Administration Manager will arrange the necessary clerical and administrative backup for Social Work's response.
- 2 Members of the Secretariat, under the charge of the Community Services Administration Manager will:
 - (a) man the telephone on a 24 hour basis;
 - (b) ensure that all Social Work personnel involved in the emergency have their duties and hours logged in detail and that, for example, timesheets are issued when appropriate;
 - (c) ensure that detailed accounts are kept and that total costs are advised as soon as possible after the emergency;
 - (d) ensure that all records and files are properly kept;
 - (e) assist co-ordination relating to the arrival, movement, accommodation, information for survivors, dependants, next of kin and those in need of counselling;
 - (f) assist in identifying and reporting on requirements for feeding; and
 - (g) log movements of volunteers and voluntary effort.
- 3 The Children's Resources Assistant will ensure that Social Work personnel lists in relation to an emergency are updated on a monthly basis.
- 4 In order to effectively protect the Authority's interests, the event log described and shown in Appendix B-7 will be, from the time an emergency is formally declared until it is formally closed, used by all departments and units.



Part F – Ports and Harbours Operations

1 Aim

- 1.1 In terms of the requirements of this plan, the aim of the Ports and Harbours Operations Division is to provide maritime support with Division resources.

2 Objectives

2.1 Maritime and Aviation Support

Maritime support will be available mainly within Ports and Harbours Operations but certain aspects of the provision will depend upon outside factors, resources and on the levels of manpower and equipment which the Division retains at any particular time.

2.2 Resources

For details of resources controlled by the Division, the General Manager, Port Operations should be contacted initially.

2.3 Training

The General Manager, Port Operations will ensure that, in all appropriate cases, specialised training is made available to key personnel.

2.4 Contingency Plans

In terms of the requirements of this plan, instructions relating to the provision of services during a major incident are regularly reviewed and when necessary amended.

2.5 Action Lists

The Division staff will undertake the following organisational duties:

- (a) The General Manager, Port Operations will direct all marine, aviation and engineering operations. An Action List is annexed at **Appendix F-1**.
- (b) The Deputy Port Operations Managers and Port Engineer will co-ordinate all marine, aviation and engineering operations. An Action List is annexed at **Appendix F-2**.



Appendix F-1 – Action List – General Manager, Port Operations

- 1 The General Manager, Port Operations will be responsible to the Chief Executive for ensuring that, within the constraints of manpower, finance and equipment, the Ports and Harbours Operations Division's objectives are met.

In particular the General Manager will ensure that:
 - (a) staff are adequately briefed; and
 - (b) effective liaison is maintained with other services and organisations involved.
 - 2 The General Manager will be supported and relieved in any emergency by the Deputy Port Operations Managers and Port Engineer as deemed necessary at the time.
 - 3 On receipt of notification that the SIC Emergency Plan has been invoked, the General Manager will:
 - (a) suspend normal working where necessary;
 - (b) alert key personnel, as necessary;
 - (c) hold a briefing meeting as soon as possible;
 - (d) ensure that the Division's response has been properly initiated and that the ability to sustain the required service over the projected period is assured; and
 - (e) arrange to receive regular situation reports from all the key personnel at agreed intervals.
 - 4 In managing the Division's response to a major incident, the General Manager will ensure that all available measures are taken to:
 - (a) ensure that the most efficient use is made of available resources;
 - (b) monitor the performance of staff working to achieve immediate objectives and, where necessary, initiate action to remedy weaknesses or omissions; and
 - (c) monitor the health, safety and welfare of personnel responding.
 - 5 Using the agreed reporting system, the General Manager will ensure that the Chief Executive is regularly provided with progress reports and, whenever necessary, immediately advised of circumstances requiring non-divisional policy decisions, circumstances of an exceptional nature, and incidents of interest to other Departments, services or agencies.
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Appendix F-2 – Action List

Deputy Port Operations Managers and Port Engineer

- 1 The Deputy Port Operations Managers and Port Engineer will be responsible to the General Manager, Port Operations for co-ordinating all Local Authority ports and harbours and engineering operations.
- 2 On notification that the Division's emergency procedures have been invoked the Deputy Port Operations Managers and Port Engineer will:
 - (a) proceed directly to Ports and Harbours Operations for briefing;
 - (b) depending on the nature of the emergency, call up the crews, vessels, plant or manpower required; and
 - (c) supervise the deployment of the resources involved.
- 3 The Deputy Port Operations Managers and Port Engineer will report to and inform the General Manager in the event of any difficulties which may arise that cannot be resolved.



Part G – Shetland Emergency Planning Forum

1 Civil Contingencies Planning

- 1.1 Central government's approach to civil contingency planning is built around the concept of resilience. This is defined as the ability, "at every relevant level to detect, prevent, and, if necessary, to handle and recover from disruptive challenges". The Bill defines 'emergency', and by inference 'disruptive challenge' as "an event or situation which presents a serious threat to human welfare, the environment, the political, administrative or economic stability or the security of a place in England or Wales". The processes, which underpin resilience, form the fundamental elements of civil protection.
- 1.2 Civil protection, or civil contingencies planning, can be defined as the application of knowledge, measures and practices to anticipate, guard against, prevent, reduce or overcome any hazard, harm or loss that may be associated with natural, technological or man made crises and disasters in peacetime.

2 Shetland Emergency Planning Forum

- 2.1 The Shetland Emergency Planning Forum became established after the "Emergency Planning Paper – Organisation¹" was approved by the General Services Committee on the 25th August 1988 (Minute Reference 103/99) and ratified by Shetland Islands Council on 20th September 1988 (Minute Reference 295/88).

3 Mission Statement

- 3.1 The Shetland Emergency Planning Forum will provide the communities of the Shetland Islands with a fully integrated, cohesive, efficient, and quality civil contingencies planning, management and response service.

4 Terms of Reference

- To provide a Shetland wide multi-agency forum for the discussion of all emergency planning, response and management issues
- To advise members of policy and strategic direction in relation to all emergency planning matters
- To promote best practice to all member organisations involved in emergency planning and management in Shetland through multi-agency training, exercising and reviewing of plans
- To provide working sub-groups to develop, co-ordinate and execute multi-agency exercises to meet the requirements of members
- To promote and develop effective liaison with mainland emergency planning groups
- To deliver a fully integrated, efficient multi-agency response to any disruptive challenge occurring within or around Shetland



5 Requirements of this Plan

In addition to the above mission statement and terms of reference, in relation to the requirements of this plan, the objectives are to:

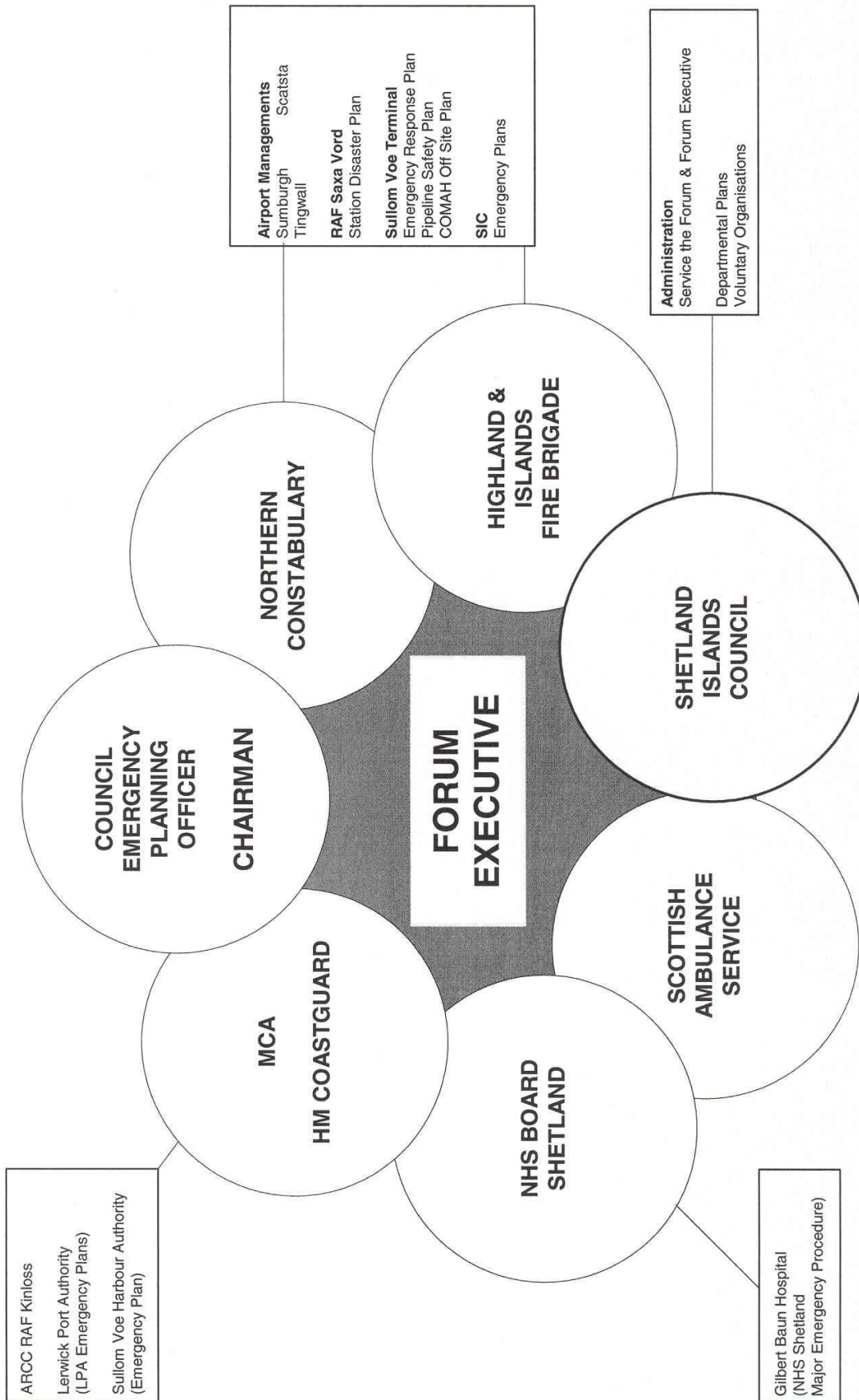
- (a) preserve life, property and the environment;
- (b) facilitate criminal investigations and judicial, public, technical or other inquiries;
- (c) bring a swift return to normal life;
- (d) ensure the maintenance of normal services at an appropriate level.

6 Peacetime Planning

- 6.1 All the agencies involved in reacting to a peacetime emergency have agreed that an executive from within the Shetland Emergency Planning Forum will oversee the planning process.
- 6.2 The composition of the Emergency Planning Forum Executive is illustrated at **Appendix G-1**. The diagram shows the areas of responsibility allocated to each service and organisation involved, from which it will be noted that Emergency Planning Section will supply administrative support.



Appendix G-1 – Shetland Emergency Planning Forum





Part H – Community Involvement & Support from Voluntary Organisations

1 Introduction

- 1.1 Experience at Lockerbie underlined the fact that, in the words of the Report dealing with the Local Authority response to the Disaster, "assessing and addressing the needs of the community and the bereaved was perhaps the most important single task facing the Council in addition to providing support for the Emergency Services.". The Report further emphasised that, "the resources available not only from the community but many other agencies and voluntary organisations required co-ordination".
- 1.2 The co-ordination of voluntary effort is the responsibility of the Community Services Department. This Part of the Plan details the additional resources available to assist in the management of a major incident and the steps taken locally to more formally co-ordinate voluntary effort.

2 Contact Details

- 2.1 Personal contact details are held in contact folders which are held by the Emergency Controller, the Emergency Planning Officer and the Asst. Emergency Planning Officer. The details in the contact folders are updated on a regular basis.

3 Lord-Lieutenant

- 3.1 As the Queen's Representative in Shetland, the Lord-Lieutenant will, as of right, require to be involved at all stages in the planning and execution of visits by members of the Royal Family, and of events such as Memorial Services and other formal tributes. He will also wish to be involved, along with the Convener of the Council, with public expressions of sympathy, the care of survivors and the reception and welfare of next-of-kin.

4 Royal Household

- 4.1 The names, addresses and telephone numbers of Private Secretaries to the Royal Household are held by the Lord-Lieutenant and the Clerk to the Lieutenancy.

5 Member of Parliament Mr. Alastair Carmichael (MP)

- 5.1 Mr. Carmichael has indicated that throughout the period of a major emergency and its aftermath, when virtually all normal protocol barriers are removed, he will be available to liaise where required between the local emergency organisations and Central Government.
- 5.2 When Parliament is in session, a note of Mr Carmicheal's diary engagements is sent to the "Shetland Times", BBC Radio Shetland, Constituency Office and Edinburgh Parliamentary Office. The diary will invariably show where the MP is at a given time.



6 Member of Scottish Parliament Mr. Tavish Scott (MSP)

- 6.1 Mr. Scott will also, in a similar manner to the MP, be available to liaise where required between the local emergency organisations and the Scottish Parliament.
- 6.2 When the Scottish Parliament is in session Mr Tavish Scott's diary engagements will be co-ordinated from his Constituency Office.

Note: Staff are reminded that all contacts with the MP and MSP must be routed via the Emergency Controller's office.

7 Scottish Executive Justice Department (SEJD)

- 7.1 Contact with the Police and Civil Contingencies Division will normally be made only by or on the instructions of the Emergency Controller.
- 7.2 Shetland Islands Council will be advised if the Scottish Executive Emergency Room (SEER) is activated.

8 British Red Cross Society

- 8.1 In a major emergency, the Shetland Branch of the British Red Cross Society, will be required to staff the Red Cross Centre on a 24-hour basis and find volunteers to meet its agreed commitments to Shetland Health Board.
- 8.2 In addition to the above, the Branch has accepted a responsibility for providing Social Care Services with a number of drivers/escorts who will also act as 'comforters' for next-of-kin. Should a centre be established for next-of-kin, the Branch will assist with catering and the service of refreshments, and provide similar service at other organised gatherings (including visits by VIP's).

9 Samaritans

- 9.1 The Samaritans are volunteers who offer emotional support to people in crisis. The Shetland Branch has offered to support the Social Care Services with the counselling of disaster victims and their next-of-kin, and to provide a number of drivers/escorts for relatives arriving in Shetland.
- 9.2 Because of the confidential nature of the support offered by the Samaritans, no 'contact' names/telephone numbers are listed in this Plan. Essential details are, however, known to the Community Care Manager, who will be responsible for activating the initial contact with the Branch.



10 Royal National Mission to Deep Sea Fishermen (RNMDSF)

10.1 The RNMDSF, through both its staff and the members of the Mission's Lerwick Ladies Committee, will assist Social Care Services with drivers/escorts and counselling for the next-of-kin of disaster victims.

11 Havly Centre

11.1 The Havly is a Christian centre for seamen and fishermen in Shetland and is situated at 9 Charlotte Street, Lerwick.

12 Womens Royal Voluntary Services (WRVS)

12.1 The WRVS provide voluntary support to emergency services during periods of disruption. They provide emergency feeding facilities, staff for rest centres and associated activities.

13 Community Councils

13.1 In a major emergency the Emergency Controller or his designated Depute could request the assistance of the Community Councils. This is likely to be when Council resources are not available, or are unable to respond for whatever reason.

13.2 The tasks most likely to be undertaken by the Chairperson/Clerk are:

- (a) Collection, collation and reporting of local information to the Council Emergency Centre;
- (b) at the request of the Emergency Controller, identify the local resources, human or material, required to respond to any given situation;
- (c) acting as Liaison Officers within their Communities.

13.3 Volunteers identified by Community Councils will be tasked on behalf of the Emergency Controller by staff in the Council Emergency Centre. All taskings will be recorded to allow volunteers to be covered by Council Insurance as described in Part C of this Plan.

13.4 Volunteers required to use their own vehicles will be paid 'Casual Car Users Allowance' for any/all authorised journeys.

13.5 Contact List of Community Council Chairpersons and Clerks are detailed in the SIC Internal Directory.



14 Shetland Land Rover Club

- 14.1 The Shetland Land Rover Club will provide a four-wheel (4WD) service to the Emergency Controller during any period of emergency in Shetland. This in no way obligates an individual member to undertake a tasking.
- 14.2 Volunteers identified by the Club will be tasked as required. Insurance and mileage allowances described at paragraphs 13.3 and 13.4 will apply.

15 Shetland Council Churches Trust

- 15.1 Following discussions within the Support Group of Shetland Emergency Planning Forum, Shetland Council Churches Trust undertook to prepare and keep up-to-date detailed plans for an interdenominational memorial service, including the identification of the principal and support preachers, and allowing for the attendance of an invited congregation with priority given to the bereaved, survivors, other next-of-kin, the emergency services and support organisations, representatives of the community and such members of the general public as the venue can comfortably accommodate. Depending on the scale of the incident, it may be necessary to identify other locations, furnished and equipped to allow the service to be relayed to a larger audience. An outline of the arrangements for the Memorial Service will be found below.
- 15.2 Orders of Service will be printed by arrangement with the Chief Executive's Office which, in discussion with the Shetland Council Churches Trust and acting on behalf of the Emergency Planning Forum, will direct and co-ordinate the issue of invitations, arrangements for reception and transport and for the agreed level of media coverage, (preferably on a "pooled" basis).
- 15.3 In addition to the arrangements detailed above, the Shetland Council Churches Trust will assist the Community Care Manager with driving/escorting and counselling next-of-kin of disaster victims.



16 Memorial Service - Arrangements

16.1 3rd or 4th day after disaster.

16.2 12 noon.

16.3 St. Columba's Church - overspill in St. Olaf's Ha;;.

16.4 Service to be organised and conducted by a team of three:

- Minister of St Columba's Church (Rev Gordon Oliver BD);
- SCCT Emergency Planning Substitute Co-ordinator (Rev Charlton); and
- One other.

16.5 Invitations to participate or preach will be issued by team (16.4) as appropriate.

16.6 Music to be organised by SCCT Emergency Planning Co-ordinator.

16.7 The service to be televised using one crew only.

16.8 No press photographers to be allowed in Church.

16.9 Guests to be invited by Chief Executive's Office and will be dependent on nature of incident.

Note: (a) If it is deemed more appropriate to hold the service in a parish outwith Lerwick the local ministers should be consulted. If in a Church, the minister of that Church should normally be invited to help organise and conduct the service.

(b) No Church of Scotland minister may operate in the parish of another without the permission of the parish minister.



17 Service

17.1 Service

- Preparation - Adoration and Confession
- Ministry of Word
- Response - Prayers of Intercession

17.2 Hymns

- Praise My Soul the King of Heaven
- The Lord's My Shepherd
- Eternal Father Strong to Save or Great is Thy Love Divine or Love Divine all Loves Excelling
- Thine be the Glory

17.3 Prayers

- Should be scripted
- Intercessions should mention the injured, the bereaved, the community and give thanksgiving for the lives of the deceased. The Lord's Prayer should follow, using the form which includes 'debts & debtors'

17.4 Bible Readings

- All from R.S.V.
- Psalm 130
- 1 Corinthians 20-26, 53-end
- John 14:1-3 and 27

17.5 A printed Order of Service including hymns will be prepared.

17.6 All necessary administration (e.g., invitations) will be undertaken by the Chief Executive's Office.