



**Grampian
LRP**
Local Resilience Partnership

Care for People Plan Moray Arrangements

Version : 0.1

Owner:
Moray Care for People Team

Approval Date:

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Chair
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1 Introduction

1.1 Background

The consequences of a significant or disruptive event can be devastating and far reaching for all those affected, including survivors, relatives and friends and the wider community. From the outset the relationship between the people affected and the responding agencies is crucial. Responders need to understand the needs of their communities at this difficult time, and to draw on joint planning, training and exercising to meet those needs in an integrated, customer focused way.

Regardless of where the event takes place, those affected need to know that there is somewhere that they can access timely and accurate information, advice and support. They may be in a state of deep shock so it is vital that information is well co-ordinated as well as consistent. Early on in any emergency response the priority will be to save lives and to meet the immediate needs of survivors. However, mechanisms need to be established to enable information to be communicated at the earliest stage. Local responders should engage as early as possible with addressing the longer term needs of all those affected, both directly and indirectly.

This document gives guidance to help local responders ensure that those affected receive professional advice and assistance that is co-ordinated, consistent and clear, that meets individuals' needs and is offered in a sensitive and compassionate manner.

The humanitarian assistance described in this document should be available to all those affected by the event including partners, parents, siblings, children, guardians and others who might have a direct, close relationship with the primary victim. It is important to recognise the potentially wide variations of the 'family', which can be influenced by culture, lifestyle and preference. Care should be taken to establish the wishes of the family at all times with sensitivity and understanding exercised around families with diverse lifestyles.

It is also recognised that those staff responding to the event may be faced with difficult or challenging situations and must be supported during and after the incident to ensure that their experiences do not adversely affect them.

1.2 Participants in the production of this Plan

This document has been produced after consultation with:

- Moray Council
- Health and Social Care Moray
- Police Scotland
- NHS Grampian
- Public Health
- British Red Cross
- Third Sector Organisations

1.3 Purpose of the Plan

This document is a Plan which supplements the Grampian LRP Care for People Plan.

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Aberdeenshire Council and Aberdeen City Council have prepared their own Plans to support the LRP Plan.

The purpose of this document is to provide guidance on the activation, set-up, operation, management and de-activation of Care for People (CfP) teams should they be deemed necessary in response to a significant or disruptive incident affecting the Moray area.

It should be noted that this is a multi-agency framework document and is supported by Health and Social Care Moray (HSCM) operational documents.

1.4 Partnership Working

1.4.1 Regional Resilience Partnerships (RRPs)

Three Regional Resilience Partnerships (RRPs) provide the framework for managing resilience activities on a wide area basis. RRP's cover east, west and north of Scotland areas and these boundaries align with the territorial areas for both Police Scotland and the Scottish Fire and Rescue Service. Grampian is within the North of Scotland RRP (NSRRP).

The RRP aims to protect the people, economy and environment of the North of Scotland by building resilience and having effective arrangements in place to deal with emergencies.

The NSRRP has established a number of Capability and Liaison groups to carry out activities determined in their Business Plan.

Each RRP is comprised of Local Resilience Partnerships (LRPs). The LRP's bring together the agencies which contribute to resilience in each area. The LRP aims to maintain effective local liaison and co-ordination, through developing and managing a local work programme. Moray Care for People Team is part of the Grampian LRP (GLRP).

Care for People arrangements are dealt with under the LRP structure.

1.4.2 Grampian Care for People Liaison Group (CFPLG)

A "Lead Responder" organisation will be nominated for every incident response. The responder organisations will assign a local Resilience Co-ordinator(s) who will maintain a common information picture by coordinating information from all responder organisations and any multi-agency "Advice Groups" which have been activated.

Care for People in Grampian will be led and coordinated at a Grampian level by the CFPLG. In addition to this group, each Local Authority area has established a Care for People team which is responsible for the delivery of the care in their area.

In response to an incident affecting one Local Authority, the Care for People team in that area will lead the Care for People response and be responsible for advising the LRP. The Grampian Care for People Group may be required to coordinate the efforts of two or more of the Local Authority areas and manage any mutual aid which may be required. The membership of this group would be drawn from the Grampian

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LRP CFPLG.

Depending on circumstances (e.g. a major event) the Care for People team may be subsumed into Moray Council’s incident management structure rather than being established as a standalone group. This decision will be taken by the Chair of the Care for People Group. Based on this decision, reporting into any LRP tactical Coordinating Group will be carried out either by the Moray Emergency Response Coordinator (MERC), or the Care for People Group Chair.

1.5 Major Review and Exercising of this Document

This document will be reviewed annually or following an activation, major change or restructure within the Council. This document will be exercised at least once every three years. Where possible, the exercising of this plan will take place with neighbouring Councils.

1.6 Amendments

An Amendment Record is contained in Appendix 1.

1.7 Activation of the Care for People Plan

The decision to activate the Moray Care for People Plan will be taken either by the Council MERC or the Health & Social Care Moray Senior Manager on Call (SMOC) in consultation with the MERC/SMOC dependent on the scale of incident and response required.

When a significant or disruptive event occurs the MERC/SMOC will stand up a Care for People Response Team. Further details of the activation process is contained in Section 7. A Sit Rep will be circulated to inform the CfP Response Team on delivery requirements and meetings will be established to manage the response as appropriate and practical.

Specific components of this document can be activated in isolation without activating the full Moray Care for People team. These are:

- Opening Rest Centres, Welfare Centre
- Opening Survivor Reception Centres
- Opening Family and Friends Reception Centres
- Humanitarian Centres

In these cases the decision to open one of these facilities will be made by the MERC. Resources will be allocated as required to support any activation.

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2 Aim & Objectives of this document

2.1 Aim

To provide a framework for the Care for People response within Moray ensuring that effective arrangements are in place to respond to the needs of people affected by significant or disruptive incidents.

2.2 Objectives

The key strategic objective is to protect life and property and minimize harm. Other key objectives of the Care for People plan are:

- To provide a mechanism for implementation of the guidance:
 - *Preparing Scotland: Care for People Affected by Emergencies;*
<https://ready.scot/how-scotland-prepares/preparing-scotland-guidance/care-people-affected-emergencies>
 - *Preparing Scotland: Responding to the Psychosocial and Mental Health Needs of People Affected by Emergencies;*
<https://www.gov.scot/publications/preparing-scotland-responding-psychosocial-mental-health-needs-people-affected-emergencies/>
- To detail the establishment and management arrangements of Care for People Teams within the Moray Council area.
- To identify the key stakeholders involved in providing a ‘Care for People’ response.
- To outline the roles and responsibilities of those coordinating and providing the response.
- To provide guidance on the activation, set-up, operation and de-activation of the various types of assistance.
- To enable the team to act professionally, sensitively and with competence through any incident.
- To ensure that those affected receive appropriate information and assistance in a timely, co-ordinated manner;
- To ensure a structured multi-agency approach to caring for people in emergencies.
- To emerge from the experience having been judged by those affected, their relatives, the public, our peers and the media to have acted professionally, sensitively and with competence, where this is appropriate for the situation.

3 Care for People (CfP) Team

3.1 Moray CfP Team

The Care for People Strategic Team includes the following organisations/roles. The Care for People Response Team will also be drawn from the organisations listed below.

- Head of Service HSCM/Chief Social Work Officer (Chair)
- Head of Education Resources and Communities
- Head of Housing & Property Services, Moray Council

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- Housing Needs Manager, Moray Council
- Head of Environmental & Commercial Services
- Mental Health Manager
- Emergency Planning Officer, Moray Council
- Corporate Communications Manager, Moray Council
- Corporate Manager, HSCM
- Dr Grays Hospital
- Police Scotland
- Scottish Ambulance Service
- Scottish Fire & Rescue Service
- British Red Cross
- NHS Grampian
- Third Sector
- Military Liaison

Other agencies may be involved in a response depending on the specific requirements of the incident.

Those involved in planning roles may not be directly involved in a response capacity. The scale and type of incident will determine the response roles and resources that will be required.

3.2 Care for People Response Team Roles (during a disruptive incident)

3.2.1 Chair/s Tasks

Health and Social Care Moray will generally provide the operational lead/chair for any CfP response.

- Provide the initial contact point when a request is made for assistance from the CfP Team. See [1.7](#) for activation process.
- Call out the Moray CfP team.
- Set priorities for the CfP Team and lead on the allocation of actions to meet the aims of the CfP response.
 - Ensure that accurate notes/action log is kept of all meetings.
- Provide advice and information, where required, to the LRP, Chief Executive and/or the Council Incident Management Team (IMT) and/or Health and Social Care Moray Incident Management Team, if established.
- Liaise with the Moray Emergency Response Co-ordinator (MERC), the Senior Manager on Call (SMOC) as appropriate to activate the initial response, if necessary and decide which, if any, of other Council or Health and Social care processes require to be activated, eg Crisis Communications Protocol.

3.2.2 Organisation/Service Representatives

- Represent their Organisation/Service at CfP meetings.

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- Provide the link between their Organisation/Service and the CfP Team on issues arising; actions taken; additional support required etc.
- Identify the actions which can be carried out by your Organisation/Service and update meetings on progress
- Work in a multi-agency forum to ensure that those affected by the emergency get the most appropriate support at the correct time.

The incident may result in a Public or Fatal Accident Inquiry. It is therefore ESSENTIAL that accurate records be maintained of: timing of events, decisions made and actions taken.

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4 Data Protection and Data Sharing Policy

4.1 National Guidance

In a number of emergencies, problems, either perceived or real, surrounding interpretation of data sharing and related Human Rights legislation can prevent public bodies from carrying out their duties effectively.

The underlying principles are a pragmatic, sensible and balanced approach to data protection and sharing.

Guidance on Data Protection and Sharing for Emergency Planners and responders can be found at:

<https://www.gov.uk/government/publications/data-protection-and-sharing-guidance-for-emergency-planners-and-responders>

Annex A of the Data Protection and Sharing document provides a flowchart of the key principles for information sharing.

During emergencies the following general principles will be followed in relation to sharing of information:

- 4.1.1 It is more likely than not, that it will be in the interests of the individual that their personal data is shared. The starting point is to consider the harm that may be caused if information is not shared.
- 4.1.2 When collecting data, responders should include a statement that the information may be shared. However, the consent of the individual is not always a necessary pre-condition to sharing of information.
- 4.1.3 When making a decision to share information, or not, the reasons must be recorded. If the decision is to share information then a record must be kept of the information shared and with whom it was shared.

5 Vulnerable People

5.1 Background

In recent years, society has changed greatly resulting in a larger number of people living in the community who are deemed vulnerable and 'at risk'. People are living longer, there are fewer inpatient and respite opportunities and services have been restructured to care for people in the community.

People feel vulnerable when their health or functioning is compromised. This vulnerability increases when they enter unfamiliar situations or perhaps unequal relationships with other people. While illness and disability does make people more vulnerable, this does not automatically mean they become a 'person at risk'.

5.2 Definition of “vulnerable”

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Preparing Scotland Care for People guidance refers to a range of people who are affected by emergencies. People affected by emergencies will be drawn from all walks of life and backgrounds and fall into broad categories. They include:

- those physically injured in the emergency
- those directly involved in the emergency who are physically uninjured but who may be in emotional or psychological distress
- the bereaved, families and friends of those involved
- vulnerable people (including those with disabilities, medical conditions, learning difficulties, children and young people and elderly people)
- affected communities, which could be geographical or characterised by common interests, identity or demographic features
- those indirectly involved in the emergency who need support or reassurance
- rescuers and members of the public involved in the rescue effort, response workers and staff providing support in the aftermath of the emergency.

However, the list is not, and cannot be, comprehensive, as the impact on people's welfare will depend on the individual and the particular circumstances of an emergency. It is important to remember that there will be people made vulnerable by the emergency and those who were vulnerable before it happened.

Government guidance identifies the key aspects to be covered for a response and recommends the most effective way to identify vulnerable people <https://ready.scot/how-scotland-prepares/preparing-scotland-guidance/care-people-affected-emergencies>.

The Grampian LRP has identified a list of vulnerabilities (included as Appendix 4)

Health & Social Care Moray and Moray Council utilise a People At Risk database (PARD) process to identify relevant vulnerable persons during a significant or disruptive incident to ensure they receive a coordinated response. Similar processes are in place across all local authorities and health and social care partnerships within the GLRP.

5.3 Police Scotland – Vulnerable Persons Database

Police Scotland utilises the interim vulnerable persons database (iVPD), however this database does not collate general vulnerability that exists in communities, but rather identifies vulnerability following incidents the police attend for passing to relevant agencies, therefore it contains a very limited cross section. Information held by Council and the NHS would be more appropriate.

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6 Evacuation

6.1 Decision to Evacuate

Generally any decision to evacuate will be made by the Emergency Services. Where a decision to evacuate properties is taken by the local authority or another body, Police Scotland must be informed / consulted.

6.2 Evacuation – Police Scotland Process

As part of their emergency response structure, Police Scotland have a functional area for Evacuation / Re-occupation which can be activated should evacuations be necessary. Police Teams will carry out the evacuations and record details of those evacuated. Police Officers, where possible, will issue residents with a Briefing Sheet which gives basic information on the incident, location of a Rest Centre and transport arrangements in place and a reminder of items they should take with them. Police Officers carrying out the evacuations report back to Supervisors who, in turn, report to the Police Evacuation / Re-occupation Commander.

6.3 Refusal to Evacuate

Residents cannot be forced to leave their properties. If they decline to evacuate the emergency services will take the lead if situation dictates it. Council or HSCM staff should keep a record of their conversation.

6.4 Evacuation and Arrangements for School Children

Should an evacuation be carried out in Moray during school hours, Education and Children’s Social Work teams should be advised so that arrangements can be made to look after the affected children within the school until they can be re-united with their parents.

6.5 Precautionary Evacuation

There are no current risks which would necessitate a pre-defined evacuation arrangement within Moray. Should there be a requirement for evacuation it will be determined by the emergency services, who will lead the process.

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7 Rest Centre (RC)

7.1 Rest Centre (RC) Purpose

A Rest Centre is a safe and secure place for the temporary accommodation of people displaced by an emergency. It may provide overnight facilities in the short-term. RCs will be set up and managed by the Moray Care for People team with support from Voluntary Agencies. Authority to open a Rest Centre in Council premises will be given by the Moray Emergency Response Co-ordinator (MERC).

8 Survivor Reception Centre (SRC)

8.1 Survivor Reception Centre (SRC) Purpose

A SRC is a secure area in which survivors not requiring hospital treatment may be taken for short-term shelter, first aid, documentation and, if necessary, Police interview. If in close proximity to the incident scene, it is important to be able to screen the view from the occupants of the centre.

9 Family & Friends Reception Centre (FFRC)

9.1 Family & Friends Reception Centre (FFRC) Purpose

The FFRC is a safe and secure place, away from public view, established to act as a focal point for the family and friends of those believed to be involved in an incident. Although Moray Council may be asked to identify and provide premises, this facility would be managed by Police Scotland, supported by Moray Council and the Voluntary Agencies. Other organisations such as an oil company or transport provider may also be present.

10 Humanitarian Assistance Centre (HAC)

For the purposes of this document, this Section relates to the setting up and running of a large HAC. This should be scaled down as appropriate depending on the individual circumstances surrounding the decision to open a HAC.

A HAC is distinct from other centres that may be part of the humanitarian response, particularly in the early stages.

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11 Other Assistance which may be offered

11.1 General Assistance

The needs of those affected are wide ranging and will depend on the circumstances of the emergency

The CfP Team, once established should consider the appropriateness of the following, plus any other options which may be identified.

- Support websites
- Helplines
- Practical support

11.2 Psychosocial support background

Survivors and their friends and relatives need care, sensitivity and full information. A number of professional and voluntary organisations will be required to support individuals affected by the incident, at different times, during the normal stages of the grieving and recovery process.

The British Red Cross commissioned research in 2018 to understand the needs of people and communities in the immediate aftermath of an emergency. Understanding the needs of individuals and communities is critical to provide an effective, and human-centred response. Four key themes were identified through the research, these were;

- Immediate practical needs; such as food, shelter, medication, privacy and safety
- Mental health and psychosocial support; the psychological needs should be treated as equal to a person's physical needs. This includes time to reflect on their situation, to start making sense of what happened and to start to plan their recovery journey
- Information and communication; the ability to receive clear, accurate and timely information as well and being able to contact their own support networks such as friends and family members
- Advice, support and advocacy; people affected by an emergency may need help navigating systems such as insurance claims, legal advice. This support is critical in enabling people to take control of their own recovery.

In the event of a disruptive incident we would work with partners and third sector organisations to ensure appropriate support is in place in both the short and long term. The British Red Cross can provide light touch support. They can also provide other types of support such as psychosocial first aid.

Where longer term support is required there may be a need to work alongside faith groups / chaplaincy and communities with common interest to support long-term recovery and community cohesion.

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Additional budget may be required to provide both short-term and longer term support.

11.3 The needs of children

- Children have distinct needs from adults; humanitarian assistance should include appropriate psychosocial support for children, which could include provision of child friendly spaces in humanitarian assistance centres. These are safe spaces for children to engage in activities designed to build their coping skills and support their recovery and resilience.
- Children may require longer term psychosocial support to enable their recovery from an emergency. This could be through structured resilience building or psychosocial support programmes in schools, child care centres or other settings.

11.4 British Red Cross - CALMER Framework

The CALMER framework aims to:

- Minimise further harm and distress in a crisis situation;
- Promote a calm and thoughtful approach when dealing with beneficiaries and colleagues;
- Promote listening;
- Promote understanding;
- Promote resilience and recovery.

11.5 Activation of British Red Cross Psychosocial Teams

If this service is required activation is through the normal call out procedures for the British Red Cross.

11.6 Mutual Aid

If required, approaches for support would be made to the Grampian Local Resilience Partnership.

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12 Staff, Partner Agency and Volunteers Welfare

12.1 The need to consider staff/volunteers welfare

Wellbeing support is vitally important for all staff and volunteers responding to emergencies, this includes all first responder agencies. In addition, each organisation has a duty of care to its staff/volunteers. The Incident Management Team (IMT) will ensure appropriate consideration to the following:

- physical needs including: accommodation, catering, refreshments, PPE (duty falls to local authority for all first responders involved in the incident);
- stress management including: rotas, rest periods (first responders self-manage);
- personal support including: debriefing, access to support, monitoring; stand- down and return to normal work (multi-agency approach via LRP).

13 Communications / Media

13.1 Media Strategy

The IMT will manage the media/communications strategy. Any requests from the media to staff and volunteers involved in the CfP response should be directed to the PR team.

Similar arrangements will be in place should the GLRP be activated alongside the associated Public Communications Group (PCG). Partner agencies will have their own media communication strategy. If the GLRP is activated it will manage the collective approach to media communication.

14 Transport Arrangements

14.1 Background

Moray Council has a Passenger Transport Unit (PTU). Part of their routine duties includes provision of transport to school and day care facilities through use of Moray Council drivers and minibuses and taxi, bus and coach operators.

14.2 Emergency role of the PTU

Generally for emergencies out of hours MERC/Emergency Planning has a list of transport providers who the MERC and emergency planning team will contact. Only where required will a member of PTU be called in. Out of hours transport needs can be coordinated via MERC/Emergency Planning.

14.3 Resources

The PTU has access to a range of vehicles (and drivers) including those with wheelchair access.

14.4 Management of Transport Requirements

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The PTU/Emergency Planning Team will provide the liaison between:

- the Council Officers requiring the assistance and the bus drivers.
- the Council and private operators.
- The PTU will be contacted out of hours if the situation requires their specialist knowledge.

14.5 4 x 4 Support – Community Offroad Transport Group (COTAG)

During periods of prolonged severe winter weather or civil emergency, offers of 4 x 4 vehicle assistance can be requested from a number of agencies including utilities companies, HM Coastguard, British Red Cross, RAF etc. A Memorandum of Understanding (MOU) exists between COTAG, which provides a 4x4 voluntary vehicle response support service, and the emergency services, NHS, Local Authorities, and Health and Social Care Partnerships (HSCPs) throughout the Grampian Region.

15 Response to Chemical, Biological, Radiological and Nuclear (CBRN) Incidents

Care for those directly affected by a CBRN incident will be informed by advice from those coordinating the CBRN incident response or from the Scientific, Technical Advisory Cell (STAC), if established. A CBRN incident will be led by Blue Light Services, with the Local Authority and Health and Social Care Partnership consulted in relation to immediate requirements and a prolonged Care for People response. The Local Authority has lead responsibility for the recovery phase from a CBRN incident. Responders should be aware of the potential health and safety issues in supporting those directly affected.

16 Response to Transport Incidents

16.1 Notification

In the event of a major transport incident taking place, the Emergency Planning Officer will be notified by Police Scotland.

16.2 Decision to Activate

The decision to activate the CfP Team in these circumstances will be taken by the MERC/SMOC in consultation with Police Scotland.

16.3 Transport Operators' Care Teams

The majority of aviation, rail and sea companies have their own Care for People Teams. These organisations and their Care for People Teams will be present and will work collaboratively with the Moray Care for People Response Team.

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17 Financial Aspects

17.1 Overview

In response to an emergency, Integrated Emergency Management in Grampian requires all members to commit to co-operation, information sharing and mutual assistance between all members of Grampian LRP. Unless it has been agreed otherwise, all agencies will make their own arrangements to recover costs and should ensure that they have arrangements in place to accurately record information to support any claims which may be made.

The recording requirements of expenditure for any incident are held by Financial Services. They will clarify and provide Bellwin scheme thresholds if applicable.

18 Equality, Diversity and Socioeconomic Considerations

The CfP Response Team will consider relevant equality, diversity and socioeconomic implications in the activation of the Plan.

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Amendment Record

Appendix 1

Revision No	Effective Date	
1		
2		

Distribution List

SMT/CMT – Moray Council
SMT – Health & Social Care Moray
LRP Care for People Liaison Group

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Definitions

Appendix 2

CBRN	Chemical, Biological, Radiological and Nuclear
CFP	Care for People
CFPLG	Care for People Liaison Group
MERC	Moray Emergency Response Coordinator
EPO	Emergency Planning Officer
FCO	Foreign and Commonwealth Office
FFRC	Family and Friends Reception Centre
GLRP	Grampian Local Resilience Partnership
HAC	Humanitarian Assistance Centre
HSCM	Health and Social Care Moray
IMT	Incident Management Team
LRPs	Local Resilience Partnerships
MIST	Major Incident Support Team
MC	Moray Council
NHS	National Health Service
NSRRP	North of Scotland Regional Resilience Partnership
PPE	Personal Protective Equipment
PTU	Public Transport Unit
RAF	Royal Air Force
RC	Rest Centre
RDT	Rapid Deployment Team
RRPs	Regional Resilience Partnerships
RVS	Royal Voluntary Service
SG	Scottish Government
SMOC	Senior Manager on Call
SRC	Survivor Reception Centre
STAC	Scientific Technical Advisory Cell

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Appendix 3

International Aspects

1.1 Background

A number of other agencies may provide assistance in emergencies if:

- The incident involves UK nationals abroad
- The incident involves Foreign nations in the UK

1.2 Foreign and Commonwealth Development Office

The Foreign and Commonwealth Office (FCO), is responsible for protecting and promoting UK interests worldwide. The FCO provides information to next-of-kin on incidents and emergencies overseas.

The FCO has announced a new strategy for advising British travelers during an overseas crisis or security alert. The FCO is encouraging British travelers to access current, country-specific travel advice by subscribing to their free email alert service or by following the FCO on social media via Twitter or Facebook.

If large numbers of British nationals are believed to be affected, the FCO may provide assistance in a numbers of ways including:

- Establishing an emergency telephone number in the UK for the incident.
- Work with local authorities – including hospitals and police – to establish the facts of the incident and if British nationals have been involved.
- Support British nationals injured in a crisis incident.
- Support British nationals trying to leave the affected area or get in contact with their families.
- Deploy expert teams to support British nationals and to reinforce our Embassy staff, if required.
- Support the families of any British nationals killed in an incident – in particular around the repatriation of bodies to the UK.

The FCO offers assistance through its consular staff based overseas and its crisis management team, based in London. The FCO works closely with the police in the UK and the British Red Cross in fulfilling this role.

In an incident overseas where there have been large numbers of fatalities, specialist Disaster Victim Identification police teams may form part of a Foreign and Commonwealth Office Rapid Deployment Team (RDT) to assist in the identification process. Such teams ensure that the identification of bodies is carried out to the correct standards for the British Coroner.

1.3 Consul

A Consul is the official representative of the government of one state in the territory of another. There may be several consuls. Activities of a consulate include protecting the interests of their citizens temporarily or permanently resident in the

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host country, issuing passports; issuing visas to foreigners and public diplomacy.

1.4 Embassy

An ambassador is a representative from one head of state to another. There can be only one ambassador from one country to another, representing the first country's head of state to that of the second, and his or her duties revolve around diplomatic relations between the two countries.

1.5 High Commission

A High Commission may carry out diplomatic and consular activities between Commonwealth countries.

1.6 Potential Assistance from Scottish Government

Scottish Government may provide the link with consulates in Scotland (and with Embassies in London if the country in question doesn't have a presence in Scotland) in the event of a major incident involving foreign nationals. Contact would be via the SG Resilience Room.

1.7 Disaster Action

Disaster Action have information on their website relating to "Overseas Disasters: The immediate aftermath."

1.8 Support from the British Red Cross

1.8.1 Multilingual Phrasebook

The British Red Cross, has developed the Major Incident Response Multilingual Phrasebook to help emergency responders communicate with individuals for whom English is not the first language.

The phrasebook provides a practical tool to facilitate engagement and understanding in an emergency. It contains a list of 62 essential questions, statements and phrases-in 51 languages-that can reasonably be anticipated as necessary and useful in an emergency situation.

1.8.2 International Tracing and Message Service

The British Red Cross can assist in finding missing relatives. They will assist the relative complete a form and send this information to the British Red Cross or Red Crescent National Society in the country in which the relative thinks their missing relative is or to the International Committee of the British Red Cross who will try to find their family. This service depends on the information provided and local circumstances, including the security situation in the relevant country.

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Appendix 4

Grampian LRP PARDS – Proposed Vulnerabilities

The Grampian PARD database is designed to provide Incident Managers with immediate access to information on those who are vulnerable in the immediate aftermath of an emergency. They may need targeted help in evacuation for example. The following categories are used to identify “individuals” who may be less able to help themselves in an emergency – Adapted from information provided by Scottish Government’s “ten vulnerabilities”.

The PARD database only provides information on those service users that are known to us. Incident Managers and decision makers must be aware that there may be others who are vulnerable yet unknown to us, or who become vulnerable over extended periods of time. The groups will need to be considered in any ongoing Care for People strategy during the Incident Response.

Physically Impaired

- Unable to walk unaided
- Requires walking aid and supported evacuation
- Manual or powered wheelchair
- Bed bound
- House bound

Visually Impaired

- Significant sight impairment with a reliance of technology to support daily communication

Hearing Impaired

- Significant hearing impairment with a reliance of technology to support daily communication
- Lip reader
- BSL first language

Long Term Conditions

- Impaired motor skills/neurological conditions
- Cognitive impairment
- Mental Health Condition resulting in impairment
- Learning disability
- Dementia

Reliance on Powered Machinery

- Those who rely on electrical equipment for health and social care needs
- OT equipment (hoist, air mattress, bed, riser-recliner chair)
- Oxygen
- Feeding tube
- Dialysis
- End of life care

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- Residents who use a telecare call button to summon help from local authority responders (family responders should be encouraged to plan for e.g. comms/electricity outages)

Non-Medical Barriers

Individuals with non-medical barriers may not necessarily be contained within the PARD database and information may be held on other council systems or not at all. Persons within the following categories may already be known through another vulnerability. While perhaps not immediately vulnerable Incident Managers and decision makers need to be mindful of these groups when developing Care for People strategies and responses.

- Inability to understand, speak or write in the English language
- Pregnant women close to term date and newborn babies
- Children's Social Work
- Refugees
- Asylum seekers

The following groups may not be readily identifiable through PARD but decision makers should seek to establish what additional support they may require in the hours and days after an initial response. This may require liaison with other council services, partner or third sector organisations.

- Tourists
- Homeless persons
- Travelling community
- Homeless hostels
- Unpaid carers
- Young carers

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