

# Suffolk **Prepared**

## **GUIDE TO EVACUATION AND SHELTER IN SUFFOLK**

<b>Author:</b>	Suffolk Constabulary on behalf of SRF
<b>Date of Implementation:</b>	July 2019
<b>Reviewed</b>	January 2023
<b>Review due</b>	January 2026
<b>Version</b>	Issue 4.5

## **GENERAL DATA PROTECTION REGULATIONS 2016/679 AND DATA PROTECTION ACT 2018**

This plan does not include personal, sensitive or special category data as defined under the General Data Protection Regulations. It does include data/information relevant to achieve planning arrangements and identifies how more specific personal data will be used during any emergency.

## **FREEDOM OF INFORMATION ACT 2000**

This document will be made publicly available through the SRF website. Where content has been redacted under the freedom of Information Act 2000 (FOI) in the publicly available version, the paragraph number will be highlighted to show there has been a redaction and the relevant section of FOI referenced.

## **ENVIRONMENTAL INFORMATION REGULATIONS 2004 (IF REQUIRED)**

This plan presumes disclosure of all environmental information, under Environment Information Regulations. Where exemptions are claimed under Environment Information Regulation 12 (5)a, this will only be where one of the responder agencies has judged that the information may adversely affect either international relations, defence, national security or public safety. Where such content has been identified, the paragraph number will be highlighted and the paragraph text removed from public versions of the plan.

## **REVIEW**

This plan will be reviewed by Suffolk Constabulary on behalf of the Suffolk Resilience Forum at least every 3 years. Earlier reviews will take place if there is a change in working practices, legislation or new information from lessons identified following exercises or incidents.

**DISTRIBUTION**

Suffolk Constabulary  
Suffolk Fire and Rescue Service  
East of England Ambulance Service NHS Trust  
NHS England and NHS Improvements – East  
Suffolk and North East Essex Integrated Care Board  
UK Health Security Agency – East of England PH Team  
Environment Agency  
Suffolk Local Authorities (via Joint Emergency Planning Unit)

**AMENDMENT RECORD**

Amd no.	Date	Amended by	Summary
1	05/03/2020	Vicky Fisk	Revised Evacuation leaflet example
2	23/03/2021	Vicky Fisk	Inclusion of Cabinet Office Crown Commercial Services (8.3)  Change of title of Sizewell Off site plan to Radiation Emergency Plan
3	06/04/2021	Vicky Fisk	Signpost to MHCLG evacuation guidance in the context of COVID-19
4	24/11/2022	Julian Bosley	Full review and removal of references to town centre evacuation plans
5	06/07/2023	Julian Bosley	Added reference to MIPP and Emergency Alerts

## CONTENTS

<b>GENERAL DATA PROTECTION REGULATIONS 2016/679 AND DATA PROTECTION ACT 2018 .....</b>	<b>ii</b>
<b>FREEDOM OF INFORMATION ACT 2000.....</b>	<b>ii</b>
<b>ENVIRONMENTAL INFORMATION REGULATIONS 2004 (IF REQUIRED) .....</b>	<b>ii</b>
<b>REVIEW .....</b>	<b>ii</b>
<b>DISTRIBUTION.....</b>	<b>iii</b>
<b>CONTENTS .....</b>	<b>v</b>
<b>1. INTRODUCTION.....</b>	<b>1</b>
<b>2. AIM.....</b>	<b>1</b>
<b>3. OBJECTIVES .....</b>	<b>1</b>
<b>4. RISK.....</b>	<b>2</b>
<b>5. ROLES AND RESPONSIBILITIES.....</b>	<b>3</b>
<b>6. TYPES OF EVACUATION.....</b>	<b>4</b>
<b>7. CONSIDERATION OF EVACUATION/SHELTER – DECISION MAKING .....</b>	<b>5</b>
<b>FIGURE 1 – FUNCTIONAL AREAS OF EVACUATION RESPONSE.....</b>	<b>6</b>
<b>8. EVACUATION MANAGEMENT- TACTICAL COORDINATING GROUP (TCG) .....</b>	<b>7</b>
<b>9. ACTIVATION .....</b>	<b>7</b>
<b>10. SECURITY OF EVACUATED PREMISES .....</b>	<b>7</b>
<b>11. LEGAL.....</b>	<b>7</b>
<b>12. FINANCE .....</b>	<b>8</b>
<b>APPENDIX A - EVACUATION PLANNING ASSUMPTIONS (Estimated) .....</b>	<b>9</b>
<b>APPENDIX B - CONSIDERATION OF EVACUATION/SHELTER – DECISION MAKING PROCESS .....</b>	<b>10</b>
<b>SHELTERING/INVACUATION .....</b>	<b>15</b>
<b>APPENDIX C - TACTICAL CHECKLIST.....</b>	<b>16</b>
<b>OUTLINE TACTICAL PLAN.....</b>	<b>16</b>
<b>APPENDIX D - RESOURCES .....</b>	<b>23</b>
<b>APPENDIX E - RECOVERY - RESETTLEMENT, RETURN AND RESTORATION</b>	<b>27</b>
<b>APPENDIX F - HAZARDS AND RISKS ASSOCIATED WITH FLOODING .....</b>	<b>29</b>
<b>APPENDIX G – EVACUATION LEAFLET .....</b>	<b>30</b>
<b>APPENDIX H - JOINT DECISION MAKING MODEL.....</b>	<b>32</b>
<b>GLOSSARY .....</b>	<b>33</b>

## 1. INTRODUCTION

- 1.1 The aim of this supporting document (as defined in the **SRF Generic Emergency Response Plan**) is to provide the responder agencies that make up the Suffolk Resilience Forum (SRF), with a strategic framework and tactical guidelines to support the evacuation of an area or areas within Suffolk.
- 1.2 This framework is intended to enhance and complement existing SRF emergency plans and procedures and to provide the overarching document from which partner agencies may develop their own supporting arrangements.
- 1.3 In situations where there is no immediate threat to life, but an evacuation is considered necessary, it will be possible to engage in detailed planning for the evacuation, giving due consideration to the identification of vulnerable persons, specific requirements for their movement and reception.
- 1.4 Conversely, where there is an immediate threat to life, it may not be possible to undertake detailed planning and the decision to evacuate and the evacuation process may need to be conducted in a dynamic fashion.
- 1.5 An evacuation is not a stand-alone incident. It will only occur because something else has happened, a consequence of the effects of a contributing event. The nature of which will define the parameters of the evacuation (when, where, the extent, duration etc.)

## 2. AIM

To provide guidance to the Strategic Coordinating Group to facilitate them making an informed decision on whether to evacuate and or shelter, or not and provide information to the Tactical Coordinating Group for the planning and implementation of an evacuation.

## 3. OBJECTIVES

- 3.1 To provide a process to enable the decision to evacuate or shelter
- 3.2 To identify considerations to support the shelter decision
- 3.3 To enable participating agencies to respond effectively to the evacuation element of an incident response.

#### 4. RISK

- 4.1 The [Suffolk Community Risk Register](#) identifies locations or incidents that may require consideration of an evacuation.
- 4.2 Consideration may need to be given to infection control measures, dependent on the current medical situation. See '**Guidance for emergency planners and responders evacuating people in the context of COVID19**' on Resilience Direct
- 4.3 The most densely populated area identified, is Sizewell Nuclear Power Station. See **SRF Radiation Emergency Plan** for full details.
- 4.4 An East Coast Flood event would prove challenging although not in such large numbers. This is due to the geographical spread along the coastline of Suffolk and the urban and rural nature of the county in an evacuation of this type. See **SRF Flood Plan**.
- 4.5 These would be resource intensive and a requirement for Mutual aid will need to be considered. See **APPENDIX B**
- 4.6 Particular implications with regard to Counter Terrorism (CT) incidents will need to be considered. See **11 LEGAL**.
- 4.7 Below are the localised parameters for evacuation in Suffolk based on the Community Risk Register impact figures

Level	Decision to trigger taken by	Resources likely to be required for this magnitude	Likely magnitude of people affected	Example
Limited	Incident controller or Bronze/Silver Commanders	Local responders	<20 people evacuated over 3 days	one or two residential streets
Minor	Multi-agency Strategic or Tactical Coordinating Group	Local responders possibly with some regional/national support	25-100 people evacuated over three days	Can be managed as day to day business
Moderate	Multi-agency Strategic Coordinating Group	Local responders with regional/national support	500 people evacuated over 3 days OR 100 people evacuated over 1 day	Multi-agency evacuation cell to be considered
Significant	Strategic Coordinating Group up to national	Local, regional, national	2,000 people evacuated over 3 days OR 500 people evacuated over 1 day	Multi-agency evacuation cell to be instigated
Catastrophic	Strategic Coordinating Group up to national	Local, regional, national	4,000 people evacuated over 3 days OR 1,000 people evacuated over 1 day	Multi-agency evacuation cell to be instigated

## 5. ROLES AND RESPONSIBILITIES

The generic roles and responsibilities of Category 1 and 2 responders are detailed in the **SRF Generic Emergency Response Plan**. The following roles and responsibilities are those more specifically envisaged in Evacuation.

### 5.1 Police

- Recommending evacuation either on advice from a specialist agency (EA, Met Office, Fire Service, Coastguard etc) and in consultation with partner agencies or in circumstances where it is required based on intelligence received
- Coordinating evacuation activity
- Developing crime prevention strategy
- Set up a MIPP form if required to track evacuees

### 5.2 Fire and Rescue Service

- Recommending evacuation
- Search and rescue
- Decontamination of people
- Providing pumps and rescue in flood incidents

### 5.3 East of England Ambulance Service Trust

- Providing medical assistance/transportation for the vulnerable with NHS and Local Authorities (including rest centres)
- Hazard Area Response

### 5.4 Maritime and Coastguard Agency

- Providing support/resources for river and coastal evacuations
- Search and rescue at sea/some inland waters
- Evacuating seafarers and passengers from vessels/oil and gas facilities

### 5.5 Local Authorities

- Provision of rest centres
- Transport to rest centres
- Welfare support at rest centres
- Long term welfare support
- Providing roadblocks/signage (trunk roads)
- Coordination of Community Emergency Planning Groups (CEPG)

### 5.6 Integrated Care Boards

- Ensure the provision of healthcare for evacuated persons, where necessary
- In cooperation with the relevant local authority(s) identify vulnerable persons
- In cooperation with the relevant local authority(s) making suitable provision for the reception of medically vulnerable persons/groups, where appropriate
- Providing signposting to psycho-social support for persons evacuated
- Oversee planning for the evacuation of hospitals where required.

- 5.7 Environment Agency  
Issuing flood warnings, recommending actions for consideration by the SCG.
- 5.8 Voluntary and Community Sectors  
Establishing links with responders to provide support

**6. TYPES OF EVACUATION**

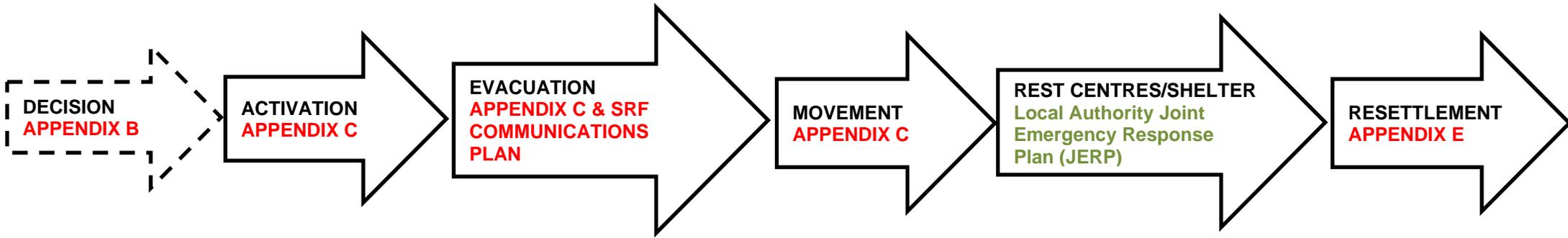
- 6.1 For the purposes of planning, evacuations may be considered to be one of two generic types:
- 6.2 Immediate Evacuation – resulting from a hazard impact that gives little or no warning, forces immediate actions allowing limited preparation time.  
  
Pre-warned Evacuation – resulting from an event that provides adequate warning and does not necessarily limit preparation time. In some circumstances a phased evacuation may be considered the best option
- 6.3 Consider the type of evacuation to be undertaken **APPENDIX B** provides a checklist that will be used when considering evacuation.

<b>Dispersal or Self Evacuation</b>	<b>Semi Managed Evacuation</b>	<b>Managed Evacuation</b>	<b>Stay and Shelter</b>
<p>In some instances, such as an evacuation of a shopping centre, the best and most efficient method of evacuation may be to ask people to leave the building by a safe route and return home via the method of transport in which they arrived. NB. The consequences of dispersal or self-evacuation may be a loss of witnesses/evidence; this may have to be weighed against the disruption and cost of a ‘managed’ evacuation.</p>	<p>Encourage as many people as possible to self-evacuate and manage the process for those vulnerable groups that will need assistance.  For the identification of vulnerable groups refer to the <b>SRF Generic Emergency Response Plan</b> and the <b>SRF Vulnerable People Data Sharing guidance</b></p>	<p>All evacuees will be asked to leave on the specified transport and to report to designated muster points or rest centres</p>	<p>There are other circumstances where evacuation may not be suitable.  Advice will be given following consultation between the emergency services/responders. – See <b>APPENDIX B</b></p>

## 7. CONSIDERATION OF EVACUATION/SHELTER – DECISION MAKING

- 7.1 Evacuation is always the last resort in the response to an emergency situation
- 7.2 Current Evacuation estimated planning assumptions are annotated at **APPENDIX A**
- 7.3 The overriding criteria for determining whether evacuation should be carried out is that, following a multi-agency risk assessment, if the threat to life of remaining in situ is assessed to be greater than the risk of evacuation. See **APPENDIX B** for more detailed information.
- 7.4 Evacuations should not be undertaken lightly, they are difficult to organise and carry through effectively.
- 7.5 Organisations responding to an event should consider whether there are other options, such as sheltering in situ with relevant advice. Refer to **APPENDIX B**. Evacuation can result in considerable stress to evacuees, risk of accidents occurring during the process, disruption to personal and work routines and a loss of business and revenue.
- 7.6 It should also be noted that the immediate evacuation of some premises may generate a greater risk of harm due to the manufacturing processes, or activities which are conducted there, e.g., hospitals, nuclear power stations, COMAH sites etc.
- 7.7 An evacuation response is divided into five functional areas, see Figure 1 below:

FIGURE 1 – FUNCTIONAL AREAS OF EVACUATION RESPONSE



## **8. EVACUATION MANAGEMENT- TACTICAL COORDINATING GROUP (TCG)**

- 8.1 A multi-agency evacuation cell should be established at the Tactical Coordination Centre to manage this process. This cell will be tasked by and report into the Tactical Coordinating Group (TCG)
- 8.2 Plans should be scalable and flexible to ensure that they can meet requirements in the event that an incident escalates beyond early expectations. See **APPENDIX C**
- 8.3 Consideration of the Cabinet Office Crown Commercial Services, which provides support in the procurement of commercial accommodation options during a Major Incident. See the **SRF Alerting Directory** for contact details.
- 8.4 All decisions and planning should consider the Joint Decision Making Model (JDM). See **APPENDIX H**

## **9. ACTIVATION**

- 9.1 Activation can be considered at various levels, this is indicated in the table at 4.6 above.
- 9.2 Existing command, control and coordination arrangements will be undertaken in line with the **SRF Generic Emergency Response Plan**. A multi-agency evacuation cell should be established at the TCG. See **APPENDIX C**

## **10. SECURITY OF EVACUATED PREMISES**

- 10.1 It is important that evacuees can be confident that their premises are secure from criminality whilst unoccupied.
- 10.2 In the initial stages, and dependent on a risk assessment relating to officer safety, this will probably be provided by the Police. However, it is imperative that these resources can be released as soon as possible. The Evacuation Cell should seek alternative provision of this function such as suitably accredited security services.

## **11. LEGAL**

- 11.1 Generally speaking there are no statutory powers to enforce a request or order to leave an area. However, the following Acts of Parliament could be considered:
- Terrorism Act (which gives a statutory power to cordon off an area and it is an offence not to leave a cordoned area immediately).
  - Public Health (Control of Disease) Act 1984, (relating to infection and disease),
  - Children's Act 2004 (relating to wellbeing of the child),
  - Homelessness persons Housing Act 1996
  - Fire and Rescue Services Act 2004

- 11.2 CEPGs working on behalf of organisations will be covered by the specific agencies insurance provisions.
- 11.3 CEPGs activating their own plans without a request from the Emergency Services or Local Authority will be acting under their own Community Group's liability insurance.

## **12. FINANCE**

- 12.1 In most incidents when evacuation is undertaken, the costs will be funded from within individual agency resources.
- 12.2 Further guidance on cross government principles on recovery funding and individual governmental department arrangements can be found in [Emergency Response and Recovery, Chapter 5.5, Funding for Recovery.](#)

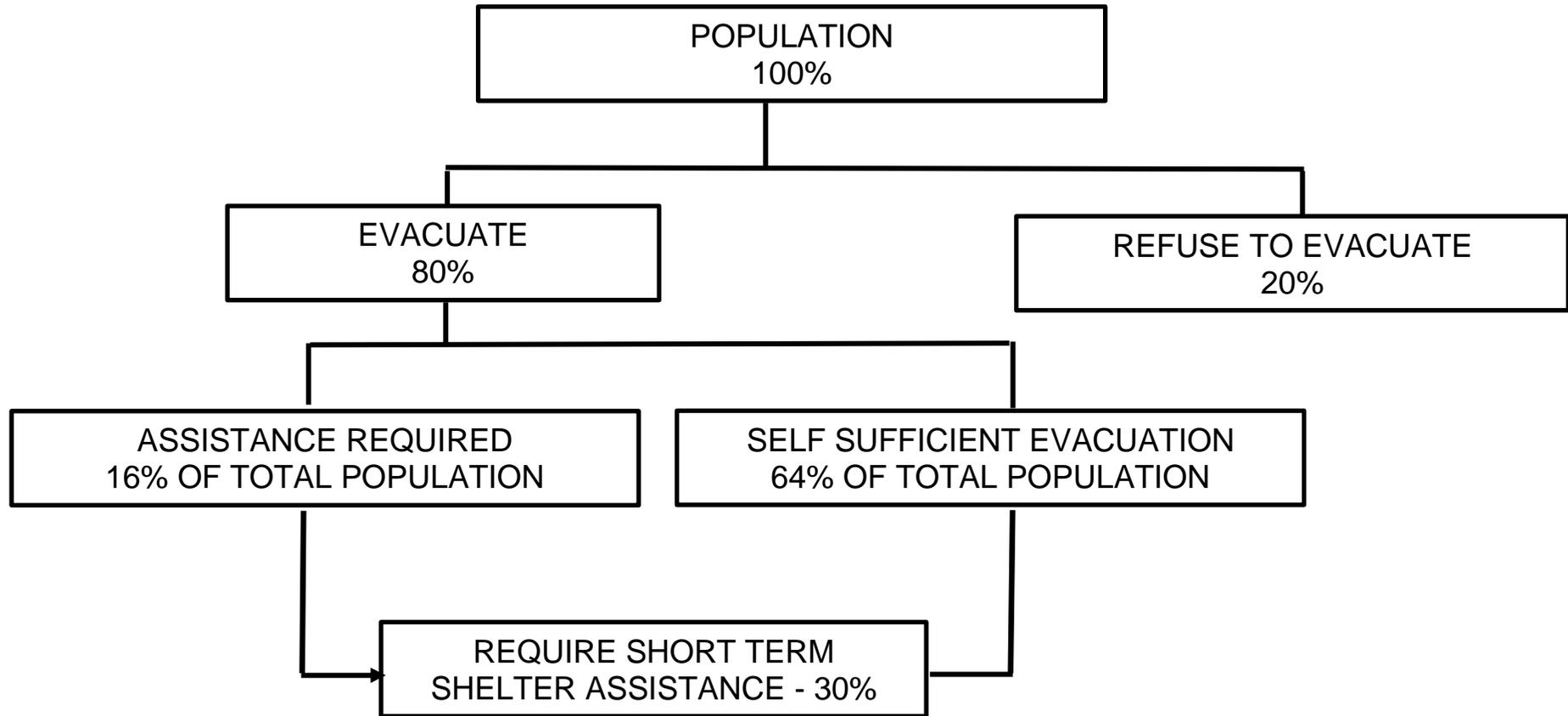
## **13. MIPP – Major Incident Public Portal**

- 13.1 The Major Incident Public Portal is a website used by the police and other responders to allow the public to submit information via online forms. A form can quickly be created when the need arises using pre-prepared template. The data is collated on a secure Home Office computer system, HOLMES II. The MIPP is a one-way system – for submission of information only. A unique URL and associated QR code are generated, linking to the page
- 13.1 A MIPP form will be set up by police when necessary to track self-evacuees, as an alternative to leaving a paper form for evacuees to complete. Police will record details where the householder requires assistance. Police may also use the system to record their Door-to-door visits during evacuation.
- 13.1 A MIPP form will also be set up by police if a casualty bureau is activated. In these circumstances rest centre staff will request that evacuees fill in the form and will assist where required. The form may also be used to submit details of evacuees to the casualty bureau from other locations such as hospitals

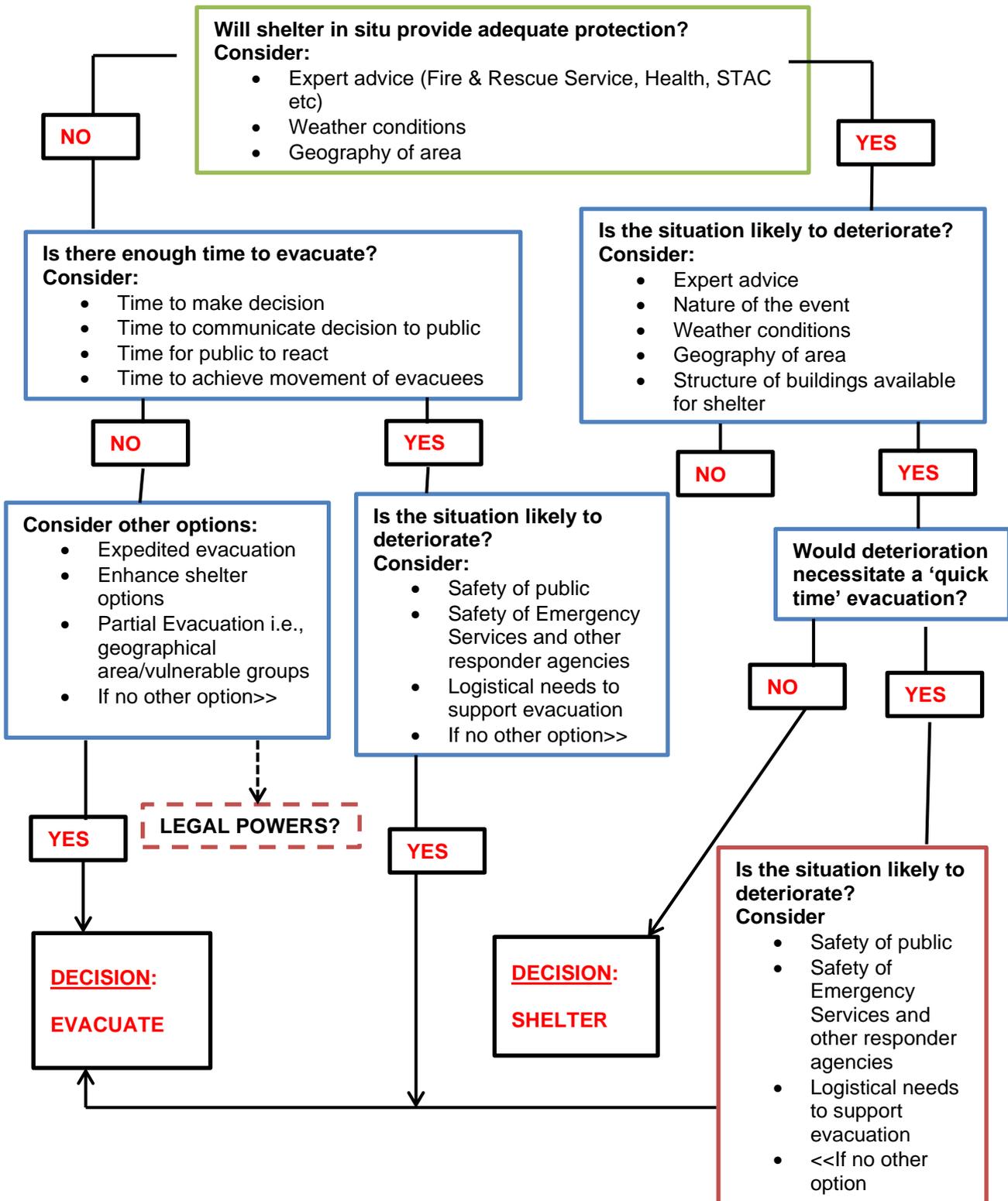
## **14. Emergency Alerts**

- 14.1 The Emergency Alerts system is a system which allows messages of up to 500 characters, accompanied by a loud warning tone, to be sent to all compatible mobile phones in a defined geographical area. At the time of writing, it is authorised only for use by the Environment Agency to warn the public of severe flooding, however the applicability of the system is in the process of being extended.

**APPENDIX A - EVACUATION PLANNING ASSUMPTIONS (Estimated)**



**APPENDIX B - CONSIDERATION OF EVACUATION/SHELTER – DECISION MAKING PROCESS**



N.B Further information and the template for policy logs can be found in **Suffolk Resilience Forum Strategic Coordinating Guide**

**For evacuation specific to flooding – Refer to the SRF Flood plans**

Action	Consult as appropriate	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Need to Evacuate?	<ul style="list-style-type: none"> <li>- Police</li> <li>- Fire</li> <li>- Ambulance</li> <li>- Local Authority</li> <li>- Met Office</li> <li>- Environment Agency</li> <li>- NHS</li> <li>-UK Health Security Agency</li> <li>- MCA</li> <li>- Utilities/Operators</li> <li>- Drivers(Hazmat)</li> <li>- Property owners</li> <li>- Military</li> </ul>	Continue with this check list	Refer to Sheltering/Invacuation below	<p>Evacuation should always be the last resort</p> <p>Possibly consider sheltering/invacuation</p>	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Is there sufficient time to evacuate?	As above	Continue with this check list	If no consider Sheltering/ Invacuation below	Safe evacuation requires suitable planning resources and time. A bomb threat warning may indicate that there are 5 minutes to evacuate for example, whereas flood warnings may indicate that responders have 12 hours in which to plan.	
How is evacuation going to be achieved? <b>(Refer 8 Evacuation Management)</b>		Continue with this check list		Self-evacuation may cause traffic congestion, public disorder and injury	
Would the evacuation of premises create further danger?		Continue with this check list		Certain premises undertake processes which cannot easily be shut down and require staff to remain in situ i.e., Sizewell, COMAH sites etc. Consider <b>Shelter</b> , if possible, in liaison with the location operator	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Would the evacuation of certain premises create the risk of further harm to residents?	As above			Movement of the elderly, infirm and those with severe illnesses.	
Sufficient resources available? (See <b>APPENDIX D</b> )				Do you have sufficient resources available in the timescale to carry out a <b>safe</b> evacuation?	
Location				Consider the area where the premises are located i.e., access and egress, number and type of premises,	
Warning and informing the community				Consider how this is going to be achieved i.e., media, door knocking, telephone contact, mail shots  <b>Consult SRF Communications Plan</b>	

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page/ref number of policy log
Is there a Community Emergency Plan in existence	As above  Request Community Emergency Groups assistance where applicable via the Local Authorities Emergency Planning Duty Officer			May assist with prioritising decisions/provision of local knowledge	
Strategic decision to evacuate?	As above	Cascade decision to Tactical Coordinating Group for tactical planning, formation of multi-agency evacuation cell and implementation	What is the alternative public protection measure?  Cascade this action to Tactical Coordinating Group for planning and implementation		

**SHELTERING/INVACUATION**

Action	Consult (as appropriate)	YES	NO	Guidance Notes (information only)	Comment Page ref number of policy log
<b>Sheltering/Invacuation agreed</b>					
Provide relevant safety advice (for evacuees and responders)	<ul style="list-style-type: none"> <li>- Police</li> <li>- Fire</li> <li>- Ambulance</li> <li>- Local Authority</li> <li>- Met Office</li> <li>- Environment Agency</li> <li>- NHS</li> <li>- UK Health Security Agency</li> <li>- MCA</li> <li>- Utilities/Operators</li> <li>- Drivers (Hazmat)</li> <li>- Property owners</li> <li>- Military</li> </ul>			<p>Seek advice as to whether doors, windows or other means of ventilation should be closed or open</p> <p>Advise the safe location of where to remain within the building i.e., centre of building, rear of building etc.</p> <p>Turn off potential ignition sources</p> <p>Public advised to monitor media re further advice</p> <p>Consider any other support that may be required i.e., provision of food, clean water, medication etc for people sheltering on upper floors during flooding</p>	

**This list is not exhaustive and other issues may need to be considered.**

**APPENDIX C - TACTICAL CHECKLIST**

**OUTLINE TACTICAL PLAN**

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Maintain a policy log, logging decisions and rationale			ALL		
Risk Assessment			ALL - JDM	<p>Undertake/review joint agency risk assessment.</p> <p>If time has elapsed –Is it still safe for evacuees/responders to proceed?</p> <p>Identified routes don't clash with/impinge on response activity</p> <p>Phased evacuation –safe movement of numerous members of the public</p> <p>Responders have appropriate PPE</p> <p>For flooding evacuation refer <b>APPENDIX F</b> and the <b>SRF Flood plan</b>.</p>	

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Confirm type of evacuation				"Self-" or structured evacuation <b>(Refer paragraph 6)</b>  All occupants or just vulnerable to be moved?	
Consider time frame  (Where possible planned evacuation should always be completed before the hazard becomes critical)				Immediate Within hours Agreed date/time  Phased?	
Identify evacuation zone(s)				Ensure staff deployed have sufficient mapping/list of addresses they need to notify/clear  Consider use of Police Door-to-door coordinator(s) for planning See <b>APPENDIX G</b>	
Ascertain number of potential evacuees					
Identify evacuation routes				Ensure where possible they do not conflict with response access and egress	

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Arrange assembly points				Assembly points may be pre-identified if there is a site specific plan	
Arrange transport			Local authority through ECC	Consider specialist transport for vulnerable people	
Arrange appropriate signage for vehicular/pedestrian traffic.					
Consider evacuation of any affected schools.				How will children be reunited with carers/parents?  Evacuate en masse to a single location?	
Activate rest centres			Local authority	Consider requirements for pet care	
Consider provision of transport/accommodation of animals			Coordinated through the Local authority	Voluntary organisations may be able to assist	

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Decide on method of warning and informing those persons being evacuated				<p>Options:</p> <ul style="list-style-type: none"> <li>- Media</li> <li>- TV/Radio</li> <li>- Door-to-door advice</li> <li>- Social media</li> <li>- Letter drop</li> <li>- E mail</li> <li>- Police Connect etc</li> </ul> <p>Ensure that the messages are also publicised to the general public (Friends and family)</p> <p>Consider use of Police Door-to-door coordinator for planning See <b>APPENDIX G</b></p> <p>Consider language and other issues in relation to vulnerable groups</p> <p>Specific messaging for parents/carers re school children</p> <p><b>Refer to the SRF Communications Plan</b></p>	
Airwave Interoperability				Is a specific evacuation multi-agency talk group required?	

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Staff are briefed and in position				<p>Ensure that rest centres are accessible i.e., Not locked!</p> <p>Ensure staff have all relevant information to provide to evacuees and a contact number from which to seek advice if required.</p> <p><b>Refer to paragraph 11 Legal.</b> In the event that a person refuses to evacuate this should be recorded where possible e.g., entry in an official record such as a Police Officers pocket notebook.</p>	
Ensure a crime prevention strategy is considered and implemented				<p>This is likely to be required in 2 phases, immediate – Likely to be provided by the Police</p> <p>However, it is imperative that an alternative is sourced as soon as possible to release Police resources for other areas of response/evacuation activity</p>	
Activate Casualty Bureau				<p>Only if required (Maybe felt that a telephone bureau maybe appropriate to field public enquiries). A MIPP (Major Incident Public Portal) page may be set up to assist the tracking of evacuees</p> <p><b>Liaise with SCG re this decision</b></p>	

Action	Completed		Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
	Yes	No			
Consider monitoring of self-evacuees				This may be helpful in providing information to family and friends (consideration may be given to establishing a Family and Friends Reception Centre). Police may use the MIPP for this purpose. When carrying out door-to-door officers should record SPOC contact details and destinations for each household or request that the householder provide this information on the MIPP if activated	

Vulnerable People – Special Considerations					
Action	YES	NO	Responsible Agency	Guidance Notes (information only)	Comment Page ref number of policy log
Transport requirements				Movement of patients with associated medical equipment e.g., Home Oxygen	
Accommodation Requirements				Medical Elderly Prisons Religious/Cultural	
Transient populations				Tourist resorts Travellers	
Languages				Translators	
Feeding/Welfare				Religious/Cultural Specialist dietary requirements	
Medication/Medical Treatment/Equipment				Examples: Wheelchairs Lifting equipment Dialysis equipment	

**APPENDIX D - RESOURCES**

**HUMAN**

<b><u>Police</u></b>	<b><u>Fire and Rescue</u></b>	<b><u>Ambulance Service</u></b>	<b><u>MCA</u></b>	<b><u>Local Authority</u></b>	<b><u>NHS</u></b>
Traffic Management	Rescue Hazard Advice	Movement of vulnerable persons	Providing support/resource for river and coastal evacuations	Emergency Control Centre (ECC)	Providing health care for evacuated persons
Crime Prevention	Decontamination	Specialist equipment for movement	Search and rescue at sea/some inland waters	Rest Centres	In conjunction with Local Authority identifying and support vulnerable persons
Coordinating Response	Providing pumps in flood incidents	On-site medical treatment	Evacuating seafarers and passengers from vessels/oil and gas terminals/offshore wind farms	Transport	Signpost psychosocial support
Liaison at Multi Agency Forward Control Points	Search and Rescue	Decontamination		Welfare	
Door-to-door Coordinator		Hazardous Area Response Team		Recovery	
Operational Staff to facilitate the warning & informing					
Casualty Bureau					

<b><u>Military</u></b>	<b><u>Voluntary Organisations</u></b>	<b><u>Media Officers</u></b>	<b><u>Community Resilience Groups</u></b>	<b><u>Utilities</u></b>	<b><u>Others</u></b>
May offer support/ advice dependant on the type of incident	General support in provision of staff, advice, equipment and possible accommodation in relation to pets	Media response and support	Staff and local information	Specialist advice depending on type of incident  Transport operators Passenger Care teams	<a href="#">Interpreters (Language Line, translate Google)</a>

<b>Logistics Support</b>					
It is imperative that the pertinent agencies are represented in the Evacuation Cell to ensure that all relevant issues are considered					
<b>Required</b>	<b>Expertise</b>	<b>YES How many?</b>	<b>NO Why?</b>	<b>Guidance Notes (information only)</b>	<b>Comment Page/ref number of policy log</b>
Vehicles (movement of evacuees)	- Local Authority - Ambulance - MCA - Voluntary Orgs			Coaches, 4x4 vehicles, boats	
Vehicles (movement of staff)	Individual Agencies/multi- agency liaison				
Specialist Movement Equipment	- Ambulance - Voluntary Orgs			Evacuation chairs, specialist bariatric equipment, hoists etc.	
Rest Centres	- Local Authority - Community Resilience Groups (dependent on type and size of incident) - Voluntary Orgs (dependent on type and size of incident)			Where are the nearest rest centres?  Are there any additional rest centres – non-local authority supported  Cabinet Office Crown Property Services <a href="https://www.crowncommercial.gov.uk/contact">https://www.crowncommercial.gov.uk/contact</a>  Email – <a href="mailto:info@crowcommercial.gov.uk">info@crowcommercial.gov.uk</a> T/P – See SRF Alerting Directory  Ensure they are outside the danger zone and are not at risk if the incident should escalate  Accommodation suitable for vulnerable persons, over a sufficient time frame?	

Personal Protective Equipment	Responsibility of individual agencies but mutual aid across organisations should be considered			For responding staff – Wellington boots, gloves, masks, hard hats etc.	
Lighting	<ul style="list-style-type: none"> <li>- Police</li> <li>- Local Authority Highways</li> <li>- Highways England</li> <li>- Military</li> </ul>				
Signage	<ul style="list-style-type: none"> <li>- Local Authority Highways</li> <li>- Highways England</li> </ul>				
Medical Supplies	<ul style="list-style-type: none"> <li>- Ambulance</li> <li>- NHS</li> <li>- Voluntary Orgs</li> </ul>			Personal medication supplies	

**APPENDIX E - RECOVERY - RESETTLEMENT, RETURN AND RESTORATION**

For more detailed information refer to the **SRF Generic Recovery Plan**

<b>Action</b>	<b>Consult (as appropriate)</b>	<b>Guidance Notes (information only)</b>	<b>Comment Page ref number of policy log</b>
<p>Ascertain whether the area is safe to return.</p> <p>Review multi-agency risk assessment</p>	<ul style="list-style-type: none"> <li>- Police</li> <li>- Fire</li> <li>- Ambulance</li> <li>- Local Authority</li> <li>- Met Office</li> <li>- Environment Agency</li> <li>- NHS</li> <li>- UK Health Security Agency</li> <li>- MCA</li> <li>- Utilities/Operators</li> <li>- Drivers (Hazmat)</li> <li>- Property owners</li> <li>- Military</li> </ul> <p><b>IMPACTED COMMUNITIES</b></p>	<p>Additional consideration may need to be given to consulting:</p> <p>Structural Engineers</p> <p>Environment Agency</p> <p>Hazmat Specialists</p> <p>Waste disposal specialists</p> <p>Utility companies (need to check re connected supplies are safe for use)</p> <p>Are there any decontamination issues?</p> <p>Is there any requirement that the area remains 'sterile' for investigative purposes</p>	

Action	Consult (as appropriate)	Guidance Notes (information only)	Comment Page ref number of policy log
Review Community Impact Assessment	As above	Ensure all issues have been considered before progressing return/resettlement  <b>Keep SCG/RCG apprised of updates</b>	
Plan appropriate dates and timeline		Consider staged return	
Inform evacuees of the above		Liaise with media coordination cell to ensure evacuees that are located with family/friends/alternative accommodation other than rest centres also receive pertinent information	
If necessary, arrange transport		Particular consideration needs to be given to transport for vulnerable people	
Consider ongoing welfare support		<b>Refer Humanitarian Assistance section in SRF Generic Emergency Response plan, Chapter 8</b>  Community Resilience  <b>Refer SRF Generic Recovery Plan</b>	

## **APPENDIX F - HAZARDS AND RISKS ASSOCIATED WITH FLOODING**

### **Liaison with Suffolk Fire and Rescue Service**

Flood evacuation of any area should be in consultation with Suffolk Fire and Rescue Service who have water rescue trained and equipped personnel for this purpose.

### **Common Hazards**

1. Manholes Drains and Culverts - these can be forced off in flooding situations and can present dangerous unseen hazards in otherwise familiar streets. Even in shallow static water, hydraulic forces in proximity to flooded drains and culverts can cause water to force escape routes – KEEP AWAY from manholes where possible.
2. Dangerous obstructions – e.g., live cables, street signs that have been dislodged, shopping trolleys, dumped bicycles etc – will cause risk of entrapment and serious injury including by falling over.
3. Fast Flowing Water – there is significant danger in attempting to walk or drive through fast flowing water above calf level (and even below in certain circumstances). – The noise created by water flowing around obstructions in urban areas can be surprisingly loud and interfere with normal voice communications.
4. Water Contamination – health risks include infectious diseases and long-term health risks where in contact with sewage or toxic contaminated water.
5. Hypothermia and Exhaustion – prolonged work in wet and cold conditions with inappropriate protective clothing can lead to exhaustion and hypothermia – ensure appropriate waterproof and warm clothing is being worn and keep out of the water unless absolutely necessary.
6. Disorientation and Isolation – Familiar landscapes obscured by or changed by floodwater may cause staff to become lost and isolated especially during darkness.
7. Unsuitable Vehicles – cars have low depth tolerance for driving through flood water and are prone to engine failure. Use high ground clearance vehicles, diesel powered engines and preferably four-wheel drive where available.

## APPENDIX G – EVACUATION LEAFLET

### Radio Stations:

<input type="checkbox"/> <a href="#">BBC Radio Suffolk</a>	103.9 FM / 104.6 FM / 95.5 FM / 95/9 FM
The Beach	103.4 FM
Town 102	102 FM
Heart	96.4 FM / 97.1 FM
Dream 100	100.2 FM
Classic Gold Amber	1170 AM / 1252 AM

### Websites:

[www.norfolkprepared.gov.uk](http://www.norfolkprepared.gov.uk) / [www.suffolkresilience.com](http://www.suffolkresilience.com)  
[www.norfolk.police.uk](http://www.norfolk.police.uk) / [www.suffolk.police.uk](http://www.suffolk.police.uk)

### Social Media:

If following social media for updates, please ensure that you only trust information provided on official/verified social media accounts for Local Authority or Emergency Services.



@suffolkprepared

## **EVACUATION NOTICE for** Click or tap here to enter text. **Incident**

Due to this emergency situation and the subsequent risk to life, it is necessary to evacuate this area for you own personal safety.

You should evacuate;

IMMEDIATELY

By Click or tap here to enter text. hrs on Click or tap to enter a date..

To the Rest Centre at Click or tap here to enter text..

or

The Evacuation Pick up Point for Transport Click or tap here to enter text. to the Rest Centre.

**Please do not delay your departure waiting for others to return as this may endanger you, them and others trying to resolve the incident.**

Officials will endeavour to keep you updated as soon as they have any information to be passed.

You will be advised when it safe to return by messages on local radio and at Rest Centres.

**If you were out when this leaflet was delivered, please contact the following number to obtain further information:**

## **Evacuation Considerations:**

- Stay calm and do not panic.
- Police Officers and/or other officials will try to visit all properties at risk to advise on the requirement to evacuate.
- The Evacuation Point for Transport and the location of the Rest Centre are on the FRONT PAGE of this leaflet.
- Try to check that any elderly/vulnerable family members or neighbours know about the evacuation.
- Try to inform family members/friends as to where you are evacuating.
- Listen to the advice of the authorities and follow any instructions to leave the property.
- Switch off gas and electricity.
- Do not forget to lock all doors and windows.
- In the case of a flooding incident;
  - Where possible move electrical equipment and furniture upstairs. Any furniture that you cannot move upstairs, try to raise well off of the floor.
  - Block doorways and air bricks.
  - Avoid walking and driving through floodwater, there could be hidden hazards.
  - If road conditions permit, move vehicles to unaffected areas for example higher ground and ask family/friends if you can share their parking facilities.

## **Evacuation Checklist**

- Suitable clothing for inclement weather
- Money/bank cards
- Medication (for minimum next 24 hours)
- Any special foods for dietary requirements
- ID (ideally with your address e.g., driving licence)
- Mobile phone and charger
- Contact numbers/details
- Relevant documents (e.g., insurance documents)
- Pets (with food and any medications)

-----  
**Please complete the form below and hand to a Police Officer as you leave**  
**/Please fill in the online form linked below when you evacuate, to assist the**  
**authorities with tracking the evacuation:**

Number of Occupants		Names	
House Number		Road / Street	
Post Code		Contact Number	

Evacuating to Rest Centre	
YES <input type="checkbox"/>	NO <input type="checkbox"/> Where to?.....
	.....
	.....

**Insert MIPP URL and QR code here and delete form above if necessary**

APPENDIX H - JOINT DECISION MAKING MODEL



**GLOSSARY**

<b>Abbreviation</b>	<b>Description</b>
ABP Ipswich	Associated British Ports Ipswich
ACS	Adult and Community Services Directorate - Suffolk County Council
CEPG	Community Emergency Planning Group
COMAH	Control of Major Accident Hazards
CYP	Children's and Young People Directorate – Suffolk County Council
EA	Environment Agency
FCP	Forward Control Point
ICB	Integrated Care Board
JDM	Joint Decision Model
JERP	Joint Emergency Response Plan - Local Authority
JESIP	Joint Emergency Services Interoperability Principles
MCA	Maritime and Coastguard Agency
RCG	Recovery Coordinating Group
RC	Rest Centre
RD	Resilience Direct
RVP	Rendezvous Point
SCG	Strategic Coordinating Group
SRF	Suffolk Resilience Forum
TCG	Tactical Coordinating Group
TCP	Traffic Control Point
TS	Temporary Shelter
UKHSA	UK Health Security Agency
VMS	Variable Messaging System