



# GENERIC RECOVERY PLAN

Lead Organisation:	Suffolk JEPU
Last Review:	June 2026
Next Review:	June 2029
Issue:	5

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

This plan does not include personal, sensitive or special 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 the Suffolk Joint Emergency Planning Unit on behalf of the SRF 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.

## FOREWORD

This plan is devised, written and maintained by the Suffolk Joint Emergency Planning Unit (JEPU) on behalf of the Suffolk Resilience Forum (SRF). Consultation with other Category 1 and Category 2 Responders (Civil Contingencies Act 2004) has taken place via the SRF.

## RECOVERY POLICY STATEMENT

The recovery phase starts at the earliest opportunity following the onset of the incident and continues in tandem with and beyond the initial response, it is led by the local authority. The specific nature of the incident will determine which agencies are involved when recovery begins, the length of the recovery period and the resources required.

Should an incident occur in Suffolk it is the intention of all local agencies to respond promptly, aiming to support local communities and businesses to return to a state as near to normality as possible, as early as possible. The relevant agencies will play a key role, but the local authority will provide the leadership, coordination and will ensure the actions required are completed to achieve the necessary recovery.

## FURTHER READING

- a) [Emergency Response and Recovery \(Non-Statutory Guidance\)](#).
- b) [National Recovery Guidance](#).
- c) [National Nuclear Emergency Planning & Response Guidance - Recovery](#).
- d) UK Health Security Agency - [UK Recovery Handbook for Radiation Incidents](#).
- e) UK Health Security Agency - [UK Recovery Handbook for Chemical Incidents](#)
- f) DEFRA CBRN Emergencies - [Defra CBRN Emergencies \(formerly the UK Government Decontamination Service\) - GOV.UK \(www.gov.uk\)](#)
- g) [The Amber Book - Managing Crisis in Central Government - GOV.UK \(www.gov.uk\)](#)

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## DISTRIBUTION

MHCLG	Resilience and Emergency Division
Environment Agency	
Animal and Plant Health Agency	
Maritime & Coastguard Agency	National Maritime Operations Centre
UK Health Security Agency	Centre for Radiation, Chemical and Environmental Hazards
National Highways	
Met Office	
Cadent	
National Grid Electricity	
BT	Emergency Planning
Network Rail	Security & Emergency Planning
Civil Nuclear Constabulary	Contingency Planning
EDF Energy	Emergency Planning Group
NHS England	East England Emergency Planning Resilience and Response Lead
Office for Nuclear Regulation	Emergency Preparedness
USAFE (UK) - RAF Mildenhall	
HQ 7th Infantry Brigade & HQ East	Joint Regional Liaison Officer East
HQ Air Command	RAF Regional Liaison Officer East of England
Anglian Water	Emergency Plans
Essex & Suffolk Water	Emergency Plans
UKPN	Emergency Planning Manager
Greater Anglia	Emergency Planning, Security and Fire Coordinator
UK Health Security Agency	East of England PH Team
East of England Ambulance Service NHS Trust	EPRR Lead
British Transport Police	Resilience Planning
Suffolk Constabulary	Emergency Planning
Suffolk Fire & Rescue Service	Resilience Team
Norfolk and Suffolk Integrated Care Board	Emergency Planning
Norfolk and Waveney Integrated Care Board	Emergency Planning
Suffolk Local Authorities	Via JEPU
ABP Ipswich	
ABP Lowestoft	
Hutchison Ports Felixstowe	
International Flavours & Fragrances (GB)	
PPG Industries UK Ltd	
Saxham Calor Gas Centre	
Treatt	

## AMENDMENT RECORD

Amendment	Date	Amended by	Summary

### 1. INTRODUCTION

- 1.1 Recovery is an integral part of the incident management process and starts with the response phase. For the purpose of this plan, recovery is defined as *the process of rebuilding, restoring and rehabilitating the community following an emergency*. (Emergency Response & Recovery Guidance, HM Government).
- 1.2 Recovery is more than simply the replacement of what has been destroyed and the rehabilitation of those affected. Rather than just a remedial procedure, it is a complex social and developmental process. The way recovery processes are undertaken is critical to their success and is best achieved when the affected community is able to exercise a high degree of self-determination.
- 1.3 In many scenarios, the response phase of an incident can be relatively short in contrast to the recovery phase. The recovery process can take a considerable amount of time (months or years) as it seeks to support communities in the reconstruction of the physical infrastructure and restoration of emotional, social, economic, environmental, and physical wellbeing. Recovery has an important role in regeneration, renewal and future prevention in the aftermath of an incident. ([The UK Government Resilience Framework - GOV.UK](#)).
- 1.4 The lead agency for the recovery phase will be the local authority. In Suffolk this may be a district or borough if a single district is affected or the county council if more than one district/borough area is affected. However, this should be considered in the context of the incident, it may for example be more appropriate for multiple Recovery Coordinating Groups (RCG) to be established to focus on recovery in specific locations.

### 2. AIM

The aim of this document is to outline the multi-agency structures, processes and procedures required for the recovery phase of an incident in Suffolk. The principles, guidance and annexes have been designed to be flexible and scalable to allow them to be used for any recovery activities following an incident regardless of the size and whether a Strategic Coordinating Group (SCG) is formed or not. It is not intended to provide direction for individual organisations or to direct their internal recovery processes but to ensure a coordinated multi-agency response.

### 3. ACTIVATION

- 3.1 Recovery arrangements are triggered at the first meeting of the SCG. At this meeting, SCG members must identify which agencies are required at the Recovery Coordinating Group (RCG).
- 3.2 If, at the first SCG meeting members agree that multi-agency coordination, support and oversight is not needed to support local recovery actions following the incident and therefore, an RCG is not required this decision must be minuted. Thereafter, this decision must be reviewed at every SCG meeting.
- 3.3 The first meeting of the RCG will take place before the 3rd SCG meeting in the response phase. This ensures continuity of the recovery work and maintains engagement with the participants and focus on the situation.
- 3.4 RCG membership must be tailored to the incident. Each agency identified must provide and notify a suitable executive to form part of the RCG.
- 3.5 The Chair of the RCG will be from the lead local authority see [Recovery Management](#) for more information.
- 3.6 Recovery is not restricted to large incidents and can follow any size incident. This guidance refers throughout to an RCG being formed following an SCG meeting. In small scale incidents, where a formal SCG may not be formed, the recovery process will follow handover from the highest tier of the response structure that has been activated.
- 3.7 In some circumstances a middle ground option between standing down of 'response' structures (SCG and/or Tactical Coordinating Group (TCG)) and the establishment of a full recovery structure (RCG and subgroups) may be required.

In these circumstances, Suffolk has an option available in the form of RCG Lite.

An RCG Lite is effectively a small scale RCG with the purpose of continuing to monitor, understand and address any ongoing impacts in the aftermath of an incident. This would include consideration of how public expectations need to be met. An RCG Lite will be chaired by a Local Authority Senior Officer, supported by the Joint Emergency Planning Unit.

Activation of an RCG Lite can bridge the gap and assist the transition away from the response structure.

While many partner organisations (those who have been involved in the SCG or TCG) may not be required during the operation of an RCG Lite, certain information from these organisations may be needed to effectively manage the recovery phase.

Multi-Agency support to gather this information and maintain situational awareness will be requested prior to stand down of the final response group. This could potentially be supported by the MAIC.

Some representatives of organisations which were central to response activity will be key to RCG Lite operation (utilities providers) and involvement of these organisations is requested, or there should be a clear and agreed method for engaging with these organisations to bring key information back to the RCG Lite.

A key expectation of the RCG Lite would be to recognise when/if the situation escalates above the capability of the Lite group due to re-emerging or worsening impacts, and to proactively move to a full RCG or revert to the response structure.

#### **4. EMERGENCY RESPONSE PHASE**

- 4.1 During the response phase the RCG will work as a subgroup of the SCG.
- 4.2 An important part of the work of the RCG during the response phase is to develop a recovery strategy and inform the SCG and TCG of this to ensure decisions made by the SCG do not compromise the medium to long-term recovery unnecessarily. The Chair of the RCG should attend the highest level of coordination (SCG/TCG meetings) to ensure that dialogue flows between the two groups effectively.
- 4.3 The RCG needs to provide relevant input to the SCG situation reports (SITREP) (see SRF Multi-Agency Information Cell (MAIC) Guidance).
- 4.4 Information regarding the impact of the incident will need to be collated by the RCG. The RCG should complete an initial Recovery Impact Assessment (RIA). See [Recovery Impact Assessment](#) and [Annex Q](#) for further information.
- 4.5 The RCG should consider which subgroups will be required to support the recovery phase. See [Recovery Structure](#) for further information.
- 4.6 The SCG and RCG will agree a set of metrics that will be used to assess the point as to when the response transitions into recovery.
- 4.7 The SCG or lead response agency will collectively agree with the lead local authority when to handover from response to recovery.

## 5. TRANSITION FROM RESPONSE TO RECOVERY

- 5.1 It is likely that both the SCG and RCG will be running simultaneously during the response phase.

During this period the SCG will retain primacy over the incident. The criteria for assessing when the handover can take place from response to recovery should be agreed between the Chair of the SCG and the Chair of the RCG.

The criteria to be used to assess when the handover can take place from the SCG to the RCG are at [Annex A](#).

Once the criteria have been met the SCG will hand over primacy to the RCG and the recovery phase will start. At this stage the SCG will stand-down.

Depending on the nature of the incident, additional criteria may be required to ensure transition occurs at the appropriate time.

Data and metrics can be used to provide evidence and justify the transition to recovery. Any additional criteria must be carefully considered to ensure that the risk of disruption to the coordination structure caused by switching between response and recovery phases and leads is minimised. However, it is important to note that some incidents may require multiple transitions between response and recovery dependent on the circumstances and challenges that arise.

At times it may be necessary to operate a combined response and recovery structure to deal with new challenges requiring immediate attention while continuing to address impacts identified through the [Recovery Impact Assessment](#).

This is most likely to occur while the lead group is the RCG, following an initial transition from response. A decision on the lead for combined SCG-RCG meetings should be based on the circumstances at the time. For example, if the required coordination of the SRF emergency management structure is 75% focussed on immediate challenges and 25% focussed on recovery-based activity, then the combined structure would be led by the SCG.

Over time, when that urgency decreases and primary activity moves towards wider social and economic implications, the lead for the combined structure may switch to the RCG Chair before fully moving once again to an 'RCG only' group.

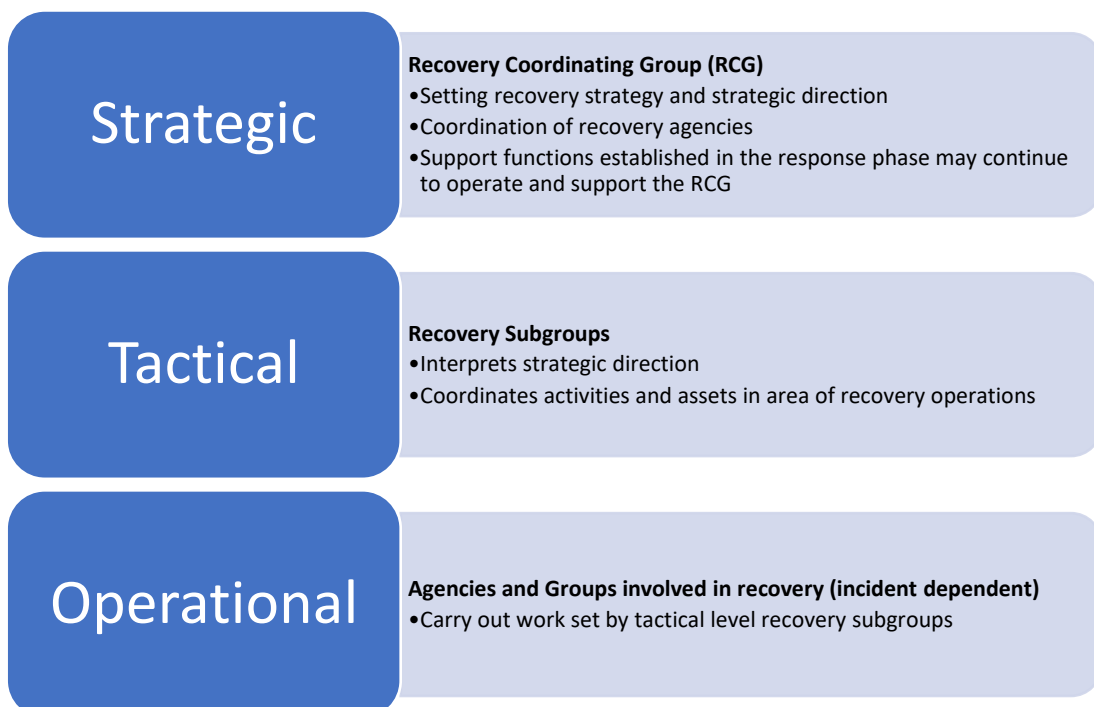
Summary of transition:

- RCG working as a subgroup of the SCG
- Criteria for handover determined and agreed
- Criteria met for handover of some or all areas from Response to Recovery
- Formal handover of the Response to Recovery and signing of handover certificate
- Formal RCG meeting at the Strategic Coordination Centre (StratCC) or virtually depending on the circumstances
- RCG meeting virtually as recovery progresses.

- 5.2 To ensure that all agencies understand the implications and issues of the change in coordination arrangements, and to mark the change in direction from response to recovery, the handover procedure will be confirmed at both an SCG and RCG meeting. It must also be communicated to all responding agencies and the community.
- 5.3 Support functions which have been running in tandem with the SCG during the response phase eg. response cells, working groups and the TCG will transition from the response phase into the recovery phase. The RCG at an appropriate time will decide whether or not these functions are required to support the recovery phase. This phased process will ensure information collated and structures put in place as part of the response phase are effectively and efficiently handed over to those responsible for managing the recovery phase.
- 5.4 The handover from response to recovery may be a phased process depending on the emergency eg. where several separate sites are released to the RCG over a period of time.
- 5.5 The process should be fully documented, and a handover certificate completed. An example of a handover certificate is shown at [Annex A](#).
- 5.6 It is recommended that this process and certificate is also used when handing over from the lead response agency to the local authority in incidents where an SCG has not been formed.

## 6. RECOVERY STRUCTURE

- 6.1 Coordination structures for recovery mirror those at the response phase - comprising of three levels:



- 6.2 The lead local authority will be responsible for coordinating the process and for implementing the appropriate structures. The final structure required to manage the recovery phase can only be decided once a full assessment of the incident has been made and its impact established; this information is contained in the RIA. See [Annex Q](#).

A suggested coordinating structure is shown in [Annex E](#). It may not be necessary to establish all the subgroups as the functions of some groups may be absorbed by others or additional groups may be needed. The final structure will always be driven by the needs of the recovery activity generated by the incident.

Detailed Terms of Reference for the RCG and subgroups are at Annexes F - N. Subgroup Chairs will be part of the RCG in their own right.

- 6.3 If the impacts of an incident are felt in multiple districts of Suffolk, consideration should be given to utilising existing countywide partnerships as subgroups, for example the Collaborative Communities Board, Suffolk Business Board, Suffolk Chief Finance Officers Association and Suffolk Climate Change Partnership. It is likely that these groups will be responding in some way to the impacts of an incident and by bringing them into the SRF recovery structure duplicated effort and the unnecessary stretching of resources can be avoided. Many of these partnerships are well established and therefore the recovery process can benefit from already established relationships and ways of working.
- 6.4 The RCG shall identify the Chairs of each subgroup. The Chair of each subgroup with support from their Secretariat will arrange the first meeting and inform subgroup members. (This can be found in the Terms of Reference).
- 6.5 All subgroups are multi-agency and work on a basis of consensus in line with the subgroups Terms of Reference and RCG Recovery Strategy.

## **7. RECOVERY STRATEGY**

- 7.1 During the response phase of the incident the RCG should develop a recovery strategy and inform both the SCG and TCG. This is to ensure that decisions made by the SCG do not unnecessarily compromise the medium and long-term recovery.
- 7.2 The initial impact assessment may be used to inform the strategy development.
- 7.3 A start point strategy is given in [Annex B](#).

## 8. RECOVERY IMPACT ASSESSMENT

- 8.1 Emergencies affect communities in a wide variety of ways. To understand what the recovery needs are of impacted communities, there is a requirement to map out who is affected and how the emergency has affected them. The aim of the Recovery Impact Assessment (RIA) is to provide a formal process, at a multi-agency level, to facilitate the collation of required information to focus activity.
- 8.2 The impacts of the incident are centred on the five interlinked areas below:
- a. Community
  - b. Health and wellbeing
  - c. Environmental
  - d. Economic
  - e. Infrastructure
- 8.3 During the response phase the RCG should collate an initial RIA as at [Annex Q](#). The RCG should maximise information already available to them to complete this assessment eg. the use of the latest SITREP or any Community Impact Assessments undertaken by Police during the response phase. The RCG can liaise with the TCG and if activated, the Multi-Agency Information Cell (MAIC) to complete this initial impact assessment as these support functions will have the latest update regarding the response and therefore have the most up to date situational overview. The RCG should be mindful that the TCG priority is response activity.
- 8.4 The RCG should utilise the subgroups it has available to not only understand the impacts and potential further risks resulting from the incident but also the opportunities that may have arisen to capture and build on positive legacies of the incident. This could be in the form of engagement methods with the communities affected or ways of working amongst multi-agency partners. The RCG should set a reporting timeline for subgroups to work to in the collection of information for the impact assessment.
- 8.5 An action plan will be developed on the basis of the impact assessment. This will assist in focussing the efforts of the range of partners who will be involved in the process and will enable the RCG and subgroups to focus on essential and important actions. Action Plan at [Annex R](#).
- 8.6 Regular engagement between the JEPU Emergency Planning Officers and the RCG subgroup leads will also help to facilitate the development of the RIA. This engagement will enable the capture of impacts, risks and opportunities from people who have links into the organisations, service areas and departments that will be dealing with the issues first hand.

This method of developing and maintaining the RIA also enables opportunities for links and similarities to be identified between impacts highlighted by one group and those raised by another group. This will increase chances for collaboration between subgroups and help to avoid duplication.

- 8.7 Depending on the incident the situation may change as will the impacts. The RCG should have a clear indication of the requirement for a more detailed assessment to follow. This may be in the form of household surveys and/or online surveys. People living or working close to the incident site may have experienced different impacts to people living or working further away from it. To establish a full picture of what recovery needs to encompass, engagement needs to be undertaken with people beyond those who it is clear have been affected.
- 8.8 Dependent on the scale of the incident the RCG may decide an RIA should be completed for each affected community.
- 8.9 As it is an iterative process; the RIA should be updated regularly throughout the recovery process.
- 8.10 An Equality Impact Assessment (EIA) of any recovery activity proposed from the Recovery Impact Assessment should be conducted. An EIA can help public sector partners of the RCG meet their statutory Public Sector Equality Duty. The Lead local authority existing EIA processes should be followed.

The RCG must pay due regard to the impact on people with protected characteristics when deciding and implementing recovery activity.

For example, if a recovery action is for a Humanitarian Assistance Centre (HAC) to be established, it must be accessible to all, not only the physical access to the location but also the information and content being supplied. Consider if there is a need for the information to be available in different formats or multiple languages.

An Equality Impact Assessment may highlight aspects which have not yet been considered.

## **9. RECOVERY TARGETS/MILESTONES**

- 9.1 As part of the strategy, it is recommended that various targets/milestones are established and agreed. The community should be involved in establishing these. Setting targets/milestones provides a means of measuring progress and may assist in deciding when specific recovery activities can be scaled down.
- 9.2 Suggested targets/milestones could include some of the following:
- Demands on public services returned to normal levels (including health)
  - Utilities are again fully functional
  - Transport infrastructure is running normally
  - Local businesses are trading normally
  - Tourism in the area has been re-established
  - Community impact reduced as far as practicable.

## 10. RECOVERY PHASES

10.1 For the purposes of this plan the recovery has been divided into three phases as follows:

- a. Short-term - this includes the response phase and can be defined as those actions that may need to be taken in the first few days. This is likely to be in the period that the RCG is a subgroup of the SCG.

Issues that may support key initial emergency response actions and objectives will be covered, such as the decision to launch a Disaster Appeal or not.

- b. Medium-term - covers those actions required to facilitate key objectives from the first few days up to approximately the three-month point. It is expected that this will be started by the handover of control from the lead response to the lead recovery agency. This includes all the remaining issues, which are too protracted or widespread to be considered within the emergency response to the incident.

- c. Long-term - can be defined as those tasks and actions that are required beyond the three-month point and may extend years or decades.

10.2 Suffolk Public Sector Leaders (SPSL) have certain priorities for Suffolk's future.

In some incidents it will be important to consider how the scope and activity of the RCG aligns with SPSL's ambitions for communities and businesses within the county.

This will likely be the case for countywide incidents. Separate short and long-term strategies may be required and how they align with one another will need to be understood.

10.3 It is important to state that the recovery process may never be able to restore the affected area and community exactly to its previous state (it is also important to note that this may not be what the community desires – <sup>1</sup>normalisation vs regeneration). After a consultation period, a point will be identified where a disproportionate amount of time, resources and attention can no longer be justified in overcoming the effects of the incident.

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<sup>1</sup> 'normalisation' (restoring the area to its previous condition) and 'regeneration' (aspiring to transform the area in support of a longer-term vision)

## 11. ROLES AND RESPONSIBILITIES

The roles and responsibilities of the organisations likely to be involved are listed below. The list is not exhaustive; there may be other organisations that can support the recovery effort. In addition, there may be other specialist national and sub-national organisations that, whilst not normally involved in recovery, might have a role depending on the impacts of an incident.

### 11.1 Generic roles and responsibilities for all agencies:

- Support vulnerable people
- Support the generation of an impact assessment
- Support Suffolk multi-agency recovery coordination
- Support multi-agency media coordination
- Support information sharing
- Be represented at the appropriate level on the RCG
- Where relevant be represented at the appropriate level on recovery subgroups.

### 11.2 Suffolk Constabulary

- Give feedback to the RCG regarding implications for the police service that any proposed recovery strategy or activity may entail, with regards to:
  - Security - provision of suitable advice. Further security issues will be dependent on the circumstances and will be decided by the Police RCG representative
  - Traffic management at funerals/memorials etc. such provision will be decided by the Police RCG representative
  - Public order at funerals/memorials services etc. - provision will be based on a risk assessment pertinent to the ongoing situation and intelligence
  - If Family Liaison Officers are deployed a Family Liaison Coordinator may join the RCG to liaise closely with partner agencies with regard to investigative and individual recovery issues, such as funerals
  - If a temporary mortuary has been established, a Senior Identification Manager may join the RCG or should be liaised with.

### 11.3 Suffolk Fire and Rescue Service

- Provide the use of specialist equipment during the recovery phase
- Provide professional advice on fire and rescue issues
- Provide a search and rescue capability if required.

### 11.4 East of England Ambulance Service NHS Trust

- Provide medical support and mitigation to any ongoing search and rescue requirements through use of HART resources.
- Support other agencies with medical mitigation if required.

### 11.5 Suffolk Local Authorities

- Chair the RCG and provide the Secretariat
- Provide Chairs and Secretariat for all subgroups (unless relevant agency identified)
- Lead on providing support to the local community working with community groups and residents
- Support recovery from the incident from a public health perspective including through the provision of public protection advice and information in conjunction with UKHSA
- To support local public health recovery by utilising already established Suffolk Public Health assets, tools, and programmes of work
- Get people back into secure accommodation
- Provide humanitarian assistance support
- Deal with highways issues such as road closures and clean-ups etc.
- Implement a communications strategy with support from other agencies
- Deal with the implications of school closures on school children that have been affected by the emergency
- Provide environmental health advice
- Lead on the waste management for the recovery process including sourcing specialist contractors to dispose of toxic waste
- Coordinate the support from voluntary agencies
- Coordinate local political involvement and where appropriate provide direction.

### 11.6 Norfolk and Suffolk Integrated Care Board

- Be responsible for commissioning healthcare including urgent and emergency care, mental health services, elective hospital services, and community care following an incident. Support multi-agency partners in the provision and advice to evacuees, survivors, and relatives, including replacement medication
- Establish (with local authority) facilities for mass distribution of countermeasures
- Provide support, advice and leadership on health aspects of an incident
- Support screening, epidemiology and long-term assessment and management of the health effects of an incident.

### 11.7 NHS England

- Maintain liaison with and coordinate the response with the Department of Health & Social Care.

### 11.8 UK Health Security Agency

- Provide impartial expert advice on health protection and provide special health protection services

- Respond to health hazards and emergencies caused by infectious disease, hazardous chemicals, poisons or radiation
- Support and advise other organisations with a health protection role.

#### 11.9 Environment Agency

The Environment Agency's (EA) roles and responsibilities during recovery vary depending on the incident. However, in general their main priorities in the recovery phase are:

- Prevent or minimise the ongoing impact of the incident on the environment, people and property
- Where safe to do so, monitor the impact of the incident on the environment
- Seek remediation, cleanup, or restoration of the environment.

With regards to incidents affecting the environment, people or property during the recovery phase the EA will, where relevant:

- Provide technical support, information and advice on environmental impacts and the causes of the incident to professional partners through representation on the RCG or appropriate recovery subgroups, community groups and the public as appropriate
- In the case of flooding, raise awareness among communities about flood risk, as well as encouraging sign up to the flood warning service
- Promote sustainable development principles as an element of the recovery process
- Advise on pollution prevention activities
- Advise on and regulate the storage and disposal of wastes (including Hazardous and CBRN)
- Monitor the input of pollutants to the environment and where necessary the impact upon the environment
- Where appropriate provide information on environmental impacts to the public and professional partners.

#### 11.10 Health and Safety Executive

- Take considerations for the workplace health and safety of other responding agencies, including the emergency services
- Regulate health and safety in nuclear installations, mines, factories, farms, hospitals, schools, offshore gas and oil installations and other workplaces
- Regulate the safety of the gas grid, railway safety, and may offer aspects of the protection of both workers and the public
- Provide relevant CBRNE specialist or technical advice to support recovery from emergencies.

#### 11.11 National Highways

- National Highways has responsibility for the management and operation of the A11, A47, A12 and A14 within the Suffolk area and will in the event of an incident liaise with Suffolk Highways as appropriate.

#### 11.12 Maritime Coastguard Agency

- Assist local authorities with shoreline clean-up if required.

#### 11.13 British Transport Police

- Give feedback to the RCG regarding implications for the police service that any proposed recovery strategy or activity may entail, with regards to:
  - Security issues - provision of suitable advice. Further security issues will be dependent on the circumstances and will be decided by the Police RCG representative
  - If Family Liaison Officers are deployed a Family Liaison Manager may join the RCG in order to liaise closely with the regarding investigative and individual recovery issue
  - If a temporary mortuary has been established, it may be necessary to liaise with a Senior Identification Manager or add them to the RCG.

#### 11.14 The Met Office

- Provide weather forecasts
- Provide weather advice to assist plume modelling during pollution events
- Provide weather advice to assist in mapping the airborne spread of diseases.

#### 11.15 The Food Standards Agency

- Ensure any food products that are suspected or known to be contaminated do not enter the food chain
- Enforce countermeasures that are put into place during the emergency phase but withdraw them as soon as safe to do so
- Advise, together with the EA, on the safe disposal of food that has been affected by an emergency.

#### 11.16 Defra CBRN Emergencies

- Provide guidance to the responsible authorities on the decontamination of buildings, infrastructure and open environment exposed to CBRN materials
- Plan and arrange for decontamination operations to be available to the responsible authorities should the need arise.

#### 11.17 Utilities

A number of organisations provide key utilities services within Suffolk. There are established sector-specific arrangements and companies will work closely with emergency services and local authorities during the recovery phase, including linking in with multi-agency structures.

#### 11.18 UK Armed Forces

The UK Armed Forces' national structure, organisation, skills, equipment and training can be of benefit to civil authorities in supporting planning for and management of the response to and recovery from emergencies. The Military Aid to the Civil Authorities (MACA) arrangement governs this support. Subject to availability, military judgement and Defence Ministerial authority, the contribution of Defence can now be viewed as reinforcing national resilience through effectively providing military capacity, capability and resources, to assist in the planning, response and recovery for a wide range of disruptive events. Suffolk contingency plans do not rely upon the UK Armed Forces to support response or recovery activity. MACA should be considered early in the response to every significant incident whether there is, or may later be, a role for the armed forces. Requests for support are routed through the Joint Regional Liaison Officer East at HQ 7th Infantry Brigade and HQ East and would include access to military advisors for information on the capabilities that may be available to support the response or recovery.

#### 11.19 US Armed Forces

The US Visiting Forces (USVF) based in Suffolk, primarily at RAF Mildenhall and RAF Lakenheath, are also configured with organisation, skills, equipment and training that could be of benefit to civil authorities in managing the response to and recovery from emergencies. US Department of Defence direction on provision of Foreign Disaster Relief by USVF governs this potential support. Requests for support are routed through USAF representatives (USAF/UK Chief, International Relations) or, in their absence, the RAFRLO-EE or through the JRLO East at HQ 7th Infantry Brigade and HQ East. Specific off-site Major Incident arrangements have been developed for RAF Mildenhall and RAF Lakenheath to guide UK/US emergency response activity (available on SRF Resilience Direct site). Contact details for RAF Mildenhall Command Post are included within the SRF Alerting Directory to allow links with USAFE Deputy Director or USAFE Chief International Relations to be established during any warning period.

#### 11.20 Faith Groups

- Uniting with other Faith leaders and groups to support the community
- A ministry of care and comfort to those affected by the disaster
- Providing a ministry with Hospital Chaplains in hospitals
- Providing a ministry at temporary mortuary facilities
- To organise local religious services as required by the community
- To assist with the organisation of memorial services.

### 11.21 Voluntary Sector

The voluntary sector can provide support in a number of areas but predominantly focused around:

- Welfare
- Psychosocial Support
- Transport
- Communications
- Documentation
- Refreshments
- Resources

### 11.22 Other

#### a. Insurance Industry

The insurance industry will provide the following:

- Facts and figures about who and what is covered by household and business insurance
- Specific guidance on the issues likely to arise after a flood or terrorist event
- Key contact details of the organisations that represent the insurance industry.

#### b. Chamber of Commerce

The British Chamber of Commerce is a private organisation with a paid membership. It is therefore not a recognised responder; however, members can receive the following:

- Identification of specific impacts on businesses in the area
- Provision of relevant business advice to impacted organisations.

## 12. **LIAISING WITH OTHERS**

### 12.1 Interaction with Central Government

The Ministry of Housing, Communities & Local Government (MHCLG) provides the initial conduit for communication between local responders and the nominated Lead Government Department (LGD).

Government involvement in the recovery phase will depend upon the nature of the emergency and the Government will judge whether central Government recovery coordination is needed on a case-by-case basis. In an event requiring National level recovery structures to be activated, COBR will confirm the LGD for Recovery, based on the type of emergency. The Cabinet Office would continue to provide support as required to lead departments during the recovery phase.

In the event of central Government recovery coordination, reporting requirements will be confirmed at the outset, together with the mechanism by which this information will be collated to ensure that there is a common understanding of expectations between government departments and local responders (See [Annex S](#) for examples of information which may be requested).

Recovery reporting will help to inform decisions as to what central Government support may be required including any provision of recovery funding schemes, and to monitor progress during the recovery process.

If deemed necessary, the LGD for Recovery, in consultation with the Cabinet Office and the LGD for Response, will consider the need for establishment of a ministerial led (multi-department) recovery group to oversee recovery activity in England.

Depending on the nature of the emergency, the Government may require a representative of the RCG to participate in central Government recovery coordination meetings including Ministerial Recovery Group meetings.

For more information on the role of the LGD and the Minister led Recovery Group refer to [The Amber Book: Managing Crisis in Central Government](#).

In order to support RCG Chairs and partners who are participating in high-level meetings, Government has developed an aide-memoire (available on [Resilience Direct](#)). It aims to help people understand their role in preparing for and engaging with ministers and gives greater clarity on Government expectations.

## 12.2 Interaction with Multi-RCG Recovery Coordinating Group

A Multi-RCG Recovery Coordinating Group (RecCG) may be convened when recovery action is required across a number of neighbouring counties that would benefit from coordination or enhanced support. In such circumstances, the LGD for Recovery may, on its own initiative or at the request of local responders, convene a RecCG in order to bring together appropriate representatives from local RCG eg. the Chair where activated, or relevant organisations if not. If the incident primarily affects local authorities, then it may be appropriate for only local authorities to be represented at the RecCG.

RecCG will observe the principle of subsidiarity in which it is recognised that decisions should be taken at the lowest appropriate level. The RecCG will not interfere in local coordination arrangements but will provide a mechanism for ensuring that local responders can be as fully informed as possible in the decisions they have to take.

Such gatherings are most likely via a tele/videoconference eg. Microsoft Teams, though there may be occasions when a face-to-face meeting is more appropriate. The RecCG would normally be chaired by LGD for Recovery unless otherwise agreed. LGD for Recovery staff would normally take the lead in confirming the form the meeting will take and attendance. It would also:

- a) draw up the agenda;
- b) circulate papers and other relevant information to committee members as necessary; and
- c) provide the formal record of discussions and decisions

For more information refer to [Emergency Response and Recovery: Non-statutory guidance accompanying the Civil Contingencies Act 2004, Section 9.4](#)

### 12.3 Role of Politicians and Elected Members

Elected local authority members and parish councillors play a critical role in the recovery phase. Their role is to identify problems and vulnerabilities within their communities that may require priority attention and to feed this back into the Recovery Impact Assessment and the provision of ongoing intelligence regarding recovery implementation.

Most importantly local authority members and parish councillors should assist wherever possible in disseminating credible and timely information and advice back to the community, assisting to maintain community cohesion and providing public reassurance.

Members and councillors should provide feedback on the impacts of the incident on their community through the MAIC. If a MAIC is not active, councillors should contact their local authority Emergency Control Centre (ECC) if still activated or the local authority Customer Services Centre where information will be passed to the officers involved in the recovery structure and collated.

A Political Reference Group (PRG) may be formed by the local authority leading the recovery coordination to provide collective oversight of work by county, district or borough councils involved in activity and to influence strategy where needed.

When a PRG is formed, the RCG Chair will brief this group on recovery strategy, planning and opportunities for longer term regeneration; subgroup chairs may also be asked to brief the PRG on specific topics or issues. The PRG may use existing political structures, such as the Suffolk Public Sectors Leaders group, to provide this interface with recovery coordination work.

Existing individual council scrutiny functions may be used during the recovery phase to scrutinise individual council actions and planning. Where this activity is required, key officers within the recovery coordination structure may be required to provide information or attend meetings as appropriate.

Councils will continue to use communications staff to share emergency recovery related information with members and staff not directly involved in related activity (See [18. Communications](#)). Information provided by communications staff will initially be generated from the council ECC when set up, or Emergency Planning Officers. In due course the Community Recovery Subgroup may become the conduit for community related information both outwards to members and staff but also inwards to contribute to any Recovery Impact Assessment.

#### 12.4 Community Involvement in Recovery

It is clear that consultation and involvement with the local community is a critical component that underpins successful recovery. It is recommended that public meetings are held for people to air concerns and opinions and to identify the impact on the community. It is vital that this meeting is as structured as possible, and findings are fed back via the Community Recovery Subgroup. Public meetings should be attended by senior representatives from the relevant agencies, who can provide an update on the situation, the recovery phase and answer questions from attendees. Senior representatives will need to provide clear information about the multi-agency actions and messages and be prepared to manage the range of robust and emotionally driven challenges and issues raised by individuals and groups. If an established Community Emergency Planning Group (CEPG) exists, they should be invited to attend to potentially be used as a conduit.

Already established CEPGs could provide vital links through which community needs and concerns can be highlighted to the Community Recovery Subgroup. This information will be collated via the MAIC if established, or the local authority ECC and will allow resources to be directed to support communities in the most effective ways. In areas without a CEPG this role maybe adopted by town councils, faith groups, voluntary groups and other community groups.

#### 12.5 Spontaneous Volunteers

Spontaneous volunteers are defined as *'individuals who are unaffiliated with existing official response organisation yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to emergencies'*.

If this potential resource is not properly managed, they can divert resources and attention away from organised recovery activities. Those who are not involved in official recovery activities could potentially cause more harm than good if their activities are not coordinated.

During the response to an emergency, an assessment may have been completed to determine the scale of spontaneous support. If the situation dictates, and it is appropriate for the use of spontaneous volunteers, a Volunteer Reception Centre (VRC) facility would have been established by the local authority and a Voluntary and Community Sector (VCS) Coordinator appointed to the TCG.

As the incident transitions from the response into the recovery phase the VCS Coordinator will update the RCG. All recovery subgroups should be made aware of the VRC and capabilities of the spontaneous volunteers. Requests for using this resource should go via the RCG. As a group the RCG will determine, in consultation with the VCS Coordinator and Community Recovery Subgroup which activities are appropriate to utilise spontaneous volunteers. Public communication messages should be prepared for media/social media broadcast indicating the spontaneous volunteer's approach/requirement.

If they have not been used during the response phase the RCG should assess the situation to determine the scale of spontaneous support in the recovery phase. If appropriate, a VRC should be established and a VCS Coordinator appointed and invited to join the RCG.

For further information please see the SRF Spontaneous Volunteers Plan.

## 12.6 Critical Friends and National Experts

Chairs of the RCG and subgroups should consider the use of a 'critical friend' to support and challenge them throughout the recovery phase. This person should be familiar with the circumstances and be skilled at offering a second opinion.

Chairs and members of the RCG and subgroups should also consider the use of national experts. These are subject matter experts in their field who will provide advice and support by drawing on their previous experiences.

## 13. RECOVERY MANAGEMENT

13.1 Principles. The key principles for success are clearly stated in '[Emergency Response & Recovery](#)'. They are:

- a. Clear leadership coupled with robust management and a clear commitment to the long haul
- b. Community involvement
- c. Enabling the private sector

13.2 Chair. The RCG Chair will be provided by Suffolk local authorities as follows:

- Incident with consequence within a single district area – relevant district/borough Chief Executive or nominated executive
- Incident with consequences covering two or more district areas – Suffolk County Council Chief Executive or nominated executive. However, this should be considered in the context of the incident, it may for example be more appropriate for multiple Recovery Coordinating Groups (RCG) to be established to focus on recovery in specific locations
- The JEPU Emergency Planning Officers will provide specialist support and advice to the Recovering Coordinating Group Chair.

### 13.3 Meetings

It is important that the RCG maintains strategic coordination, as each subgroup will have their own responsibilities and agendas. Regular meetings of the RCG with the chairs of each subgroup and the maintenance of action plans and progress reports are essential to ensure coordination of the work.

The frequency of meetings should be determined by the chairs of each group, with the chair of the RCG maintaining a watching brief and coordination role. As recovery progresses, the RCG would need to agree a reduction in tempo to match the demands of the recovery activity, which would in time see the RCG moving from RCG meetings (physical or virtual) to normal meeting structures that pre-existed the incident.

The RCG meeting agenda given in [Annex O](#) ensures that the standard items are covered. It can be adapted to meet the requirements of the recovery as needed.

### 13.4 Meeting Locations

The RCG Chair will decide whether meetings should be physical or virtual. During the response phase, the RCG can physically meet in the same location as the SCG at the StratCC, at Police Headquarters, Martlesham if desired. The decision to meet either physically or virtually must consider the circumstances of the incident i.e., asking people to travel during severe weather events when public communications advise against this.

If the RCG is a virtual group, care should be taken to ensure that all members have access to appropriate technology, and meeting papers are circulated in advance of the meeting.

Once handover from SCG to the RCG is complete the RCG and subgroups chairs will decide on the most appropriate operating arrangements for each group.

An important factor to consider when relocating the meetings away from the StratCC or conducting them virtually is that once individuals return to their desks, the demand to return to the day job and catch up may become irresistible and the process may falter.

Some agencies will feel they are more effective if they are working from their own office locations where they have access to the data and communications links that they need. This will become more of an issue as the recovery phase moves further away from the emergency response and closer to normality. The group Chairs need to manage this progression carefully.

### 13.5 Meeting Tempo

Due to the nature of activities taking place during the recovery phase an inherently slower battle rhythm than in the response period is required. The frequency of meetings will be determined by each group on a case-by-case basis.

The need to make decisions because of change in the incident or when information is required will drive this. In the early stages, the RCG may meet daily, but this is likely to reduce over time to weekly and possibly monthly during this phase.

RCG meetings must be set to allow interaction with national recovery management structures, i.e., COBR or Lead Government Department Incident Room.

Structures will be during office hours only unless otherwise agreed by the RCG.

### 13.6 Information Management

Minutes of all RCG and subgroup meetings will be held on Resilience Direct. The recovery area can be accessed through the Incident Overview page for the specific incident. Accurate recording is paramount to ensure a clear audit trail, with comprehensive records of timings, notifications, decisions, actions and expenditure.

## **14. RCG EXIT STRATEGY**

- 14.1 The decision to stand down the RCG will be made by the Chair in conjunction with its members and subgroup and national groups (if formed) Chairs. The ongoing needs of the community will be key to this decision.
- 14.2 Depending on the impacts being addressed, it may be possible for some of the subgroups to close prior to the main RCG standing down.
- 14.3 The length of time that the RCG is required will vary according to the nature and scale of the incident and value that it is adding. Some incidents may have long-term issues to consider eg. health monitoring.
- 14.4 Consideration should be given to how longer-term impacts may continue to be addressed through partnerships that existed before the incident, and which will continue to operate once the RCG has stood down. The RCG must be confident in the robustness and capability of the existing partnership to continue addressing the impact.

14.5 The RCG can stand down once there is no longer a need for regular multi-agency coordination and collaboration beyond that which occurs between individual agencies as part of normal business. It is essential that this decision is taken in the light of a complete and up to date RIA. The following criteria must be met:

- All strategic objectives have been met or where they haven't there is no longer a requirement for coordination
- Financial records are up to date
- Media messages to partners and public information agreed and exit strategy disseminated
- Decision to stand-down recovery documented in last RCG meeting minutes
- Logbooks, meeting minutes and action plans all completed and correctly archived
- A team or person has been appointed to manage any future memorials or anniversary events.

14.6 To assist in making the decision on when to stand down the RCG, it may be beneficial to create a set of stand down criteria. Similar to the tool used for transitioning between response and recovery phases, this criteria would focus on the transition between the recovery structure and usual business working practices.

The criteria may include:

- the points stated above in 14.5
- any milestones which need to be met
- the development of any strategies and action plans which will continue to address the impacts
- complete understanding of how all items listed in the RIA have been addressed, no longer need to be addressed or how they will continue to be addressed by partnerships already operating in the Suffolk system.

This stand down criteria should be shared with all RCG partners, and the opportunity should be given for all to comment on or add to the criteria.

Where possible, data should be used to indicate where criteria have been met and inform the decision to stand down the RCG. Suffolk Office for Data and Analytics may be able to support in the gathering and interpretation of data to assist the RCG.

14.7 The decision to stand down will be communicated to all affected agencies, subgroups and the SRF by the RCG Chair/Secretariat.

- 14.8 A further activity which should be undertaken when considering standing down the RCG should be to express thanks and appreciation to all involved in responding to and recovering from the incident. This could take place in various ways such as through staff messaging systems, emails, letters or videos. If any RCG members are aware of awards which staff members could be put forward for, nomination forms for these should be shared with partners to complete.

## 15. DEBRIEF

It is important to ensure that a continuous evaluation of the recovery phase takes place and any issues identified are captured and actioned as necessary. The response debrief may occur separately to the recovery debrief. The formal debrief process (which may be repeated on several occasions at key milestones during a prolonged recovery phase) should identify issues from the RCG, subgroups, support cells and working groups. Consideration should also be given to obtaining views from the affected community (residents and businesses), this can be done through public meetings chaired by elected members and online surveys.

A final debrief report should be produced which captures all these issues. The report will be reviewed by the SRF for identification of any further action required. Issues of regional and national significance, or requiring regional or national action, should be escalated via the LGD or MHCLG RED advisor for resolution or onward transmission to the relevant government departments. Any lessons identified or good practice should be shared on the Joint Organisational Learning platform: [Joint Organisational Learning - JESIP Website](#).

Opportunities should be taken to share the debrief report widely amongst partners and organisations who may play a key role in future recovery activity.

## 16. HAZARD & ISSUE SPECIFIC CHECK LISTS

Hazard and Issue specific checklists are at [Annex T](#). The aim of this annex is to provide an aide-memoire of additional points that may also need to be considered in the planning.

## 17. LOCAL AUTHORITY RECOVERY ACTIVITIES

Aides-memoire are available from the Local Authority Joint Emergency Response Plan Part Two, for the following potential activities. Some of these should begin at the earliest opportunity, running in tandem with the response. They are provided as a starting point and as a guide to responding local authorities. Subgroups should be aware of activities relevant to their role and be prepared to contribute to them as necessary.

- a. Tributes (Short-term)
- b. Book of Condolence
- c. Donations
- d. VIP Visits
- e. Psychological first aid support
- f. Recovering Costs (Bellwin Scheme – Local Authority response costs only)
- g. Memorials and Anniversaries

## **18. COMMUNICATIONS**

The Media Coordination Cell (MCC) will continue to operate as it is equally relevant in the recovery phase.

The continuity of media and communications should be considered as part of the planned transition between phases.

At this stage, it is likely that the communications lead will change to the local authority but the requirement for multi-agency staff to fulfil the roles needed to run a communications function may remain.

Instead of reporting to the SCG the MCC will report to the RCG. A recovery focused, communications strategy should be developed as part of the recovery process and approved by the RCG.

The local authority will lead the development of the strategy. Further information is available in the SRF Multi-Agency Major Incident Communications Plan.

## **19. SCIENCE AND TECHNICAL ADVICE CELL**

Provision of advice from STAC may continue to be required into the recovery phase of an incident, therefore if operational, the STAC will continue to operate but will report to the RCG until agreed by both the RCG Chair and STAC Chair that it is no longer required. Further information is available at [Annex M](#) and in the UKHSA East of England STAC Plan, SRF Generic Response Plan and SRF Strategic Coordination Centre Guidance.

## **20. FUNDING**

20.1 Initial funding will be from lead and partner agencies in particular for staff time and resources. The lead recovery agency is responsible for coordinating the financial management, planning and tracking for the recovery phase.

20.2 As action plans are drawn up project funding and reimbursement may be available from a range of sources including:

- Individual government departments
- The polluter (if appropriate).

20.3 Further guidance on cross government principles on recovery funding and individual governmental department arrangements can be found in [Emergency Response and Recovery - Funding for Recovery](#). (5.5. Funding for recovery Page 100).

**Note that the Bellwin scheme does not apply in the recovery phase as it is for immediate response costs.**

20.4 Other areas for financial consideration and planning are:

- Financial support for businesses
- Public donations
- Insurance issues
- Tributes, commemorative events and memorial funds

20.5 IT IS VITAL THAT RECORDS ARE KEPT BY ALL AGENCIES IN ORDER TO PROVIDE THE INFORMATION REQUIRED FOR ANY REIMBURSEMENT.

## **21. FURTHER GUIDANCE**

Further Guidance on specific topics, are listed in [Annex U](#). The detailed information is available in the [National Recovery Guidance](#).

## **ANNEX A - CHECKLIST FOR HANDOVER FROM RESPONSE TO RECOVERY**

The criteria for assessing when the handover can take place from response to recovery should be agreed between the Chair of the SCG and the appointed Chair of the RCG from the local authority. Data and metrics can be used to provide evidence and justify the transition to recovery.

Checklist:

- The incident is contained and there is no significant risk of resurgence
- Public safety measures are in place and working effectively
- RCG and supporting subgroups are firmly established and proactive
- The lead local authority has a functioning Emergency Control Centre and has the necessary:
  - Resources
  - Communications
  - Media coordination support
- The lead local authority can accept the Chair of RCG
- Budget accounting by agencies has been established
- Confirm right organisations and community groups for recovery are engaged
- An initial Recovery Impact Assessment (RIA) is in place and any impacts identified from any Community Impact Assessment undertaken during the response phase are handed over. The RIA has a particular focus on vulnerable groups
- Confirm supporting functions from the response phase are still operating and if required handovers completed
- Confirm ongoing investigations
- Confirm critical infrastructure implications

Handover Certificate

(This certificate can be amended to suit the incident)

Upon this Status Certificate being signed by both the lead recovery agency and lead response agency, the coordination for dealing with the aftermath of the ..... incident is to be taken over by .....

In addition to any requirements laid out in specific contingency plans relevant to this incident:

1. There is no known further risk to life in relation to this specific incident.
2. The circumstances dictate it more appropriate for coordination to rest with ..... in that the phase is clearly now one of recovery.
3. There are no serious public order or crime prevention issues which impact on the overall strategic coordination of the recovery phase.
4. Suffolk Fire and Rescue Service together with the East of England Ambulance Service and Suffolk Constabulary are operating at a level which does not necessitate a Strategic Coordinating Group to coordinate and facilitate their activity.
5. There are no known scenarios which may require the reinstatement of the Strategic Coordinating Group in relation to this emergency in the foreseeable future.
6. .... is satisfied that it has in place the infrastructure and processes and necessary information to take over coordination from the lead response agency.

Signed: ..... Chair of RCG

Signed: ..... Chair of SCG

Date and Time Signed: .....

## **ANNEX B - GENERIC RECOVERY STRATEGIC PRIORITIES**

The following generic template may be used to develop the initial recovery strategy:

### **Strategy Statement**

Amend as necessary.

- To support the community and businesses in their return to normality or a new normality.

### **Objectives**

Depending on the incident choose some of the following objectives to support your strategy. This list is not exhaustive and should be used for guidance only.

- Engage, consult, and support local communities at all stages of the recovery process
- Provide safety and welfare of all persons engaged in the delivery of the recovery programme
- Determine possible funding streams and provide funding to the impacted community
- An effective communications strategy is in place
- Establish close links with central, regional and local government where appropriate and maintain these throughout the recovery process
- Conduct and continually review a Recovery Impact Assessment
- Develop a concise and realistic recovery Action Plan which involves relevant agencies and fits the needs of the emergency
- Establish a proactive and integrated framework of support to businesses and others on the financial and commercial implications of the emergency
- Reinstate the built environment
- Coordinate environmental protection and recovery issues
- Repair or enhance all infrastructure, assets and highways
- Maintain normal services at an appropriate level
- Determine if there is an opportunity to enhance the resilience of the area (physical and social)
- Reduce the risk of a similar incident occurring again
- Facilitate investigations and inquiries
- Financial management arrangements are in place with recovery efforts complying with legal requirements
- Maintain the provision of education and learning
- Maintain organisational critical services and high priority activities
- Relevant agencies work closely with the community and those directly affected, including ongoing monitoring and protection of public health
- Conduct an evaluation of the recovery process
- Identify and take action to implement lessons learned.

## **ANNEX C - AGENDA FOR FIRST RCG MEETING**

1. Introductions
2. Situation Update, including a brief overview of the Strategic Coordinating Group (SCG) strategy (if still operational)
3. Initial recovery considerations (see [Annex D](#))
4. Priorities for action
5. RCG Terms of Reference including:
  - Responsibilities and RCG authority
  - Confirmation of Chair
  - Membership
6. Structure and Subgroups required
7. Recovery Impact Assessment and action plan formulation including delegation of tasks and expectations
8. Agree initial strategy including detailed objectives and targets as necessary (with the understanding that this may change once the Recovery Impact Assessment is developed)
9. Financial/Legal Considerations
10. SCG to RCG handover including:
  - Potential timeframe
  - Consideration of handover metrics
11. Any other business/issues
12. Schedule of meetings, time and venue

## **ANNEX D - INITIAL RECOVERY CONSIDERATIONS**

Early consideration should be given by the RCG to the following points, both prior to and post-transition to recovery phase:

### **Displacement**

- Are people displaced?
- Are Rest Centres still in operation?

### **Donations**

- Is a Disaster Appeal required?
- Has a Disaster Appeal(s) already been established?
- Are physical/material donations being made?
- How are physical/material donations being managed?
- Are public communication messages required to direct the donations?

### **Anniversaries**

- Is the local community planning any activity i.e., vigils and how can we support these?
- Does a short-term anniversary event need to be arranged at 1 week, 1-month points?

### **Tributes**

- Where are these (incident site or key local areas)?
- Is professional emotional support required for people at the tribute location?
- How will tributes be managed?
- Is a book of condolences needed?

### **Community Support**

- What community initiatives are already underway?
- Is a Humanitarian Assistance Centre (HAC) required?
- What mental health support is already in place in the impacted area?

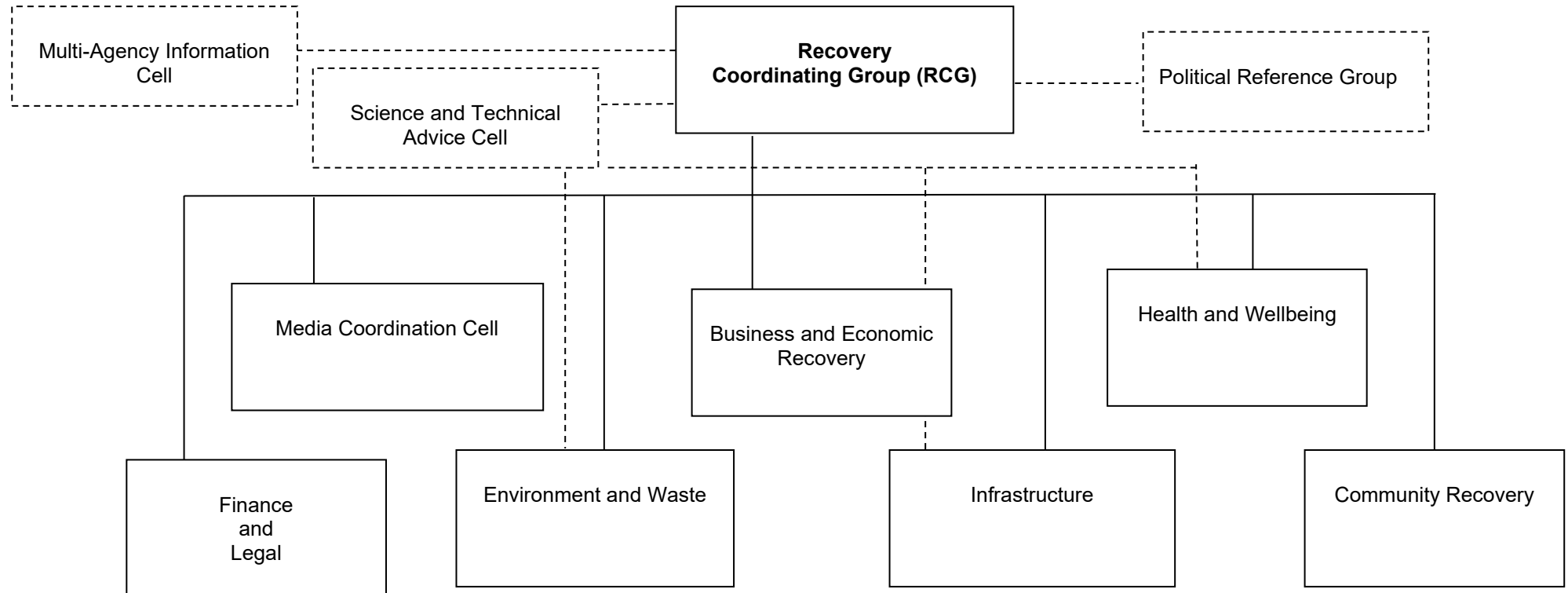
### **Business and Economic**

- Are businesses closed?
- How long are they likely to be closed for?

**Other**

- Are any VIP visits scheduled?
- Are there any Government reporting requirements?

## ANNEX E - GENERIC RECOVERY STRUCTURE



## **ANNEX F - RECOVERY COORDINATING GROUP TERMS OF REFERENCE**

### **a) Purpose**

- Strategic decision-making body for the recovery phase. Able to give the broad overview and represent each agency's interests and statutory responsibilities.
- Provides visible and strong leadership during the recovery phase to support communities and businesses to return to a state as near to normality as soon as possible.
- Takes advice from the subgroups, decides the strategy, and ensures implementation of the strategy and rebuilding of public confidence.
- Ensures the coordination and delivery of a consistent message to the public and media.

### **b) Chair and Secretariat**

Chaired by local authority, this may be the district or borough if a single district is affected or the county council, if more than one district is affected. The JEPU Emergency Planning Officers will maintain records of all RCG meetings, chase actions and coordinate a master record of all subgroup meetings.

### **c) Role**

- To feed in recovery issues whilst the SCG is running
- To complete an initial Recovery Impact Assessment
- To use any Community Impact Assessment produced during the response phase to inform the Recovery Impact Assessment. The knowledge and skills of the Community Recovery Subgroup should be utilised to assist this process.
- To establish, support and disband subgroups as appropriate which may be formed from existing partnerships
- To decide the overall recovery strategy, including clean-up, health, welfare, communications, economic and business recovery
- To allocate ownership for delivery of specific strategic objectives to a relevant subgroup (use of a project management tool should be considered to monitor progress)
- To give early direction on the prioritisation of physical locations for infrastructure recovery
- To coordinate and prioritise the recommendations and actions of the subgroups and to monitor progress
- To monitor resources and financial matters
- To agree exit strategy criteria and timescale
- Decide the final state of the physical infrastructure and natural environment affected by the incident
- Deal with other issues that fall outside the scope of the subgroups
- Oversee and approve all communication relating to the multi-agency recovery
- Maintain liaison with politicians at local and national level

- Make recommendations to elected members on the strategic choice between normalisation (restoring the area to its previous condition) and regeneration and renewal (aspiring to transform the area in support of longer-term development objectives)
- Ensure the recovery effort is undertaken in accordance with Government guidance
- To consider staff welfare and support.

#### **d) Membership**

RCG Membership must be tailored to the incident therefore the list below is a starting point. Others may be added where appropriate.

Senior representatives attend as relevant from:

- County Council/District Council(s) (SCC - including representation from Suffolk Public Health, Adult Social Care and Children and Young Peoples Services where required)
- Environment Agency
- Food Standards Agency
- Integrated Care Board (ICB)
- UK Health Security Agency
- Animal, Plant Health Agency
- Utility Companies
- Transport Providers
- Maritime and Coastguard Agency
- Police
- Fire and Rescue
- Regional Development Agency/Suffolk Business Board
- Ministry of Defence
- Ministry of Housing, Communities and Local Government
- Natural England
- Incident Site Operator
- Health and Safety Executive
- Voluntary Organisation representative
- Defra CBRN Emergencies team (if contamination issues)
- Chairs of subgroups including STAC if still formed

#### **e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Prioritisation
- Coordination
- Resources
- Finance
- Politics
- Compensation
- Use of military
- Public confidence

- Communications
- Exit state criteria
- Security

**f) Start Point Strategy**

To establish coordinated, collaborative and sustained recovery action that will promote effective and timely regeneration and renewal of impacted Suffolk communities.

**Indicative Objectives:**

- Saving and protecting human life and minimising further harm
  - Clean water supply
  - Effective sewage system and waste collection
  - Restoration of effective health services and social care
  - Food supply chain re-established
  - Disease incidence at normal levels
  - Support communities during phased restoration of power supply following outages.
- Get people back into secure accommodation
  - Closure of emergency accommodation (Rest Centres)
  - Re-housing of displaced people
  - Establishment of Humanitarian Assistance Centres (HAC)
- Get businesses up and running and people back to work
  - Restoration of key infrastructure
  - Schools reopened
  - Business support structure and recovery scheme in place

**g) Liaison**

- All Recovery subgroups
- Government departments
- Elected members
- Communities

## **ANNEX G - ENVIRONMENT AND WASTE SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

- To develop a preferred realistic remediation strategy for submission to, and agreement by, the RCG, to cover clean-up, monitoring and remediation of the natural environment, including repair of flood defences where economically and strategically appropriate
- Liaise closely with stakeholders and other subgroups.

### **b) Chair and Secretariat**

Chaired by the lead officer for environmental services in the local authority. Secretariat provided by the local authority. Unless it is agreed that it would be more appropriate for this group to be chaired by a relevant agency in which case, they will provide the Chair and Secretariat.

### **c) Role**

- To develop a preferred realistic remediation strategy for submission to, and agreement by, the RCG, to cover clean-up, monitoring and repair of the natural environment, including repair of flood defences
- To develop a preferred realistic remediation strategy for submission to, and agreement by the RCG to cover clean-up of the impacted environment to an agreed standard
- To identify long-term damage and safety issues relating to natural environment, any consequential issues relating to it and remedial action
- Develop a waste management strategy
- Review integrity of key natural protection assets and prepare strategy for reinstatement where required
- Monitor areas contaminated during and after the incident where necessary
- To report to the RCG on a regular basis
- Identify any potential future prevention/mitigation aspects
- Allocation of tasks to individual agencies
- To consider staff welfare and support.

### **d) Membership**

Senior representatives attend as relevant from:

- District/County/Borough Council eg.
  - Principal Environmental Health Officer
  - Waste Disposal Officer
  - Neighbourhood Management
- Environment Agency
- UK Health Security Agency
- Police (if advice on security of sites is needed)
- Food Standards Agency
- Animal Health

- National Trust/English Heritage/Natural England (if historic sites or protected areas are affected)
- SRF Climate Adaptation Officer
- Other agencies such as DEFRA CBRN Emergencies team, etc.
- Wildlife and marine conservation groups
- National Farmers Union (NFU)
- Insurance companies

**e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Resources
- Prioritisation
- Land ownership
- Finance
- Waste recovery and disposal
- Compensation
- Clean-up/remediation
- Contamination
- Counter measures
- Livestock/food stuffs
- Monitoring
- Hard resources/protection (flood defences etc.)

**f) Start Point Strategy**

To conduct coordinated, collaborative and sustained recovery action that will effectively address the impacts on Suffolk's environment and communities.

**Indicative Objectives:**

- Identify extent of pollution and plan how to remedy this
- Reduce the number of displaced people by making the environment safe
- Identify use of local capabilities and expertise to reduce reliance on external sources and switch community status from passive to active, helping to promote a positive psychological outlook.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX H - INFRASTRUCTURE SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

- Use expertise to give viable options for repair and replacement of essential services and infrastructure
- Ensure safety of public from dangerous structures or areas
- Liaise closely with stakeholders and coordinate recovery activities to minimise disruption.

### **b) Chair and Secretariat**

Chaired by the lead officer for Highways or Planning in the local authority. Secretariat provided by the local authority. Unless it is agreed that it would be more appropriate for this group to be chaired by a relevant agency in which case, they will provide the Chair and Secretariat.

### **c) Role**

- To develop a preferred remediation strategy for submission to, and agreement by, the RCG, to cover repair or replacement of physical infrastructure
- To prioritise the restoration of Critical National Infrastructure
- To reinstate key essential services and utilities at an acceptable level for use
- Review integrity of key assets and prepare strategy for reinstatement where required
- To report to the RCG on a regular basis
- Commission remedial work (building to make safe, demolition). For essential services/assets, building/structural, transport, health and educational infrastructure, consider:
  - Temporary structures
  - Redesign
  - Repair
  - Rebuilding
- Consider planning permission for new build, repairs to listed/graded buildings
- Identify whether compulsory purchase orders are required
- Consider location and reconstruction requirements for memorial structure(s)
- Allocation of tasks to individual agencies
- To consider staff welfare and support.

### **d) Membership**

Senior representatives attend as relevant from:

- District/County/Borough Council – representatives, eg.
  - Principal Environment Health Officer
  - Building control
  - Transport and Highways
  - Planning Authority
  - Health and Safety Manager

- NHS England
- Police (if advice on security of sites is needed)
- Utility and Transport organisations
- National Trust/English Heritage/Natural England (if historic sites or protected areas are affected)
- Environment Agency
- SRF Climate Adaptation Officer

**e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Resources
- Prioritisation
- Land ownership
- Finance
- Waste recovery and disposal
- Compensation
- Clean-up
- Counter measures
- Livestock/food stuffs
- Monitoring
- Hard resources/protection (flood defences etc)

**f) Start Point Strategy**

To conduct coordinated, collaborative and sustained recovery action that will effectively address the impacts on Suffolk's infrastructure and communities.

**Indicative Objectives:**

- Develop an action plan to address issues raised
- Restore infrastructure in critical areas
  - Roads clear
  - Bridges open
- Restore utilities, gas, electricity, and water
- Identify major risk areas to loss of human life
- Identify critical areas/care homes/communities and prioritise restoration.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX I - COMMUNITY RECOVERY SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

- To reflect community concerns, feelings and initiatives and assist in informing the wider community
- Assist in the production of the Recovery Impact Assessment through identification of community related impacts.

### **b) Chair and Secretariat**

Chaired by the lead officer for community engagement in the local authority. Secretariat provided by the local authority.

### **c) Role**

- To provide and coordinate ongoing support to the residents affected and the wider affected community in a fair and equitable manner
- Assist in informing the wider community of discussions and progress of the RCG
- To facilitate assessment of the long-term impact on community cohesion and capacity
- Reflect community concerns, feelings and initiatives and bring these to the attention of the RCG
- Establish public help lines and consider support centres ensuring availability of latest information through liaison with the Media Coordination Cell
- Provide reassurance eg. over property security
- To report progress back to the RCG on a regular basis
- To consider diversity including culture and religion
- Promote access to insurance and compensation claim process for the public
- Manage the applications and disbursement process for public appeals
- Consider the communities interests in the context of overall recovery aims and objectives including the choice between normalisation and regeneration and renewal
- Allocation of tasks to individual agencies
- To consider staff welfare and support.

### **d) Membership**

- Local authority Community Safety and Equalities and Diversity staff
- Suffolk Public Health
- SRF Resilient Communities Officer
- Parish and/or Town Council Representatives
- Local elected members for District/Borough and County Council
- Residents' associations
- Tenants' associations
- Local schools
- Local businesses
- Voluntary and Community Sector representation
- Community groups (including religious faith groups)

- Disaster Fund Manager (if established)
- Representatives from other RCG subgroups (as required for interlinked impacts)
- Police (for example, locality Inspector or Chief Inspector).

**e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Regeneration
- Insurance
- Effect on community
- Community consultation/communications – this could be indirectly, directly through councillor engagement, directly through public meetings, use of a HAC/Information Centre or through proactive monitoring
- Support to the community
- Community cohesion
- Community security/law and order (public safety)
- VIP visits
- Re-establishing community spirit.

**f) Start Point Strategy**

To conduct coordinated, collaborative and sustained recovery action that will effectively support the people of Suffolk impacted by the incident to move forward.

**Indicative objectives:**

- Assess the overall impact on the community
- Establish and assist with the formation of Community Groups as required
- Supporting the establishment of public appeals, anniversaries and memorials
- Promotion of community self-sustainability (using local capacity and expertise)
- Promotion of community confidence and reassurance
- Involvement of Area Committees/Groups (where these are in place)
- Recommend a criterion for provision of services to those in need
- Establish public help lines and consider support centres, including Humanitarian Assistance Centres
- Develop an action plan to address issues raised.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities
- Humanitarian Assistant Centre (HAC) Management Group (if established)

## **ANNEX J - HEALTH AND WELLBEING SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

- Bring together the relevant health and wellbeing expertise to coordinate the provision of a full range of practical assistance, support and, where necessary, counselling to those directly or indirectly affected by the incident
- Similar consideration should also be given to the family and friends of those affected but who may live elsewhere.

### **b) Chair and Secretariat**

Chaired by Director of Public Health or lead officer for Adult Social Care. Secretariat provided by the local authority. Unless it is agreed that it would be more appropriate for this group to be chaired by a relevant agency in which case, they will provide the Chair and Secretariat.

### **c) Role**

- Assess and provide health and wellbeing services to those affected, including re-housing (liaison with insurance companies if required)
- Allocation of tasks to individual agencies
- Coordinate necessary actions to be able to close Rest Centres
- Coordinate necessary actions to be able to reopen schools at the earliest opportunity
- Coordination of assistance to avoid duplication of effort including the voluntary organisations
- Collation of data on affected persons
- Advise Infrastructure group on health and welfare benefits/desire for restoration of services to prevent infection
- Prepare a health monitoring and protection strategy
- Maintain normal health and social care services
- Establish extra health and wellbeing services if required
- Ensure public is informed about any health implications resulting from the incident
- To provide and coordinate ongoing support to residents affected and the wider community
- Identify vulnerable groups at risk from the outcomes of the incident
- To consider the health issues eg. psychological impact and stress systems, long-term effects/mental health, and alcoholism
- To consider staff welfare and support
- To ensure clear and consistent information is readily available to the community
- To report progress to the RCG on a regular basis
- Manage the return to self-sufficiency.

### **d) Membership**

Core membership as appropriate from:

- County/District/Borough Council, including:
  - Adult Social Care (ASC)
  - Public Health

- Children and Young People's Services
- Environmental Health Officer
- Housing and Homelessness
- Legal and Democratic Services (for link to elected members)
- Norfolk and Suffolk Integrated Care Board:
  - Acute (Hospital) Care Trust
  - Norfolk and Suffolk Foundation Trust
- East of England Ambulance Service
- UK Health Security Agency
- Community Recovery Subgroup representative
- Schools' representation

Invited membership as appropriate from:

- Voluntary Sector eg. Community Action Suffolk, British Red Cross, Salvation Army, Citizens Advice, Samaritans, Age UK, other partners from SRF Voluntary and Communities Sector in Emergencies Partnership (VCSEP)
- Representation from Faith Groups
- Collaborative Communities Board (LA representation may already cover this)
- Suffolk Health and Wellbeing Board
- Disability carers services
- Jobcentre Plus
- Incident Care Team from the relevant transport operator
- HM Coroner

#### **e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Physical health
- Mental health
- Accommodation – public and private
- Support networks
- Exit strategy
- Donations, eg. clothing, money, food, other
- Civil amenities
- Rural and urban
- Re-establishing community spirit

#### **f) Start Point Strategy**

To conduct coordinated, collaborative and sustained recovery action that will effectively support the health and wellbeing of people impacted by the incident.

#### **Indicative Objectives**

- Assess immediate health and wellbeing needs of the affected community including displaced people
- Maintain normal health and social care services and supplement additional services where needed
- Consider early key health messages for public health

- Advise infrastructure group regarding health and welfare benefits/desires for restoration of services to prevent infection
- Develop an action plan to address issues raised.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX K - FINANCE AND LEGAL SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

Primary aim is to assess the financial and legal implications for the affected area and each authority, obtain external funding and provide advice to the RCG.

### **b) Chair and Secretariat**

Chaired by lead officer for Finance or a Lawyer in the local authority. Secretariat to be provided by the local authority.

### **c) Role**

- To ensure financial accountability for the recovery phase
- To oversee the management of the collection and distribution of funds and aid in collaboration with other recovery subgroups
- To consider financial resource implications
- Clarify possible funding sources and entitlement
- Provide guidance on interim/emergency authorisation limits and escalation process
- Assess and understand levels of insured and uninsured costs
- Clarify the position on business rates, council tax and rent relief
- Assess scales of potential revenue loss and consequent impacts
- To ensure that the records differentiate between response and recovery expenditure
- Liaise with the Business and Economic Recovery Subgroup on impacts to local businesses and potential support options
- Develop an expenditure pro-forma
- To maintain close links with the insurance companies and insurance officers and lead issues relating to compensation and insurance claims for the general public
- To investigate and secure financial assistance that might be available from Government Departments
- To provide appropriate financial information and support
- To report progress to the RCG on a regular basis
- To revert to business-as-usual processes as soon as possible, eg. procurement and authorisation levels
- Ensure value for money procurement arrangements
- Allocation of tasks to individual agencies
- To consider staff welfare and support.

### **d) Membership**

Membership as appropriate from:

- Districts/Borough Council including financial officers
- County Council including financial officers
- Public appeal fund coordinator eg. Suffolk Community Foundation, British Red Cross

- Site Operator
- Association of British Insurers representatives
- Legal professional

**e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Central Government Department funding
- Emergency financial assistance
- Research capital works and programmes
- Loss of business rates
- Loss of council tax revenue
- Housing provision costs
- Education costs
- Social Services costs
- Increase in benefits payments
- Depleted community economic base
- Uninsured losses
- Litigation
- Compensation issues
- Claims

**f) Start Point Strategy**

To assess the financial and legal implications for the affected area, each authority, and proposed recovery action and provide advice to the RCG.

**Indicative objectives**

- Clarify possible funding sources and entitlement
- Ensure each subgroup keeps appropriate records of expenditure
- Set interim/emergency authorisation limits and escalation process
- Assess and understand levels of insured and uninsured costs
- Support the establishment of a public Disaster Appeal
- Clarify position on Business rates, council tax and rent relief
- Assess the scale of potential revenue loss and consequential impacts
- Develop an action plan to address issues raised.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX L - BUSINESS AND ECONOMIC RECOVERY SUBGROUP TERMS OF REFERENCE**

### **a) Purpose**

Assess the economic implications for the incident area and provide assistance to enable businesses affected by the emergency to resume activity as soon as possible.

### **b) Chair and Secretariat**

Chaired by lead officer for Economic Development. Secretariat to be provided by the local authority. Unless it is agreed that it would be more appropriate for this group to be chaired by a relevant agency in which case, they will provide the Chair and Secretariat.

### **c) Role**

- To provide immediate support to business and employees
- To oversee the development and implementation of a regeneration strategy for the business community linked to the Borough/District Council regeneration vision
- To maintain proactive communications, and networks to encourage cooperation and business involvement
- Provide Business Advice Group in a pre-designated location (could be located with the HAC)
- To report progress to the RCG on a regular basis
- Allocation of tasks to individual agencies
- To consider staff welfare and support.

### **d) Membership**

Membership as appropriate from:

- Chamber of Commerce
- County/District/Borough Economic Development Officers
- Suffolk Business Board
- Business Innovation and Skills (Suffolk and Norfolk)
- Town Centre Partnerships and Business Improvement Districts
- Enterprise Agencies
- Suffolk Tourism Bodies (Visit East of England)
- Key Local Businesses
- Utilities
- Citizens Advice
- Jobcentre Plus
- Federation of Small Businesses
- Local Business Forums/Networks
- Trade Unions (link to immediate support to businesses and employees)
- Trade Associations/Retail Forums
- Association of British Insurers
- Other agencies as required, eg. National Trust, National Farmers Union, etc.
- Trading Standards

**e) Issues**

- Equality – ensure recovery processes are fair and accessible for all people impacted by the incident
- Regeneration
- Identify affected businesses
- Liaison with local businesses
- Identify issues affecting local businesses
- Consideration of the support to business i.e., temporary accommodation
- Enlist support of trade and business associations including Business Improvement Districts
- Liaison with Government and other agencies re possible funding
- Promote Business Continuity advice

**f) Start Point Strategy**

To conduct coordinated recovery action which promotes sustainable business and economic activity to at least pre-incident levels and identifies opportunities for regeneration and future growth.

**Indicative objectives**

- Provide advice, support, guidance and alternative locations to businesses to enable timely structural rebuilding programmes to be undertaken for affected premises
- Provide financial advice, support, guidance and access to funding to businesses to enable and enhance quick return to self-funding activity
- Provide health and safety advice, human resource advice, support, and guidance to businesses
- Provide specific area advice to re-establish agricultural capacity to the farming community
- Promote Suffolk business opportunities
- Provide robust barriers to opportunist activity.

**g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX M - STAC TERMS OF REFERENCE**

### **a) Purpose**

To provide timely and coordinated scientific, technical, environmental, and public health advice to the RCG.

### **b) Chair and Secretariat**

The STAC Chair and STAC support is provided by UKHSA CRCE or the most appropriate agency.

### **c) Role**

- To provide a single point of scientific advice to the RCG on scientific, technical, environmental, and public health matters
- Pool available information and arrive, as far as possible, at a common view on the scientific and technical merits of different courses of action
- To consider staff welfare and support.

### **d) Membership**

STAC members can be drawn from a range of agencies/organisations depending on the nature of the incident and specialism required.

- Animal and Plant Health Agency
- Control Of Major Accident Hazard (COMAH)/Nuclear Site Operator
- Media Coordination Cell Chair
- Emergency Service Technical Advisers
- Environment Agency
- Food Standards Agency
- Environmental Health
- Health and Safety Executive
- Director of Public Health or their nominee
- Met Office
- MHCLA
- Ministry of Defence
- NHS partners as required
- Office of Nuclear Regulation
- UK Health Security Agency Subject Matter Expert(s)
- Other agencies/organisations invited to address sector specific issue, such as the utilities or transport operators.

### **e) Liaisons**

- RCG
- Relevant recovery subgroups

For further information see UKHSA East of England STAC Plan, SRF Generic Response Plan and SRF Strategic Coordination Centre Guidance. (available on Resilience Direct).

## **ANNEX N - MEDIA COORDINATION CELL TERMS OF REFERENCE**

### **a) Purpose**

This group will formulate an overall Communications Strategy, expanding upon the work of public consultation and media teams set-up during the response phase to ensure that the public and media are fully informed. This cell will work closely with all subgroups to ensure messages are disseminated in a timely manner to keep the affected communities informed.

### **b) Chair and Secretariat**

Chaired by the lead officer for media and communications in the local authority. Secretariat to be provided by the local authority.

### **c) Role**

- To ensure effective and timely communication and consultation with affected communities
- To formulate an overall Communications Strategy
- To ensure all information presented to the affected communities is accessible to all, this could include versions of the information being available in multiple languages and easy-read formats
- To ensure the involvement of stakeholders
- To ensure consistency of message
- To respond as appropriate to negative media stories, misinformation and disinformation
- To have representation on the other subgroups if possible
- To ensure that all staff, elected members and those involved are kept informed
- To coordinate VIP visits
- To manage the media locally and provide regular media briefing sessions
- Support established public help lines and support centres by ensuring they have the latest information
- To manage information both externally and internally
- To establish channels for information from participating agencies
- Maintain effective working relationship with key agencies
- Empower communities to respond to the incident
- To consider staff welfare and support
- To liaise with national communications via Government Communication Service (GCS)/Media Emergency Forum.

### **d) Membership**

- SRF partner organisation Communications Teams
- Other Communications officers as appropriate (operator's press officer if relevant).
- SRF Communications Officer

## **e) Issues**

- Equality – ensuring recovery communication is accessible to all people
- VIP visits/anniversaries
- Public relations
- Media relations
- Stakeholder liaison
- Projecting positive image
- Monitoring the press
- Monitoring local and national media
- Monitoring social media for inaccurate stories and misinformation, disinformation and malinformation
- Assess the views of the local community
- Establish key messages and lines to take
- Provide accurate and timely information through all channels eg. websites/social media/help lines
- Coordinate and advise on all media relations
- Identifying an appropriate spokesperson for different issues and levels of response
- Provide clear messages in consultation with stakeholders
- Keeping elected members and local politicians informed of lines to take
- Ensure effective internal communications with staff in all partner bodies
- Set up Customer Service links – linking them into the larger communication circle
- Releasing information in a timely manner for all partners involved.

## **f) Start Point Strategy**

To ensure that relevant and consistent messages are generated and circulated to all communities including internal staff, elected members and hard to reach groups.

### **Indicative objectives**

- Manage media
- Managing information both externally and internally
- Ensure effective and timely communication of information
- Establish channels for information from participating agencies
- Empower communities to respond to the incident
- Identify key messages both internally and externally
- Identify appropriate spokesperson
- Establish media briefings on a regular basis.

## **g) Liaisons**

- RCG
- Relevant recovery subgroups
- Elected members
- Communities

## **ANNEX O - STANDARD AGENDA FOR RCG MEETINGS**

1. Urgent Actions
2. Review progress on actions from last meeting
3. Overview of recovery progress
4. Confirm and allocate new actions
5. Update from subgroups
  - Priorities
  - Update on progress including targets/milestones achieved
  - Points for clarification for RCG
  - Points for clarification for other subgroups
  - Debrief/Lessons Identified points
  - AOB
  - Time/date of next meeting
6. Prioritisation of tasks and coordination
7. Set/Review Strategy/Objectives
8. Update Recovery Impact Assessment
9. Update Central Government Reports (when necessary)
10. Any other business
11. Time of next meeting

## **ANNEX P - STANDARD AGENDA FOR FIRST SUBGROUP MEETING**

1. Introductions
2. Terms of reference for the group
  - Legal considerations
3. Membership
  - Responsibilities and authority
  - Other agencies that may be required
4. Update Recovery Impact Assessment
5. Update on issues
6. Agree scope, strategy and programme of work reporting
7. People, workforce requirements, gaps and issues
8. Health and Safety issues
9. Any other issues
10. Schedule of meetings

Minutes of the meeting should be taken as well as the maintenance of a key decision/action log. These minutes should be shared with all attendees.

**Please note** - the right individuals with the right level of seniority should be on the group and that same individual will need to commit to the group going forward to ensure continuity.

## Suffolk Recovery Impact Assessment Template

Process:

- The RCG will oversee the completion of the initial impact assessment
- The initial impacts assessment should be completed by the RCG with support from members of the TCG/MAIC during the response phase
- If established, other Recovery Subgroups should also be utilised to complete the initial RIA
- The impact assessment will require input from many agencies to establish a full understanding of the impacts
- The RCG may direct subgroups to complete a more detailed impact assessment
- The RCG should carefully consider the reporting timescales to allow all agencies time to collate information balanced against the need for its urgency
- The RCG and subgroups should consider inviting national experts to support a more detailed impact assessment
- The initial impact assessment included in this plan includes questions, but it should not be limited to these, rather they should be used as prompts to support agencies undertaking the impact assessment
- It has been broken down into five interlinked categories of impact that individuals and communities may need to recover from. These are environment, economic, health and wellbeing, infrastructure, and communities impacts
- To aid this review, it is recommended that each impact is given an impact score to indicate the severity of a particular area. This will assist in focussing the efforts of the range of partners who will be involved in the recovery process and will enable the RCG meetings to focus on any significant or catastrophic impacts if time is limited
  - 1 = No or limited impact
  - 2 = Moderate impact
  - 3 = Minor impact
  - 4 = Significant impact
  - 5 = Catastrophic impact
- The SRF Localised Impact Scoring criteria available on Resilience Direct may assist with determining the impact rating given
- The impact assessment is a frequentative process; therefore, it should be updated and reviewed regularly
- After the impact assessment process, needs and resulting actions should be accurately captured in an action plan and progress monitored continuously
- The RCG is responsible for prioritising actions using the Action Plan. A suggested template for a Recovery Action Plan is shown in [Annex R](#)
- The RCG is tasked with strategic coordination and oversight of recovery issues and actions, however most actions will be implemented by recovery subgroups or new working groups as required.

## Communities

To be assessed by the Community Recovery Subgroup. Further details can be found in [Annex I](#).

*Description of all impacts that directly affect people and communities and include existing mitigations*

Consideration	Impact	Impact Score	Current mitigation in place	Action
What immediate impacts are being felt by people within communities?				
Are there any communities who have been particularly disadvantaged by the incident and its consequences eg. students or commuters?				
How many homes/people have been directly affected by the incident?				
How many homes/people will be impacted by the incident?				

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has there been any displacement?				
What community spaces have been directly affected by the incidents? eg. parks and libraries				
Have local community groups been impacted? eg. faith groups, vulnerable groups, support groups etc.				
Has there been an increase in tensions between communities?				
Could these escalate into a dispute or conflict?				
What has been the impact of the incident on the reputation of responding agencies?				

Consideration	Impact	Impact Score	Current mitigation in place	Action
Describe the political involvement at a district and borough level, county and national level?				
How is the impact of the incident on communities being reported in the media? Including social media.				
Are there any financial or legal issues?				

## Environmental

To be assessed by the Environment and Waste Subgroup and Suffolk Fire and Rescue Service. Further details can be found in [Annex G](#).

*Description of all impacts that affect the environment and include existing mitigations*

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has there been any pollution due to the incident? Scale, location, and type of pollution.				
Has there been any decontamination due to the incident? Type, quality etc.				
Has waste been created due to the incident? If so, is this waste hazardous/contaminated?				
What impact has this incident had on natural resources and/or habitats?				
What is the impact on public amenities? eg. beaches				

Consideration	Impact	Impact Score	Current mitigation in place	Action
How is the impact of the incident on the environment being reported in the media? Including social media.				
Are there any financial or legal issues?				

## Economic

To be assessed by the Business and Economic Recovery Subgroup. Further details can be found in [Annex L](#).

*Description of all impacts that affect business and economic activity and include existing mitigations*

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has the incident impacted on people's ability to attend work?				
Has the incident impacted on the ability of local businesses to operate?				
Has the incident impacted on a particular industry eg. farming?				
Has this or is this incident likely to have a negative impact on the local economy?				
How is the impact of the incident on the economy being reported in the media? Including social media.				
Are there any financial or legal issues?				

## Infrastructure

To be assessed by the Infrastructure Subgroup. Further details can be found in [Annex H](#).

*Description of all impacts that affect the services used by people and communities and include existing mitigations*

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has the incident impacted on people's access to local services including local shops and religious centres?				
Has the incident disrupted utilities and essential services?				
What has been the impact of the incident on local transport networks?				
What has been the impact of the incident on wider transport?				
What has been the impact on access to educational establishments?				
Has the incident disrupted food supply chain?				

Consideration	Impact	Impact Score	Current mitigation in place	Action
Is security needed for any buildings or public spaces?				
How is the impact of the incident on infrastructure being reported in the media? Including social media.				
Are there any financial or legal issues?				

## Health and Wellbeing

To be assessed by the Health and Wellbeing Subgroup. A Humanitarian Assistance Centre Management Group and/or Mass Fatalities Coordination Group may also provide input if activated. Further details can be found in [Annex J](#).

*Description of all impacts that affect the health and wellbeing of people and include existing mitigations*

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has the incident impacted people's health?				
What have the psychological impacts been on people? Including responding personnel.				
What have the physical impacts been on people? Including responding personnel.				
Could there be long-term psychological impacts?				
Could there be long-term physical impacts?				
Has or will the incident impact primary care services?				
Has or will the incident impact secondary care services?				

Consideration	Impact	Impact Score	Current mitigation in place	Action
Has the incident impacted acute hospitals business as usual?				
How is the impact of the incident on health and wellbeing being reported in the media? Including social media.				
Are there any financial or legal issues?				

## IMPACT SCORING SCALE

Level	Descriptor	Categories of impact	Description of Impact
1	Limited	Health & wellbeing	Low number of injuries or small impact on health & wellbeing
		Infrastructure	Insignificant disruption including transport services and infrastructure
		Communities	Insignificant disruption to communities  Low number of people displaced, and small amount of personal support required
		Economic	Low impact on local economy
		Environment	Insignificant impact on environment
2	Minor	Health & wellbeing	Small number of people affected, no fatalities, and a small number of minor injuries with first aid treatment
		Infrastructure	Minor localised disruption to infrastructure < 24 hours  Minor localised disruption to services
		Communities	Minor damage to properties  Minor displacement of a small number of people for < 24 hours and minor personal support required  Minor localised disruption to community services
		Economic	Negligible impact on local economy and cost easily absorbed
		Environment	Minor impact on environment with no lasting effects
3	Moderate	Health & wellbeing	Moderate number of fatalities and some casualties requiring hospitalisation and medical treatment and activation of NHS Mass Casualty Plans, the automated intelligent alert notification system, procedures in one or more hospitals

Level	Descriptor	Categories of impact	Description of Impact
		Infrastructure	Damage that is confined to a specific location, or to several locations, but requires additional resources  Localised disruption to infrastructure
		Communities	Localised displacement of > 100 people for 1-3 days  Localised disruption to community services
		Economic	Limited impact on local economy with some short-term loss of production, with possible additional clean-up costs
		Environment	Limited impact on environment with short-term or medium-term effects
4	Significant	Health & wellbeing	Significant number of people in affected area impacted with multiple fatalities, multiple serious or extensive injuries, significant hospitalisation, and activation of NHS Mass Casualty Plans procedures across several hospitals
		Infrastructure	Significant damage that requires support for local responders with external resources
		Communities	100 to 500 people in danger and displaced for longer than 1 week. Local responders require external resources to deliver personal support  Significant impact on and possible breakdown of delivery of some local community services
		Economic	Significant impact on local economy with medium-term loss of production.  Significant extra clean-up and recovery costs
		Environment	Significant impact on environment with medium- to long-term effects

Level	Descriptor	Categories of impact	Description of Impact
5	Catastrophic	Health & wellbeing	Very large numbers of people in affected area(s) impacted with significant numbers of fatalities, large number of people requiring hospitalisation with serious injuries with longer-term effects
		Infrastructure	Extensive damage to properties and built environment in affected area requiring major demolition  Serious damage to infrastructure causing significant disruption to, or loss of, key services for prolonged period. Community unable to function without significant support.  Local community services unable to run
		Communities	General and widespread displacement of more than 500 people for prolonged duration and extensive personal support required
		Economic	Serious impact on local and regional economy with some long-term, potentially permanent, loss of production with some structural change.  Extensive clean-up and recovery costs
		Environment	Serious long-term impact on environment and/or permanent damage

## ANNEX R - ACTION PLAN

(Example - Coastal flooding)

Below is a suggested format for a recovery action plan. It is recommended that the action plan is developed on the basis of the Recovery Impact Assessment.

To aid this process, each strategic objective/action should be given a priority rating, where an action is:

- E = Essential
- I = Important
- D = Desirable

This will assist in focussing the efforts of the range of partners who will be involved in the recovery process and will enable the Recovery Coordinating Group meetings to focus on any essential and important actions if time is limited.

Item no	Strategic Objective/ Action	Tasked to recovery subgroup	Priority	Timescale	Implementation Responsibility Lead/Partner	Resource requirements	Funding requirements	Status/Update
1	Repair the flood defences and affected infrastructure	Environment and Waste subgroup	E					
2	Provide alternative accommodation where required	Health and wellbeing subgroup	E					
3	Working with insurers and householders to assist people to reoccupy homes	Health and wellbeing subgroup	E					

Item no	Strategic Objective/ Action	Tasked to recovery subgroup	Priority	Timescale	Implementation Responsibility Lead/Partner	Resource requirements	Funding requirements	Status/Update
4	Safe disposal of contaminated material from affected properties	Environment and Waste subgroup	E					
5	Understanding the business sector's needs for medium/longer term	Business and Economic Recovery subgroup	I					
6	Understanding community needs for medium/longer term	Community Recovery subgroup	I					
7	Maintain communications to and from the affected community	Media Coordination Cell / Community Recovery subgroup	I					

## ANNEX S - CENTRAL GOVERNMENT REPORTING

In the event of central Government recovery coordination, reporting requirements will be confirmed at the outset, together with the mechanism (eg. Recovery Reporting Framework, Resilience Direct, Delta or a different system) by which this information will be collated to ensure that there is a common understanding of expectations between government departments and local responders.

The information required from Central Government must have a sound rationale for it being requested and any data requested should be kept at a minimum whilst still allowing Departments and Ministers sufficient information from affected areas to allow them to determine the scale of the recovery situation and make decisions about the type of support that may need to be offered, including possible recovery funding schemes from Departments. The information requested will also help Central Government to monitor progress being made during the recovery process.

This annex to the plan provides examples of information which may be requested by Central Government. Through the reporting process the following Central Government Departments may request information:

### Department for Education (DfE)

The Department for Education may seek information relating to the impact of the incident on:

- Schools, early years and childcare settings
- Provision of Further and Higher Education
- Further Education Colleges and Higher Education Institutions (HEIs) in the affected areas

#### 1. Disruption

What has been the disruption to SCHOOLS?

For each local authority:

	Still Open		Closed		Re-opened	
	Schools	Pupils	Schools	Pupils	Schools	Pupils
Primary						
Secondary						
Academy						
Special						
Independent						

What has been the disruption to EARLY YEARS AND CHILDCARE SETTINGS?

Local Authority	Settings Still Open	Settings Closed	Settings Re-opened

What has been the disruption to OTHER SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES?

Local Authority	Care System	Vulnerable Children	Other services for CYP	Youth Justice / secure estate

## 2. Damage

What has been the damage to SCHOOLS?

Local Authority	Schools with severe damage	Schools with significant damage	Schools with minor damage	Number of pupils in schools suffering damage

What damage has there been to OTHER SERVICES FOR CHILDREN, YOUNG PEOPLE AND FAMILIES?

### Department for Transport (DfT)

The Department for Transport may seek information relating to the impact of the incident on ROADS and PUBLIC TRANSPORT.

### Ministry of Housing, Communities & Local Government (MHCLG)

The Ministry of Housing, Communities & Local Government may seek information relating to the impact on HOUSEHOLDS such as:

Displaced Households	Figures
Owner occupied – wholly displaced	
Owner occupied – partially displaced	
Owner occupied – without building insurance (this may affect the speed in which they return home)	
Local Authority/Registered Social Landlord – wholly displaced	
Local Authority/Registered Social Landlord – partially displaced	
Private Rented Sector tenants – wholly displaced	
Private Rented Sector tenants – partially displaced	
Total wholly displaced living in caravans	
Total number of affected households	

What arrangements are in place with regards to Humanitarian Assistance for those affected?

**Department for Culture, Media and Sport (DCMS)**

The Department for Culture, Media and Sport may seek information relating to the impact on:

- Tourism and the leisure industry
- Historic environment
- Museums, galleries, theatres, and libraries
- Sports facilities

**Department for Business and Trade**

The Department for Business and Trade may seek information relating to the impact on:

- Disruption to services
- Damage to infrastructure

Information may be sought on the impact to the business community in the area. For example:

<b>Business Impact</b>	<b>Figures</b>
Number of businesses	
Value of businesses	
Number of employees	
Number of large and strategic businesses	
Number of Small/Medium Enterprises	

In relation to these businesses information may be requested on:

<b>Business Impact</b>	<b>Figures</b>
Partially open - trading, but not fully functioning or fully operational	
Temporarily closed - recovery plan in operation	
Require/seeking temporary premises	
Now open but operating from temporary premises	
At risk of failure - no recovery plan in operation, no insurance	
Permanently closed - recovery plan and/or intervention failed – Number of redundancies	
Receiving recovery support – (indication of value)	
Total number of businesses impacted	

**Department for Environment, Food and Rural Affairs (DEFRA)**

The Department for Environment, Food and Rural Affairs (DEFRA) may seek information relating to the impact on:

- the health and welfare of animals
- the rural economy
- food availability and supplies
- waste management
- water supply and sewerage
- drinking water
- access to the countryside
- the open environment

## **ANNEX T - HAZARD & ISSUE SPECIFIC CHECK LISTS**

The aim of this Annex is to provide an aide memoire of additional points that may also need to be considered in the recovery planning. They are sub divided into Hazard and Issue specific points.

### **HAZARD DEPENDENT ADDITIONAL POINTS**

#### **Chemical, Biological, Radiological & Nuclear (CBRN) Deliberate Use**

Decontamination of the environment  
Consider Defra CBRN Emergencies  
Monitoring environment and affected people  
Health implications  
Economic implications  
Access – roads, homes, businesses etc.  
Infrastructure  
Security

#### **Flooding (Tidal & River)**

Decontamination  
Rehousing/temporary accommodation  
Health implications  
Clean-up  
Future prevention - sea defences, drain maintenance etc.  
Economic implications - Insurance etc.  
Access - roads, homes, businesses etc.  
Infrastructure  
Reputation  
Security

#### **Human Health**

Economic aspect – Staff not attending, business continuity  
Early detection prevention measures of disease/virus and communications around this  
Psychological/physical impacts  
Ongoing health monitoring  
Misinformation, disinformation and malinformation  
Public perception  
Reputation  
PPE requirements

## **Animal Disease**

Ongoing control of animal movement  
Economic – Potential supply and demand problem  
Ongoing human health implications  
Environmental issues surrounding disposal  
Reputation  
Infrastructure – road closures etc.

## **Transport**

Identification of victims  
Memorial funds  
Clean-up  
Infrastructure  
Future prevention  
Reputation  
Re-housing/rebuilding  
Environmental

## **Control of Major Accident Hazards (COMAH)/Major Accident Control Regulations (MACR)**

Decontamination of the environment  
Consider Defra CBRN Emergencies  
Reputation  
Economic  
Infrastructure  
Ongoing health monitoring  
Memorial fund  
ID of victims  
Future prevention  
Security

## **Crime**

Public perception  
Reputation  
Economic  
Future prevention  
Community tension/vigilantes  
Security  
Links with neighbours

## **Industrial Action**

Economic  
Employee conflict  
Community impact  
Business Continuity Planning

## **Oil Pollution**

Decontamination, remediation, and restoration of the environment  
Reputation  
Economic  
Infrastructure  
Future prevention  
Potential supply and demand problem (fish stocks etc.)

## **Nuclear Accident**

Long-term shelter and re-housing  
Road closures  
Public Health  
Food and milk  
Water  
Environment  
Remediation  
Waste management  
Technical Recovery Options (clean-up)  
'How clean is clean?'  
Consider Defra CBRN Emergencies  
Monitoring  
Media and Public Information

## **ISSUE DEPENDENT ADDITIONAL POINTS**

### **Media/Comms**

Reassurance  
Public information  
Future prevention  
Reputation  
Use to advantage  
Maintain close liaison  
Staff information

### **Finance**

Finance of future prevention  
Management of memorial fund  
Insurance implications

### **Waste Management**

Cost  
Resources  
Availability of appropriate disposal sites  
Decontamination  
Health issues – monitoring  
Environmental

## **ANNEX U - NATIONAL RECOVERY GUIDANCE TOPIC SHEETS**

The following topic sheets (with links to relevant case studies) can be found in the National Recovery Guidance on the Cabinet Office website at

[National Recovery Guidance - Detailed guidance - GOV.UK](#)

### **Generic Issues**

Recovery structures and processes  
Training and exercising  
Data protection and sharing  
Mutual aid  
Military aid  
Working with the media  
The role of elected members  
VIP visits and involvement  
Impacts on local authority performance targets  
Inquiries  
Investigations and prosecutions  
Coroner's Inquests  
Recovery evaluation and lessons identified processes  
Impact assessments  
Reporting  
Voluntary sector

### **Humanitarian aspects**

Needs of people – health  
Displaced people  
Foreign nationals  
Community engagement  
Commemoration  
Community cohesion  
Needs of people - non-health  
Financial support for individuals  
Investigation and prosecutions  
UK residents affected by overseas emergencies  
Non-resident UK nationals returning from overseas emergencies  
Mass fatalities

### **Environmental Issues**

Environmental pollution and decontamination  
Dealing with waste  
Animal health and welfare

### **Economic Issues**

Financial impact on local authorities  
Economic and business recovery

### **Infrastructure Issues**

Access to and security of sites  
Utilities  
Repairs to domestic properties  
Historic environment  
Site clearance  
Dealing with insurance issues  
Damaged school buildings  
Transport

**ANNEX V - GLOSSARY**

<b>Abbreviation</b>	<b>Description</b>
ASC	Adult Social Care
BTP	British Transport Police
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CCA	Civil Contingencies Act 2004
CEPG	Community Emergency Planning Group
COBR	Cabinet Office Briefing Room
CYPS	Children and Young People's Services
DBT	Department for Business and Trade
DEFRA	Department for Environment, Food and Rural Affairs
DfT	Department for Transport
MHCLG	Ministry of Housing, Communities and Local Government
MHCLG RED	Ministry of Housing, Communities and Local Government Resilience and Emergencies Directorate
EA	Environment Agency
ECC	Emergency Control Centre
EIA	Equality Impact Assessment
FOI	Freedom of Information
JEPU	Joint Emergency Planning Unit (Suffolk local authorities)
JRLO	Joint Regional Liaison Officer
LGD	Lead Government Department
LRF	Local Resilience Forum
MAIC	Multi-Agency Information Cell
MCC	Media Coordination Cell
NHS	National Health Service
PRG	Political Reference Group
RAFRLO-EE	RAF Regional Liaison Officer East of England
RCG	Recovery Coordinating Group
RecCG	Multi-RCG Recovery Coordinating Group
RIA	Recovery Impact Assessment
SCG	Strategic Coordinating Group
SITREP	Situation Report
SRF	Suffolk Resilience Forum
STAC	Scientific and Technical Advisory Cell
StratCC	Strategic Coordination Centre
TCG	Tactical Coordinating Group
UKHSA	UK Health Security Agency
USAFE	United States Air Force in Europe
USVF	United States Visiting Forces
VCS	Voluntary and Community Sector Coordinator
VRC	Volunteer Reception Centre