

Glossary

(The) Act

The Civil Contingencies Act 2004. This Act sets the framework for civil protection at the local level in the UK.

Body holding area

An area close to the scene of an emergency where the dead can be held temporarily before transfer to the emergency mortuary or mortuary.

Bronze

Operational level is the level at which the management of 'hands-on' work is undertaken at the incident site or impacted areas.

Business continuity forum

Grouping of organisations to share and co-ordinate business continuity plans.

Business continuity management (BCM)

A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can operate to the extent required in the event of a disruption.

Business continuity plan (BCP)

A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.

Business impact analysis

A method of assessing the impacts that might result from an incident and the levels of resources and time required for recovery.

Capabilities Programme

The UK Capabilities Programme comprises a range of capabilities that underpin the UK's resilience to disruptive challenges. These capabilities are either structural (eg regional response), functional (eg decontamination) or essential services (eg financial services).

Capability

A demonstrable capacity or ability to respond to and recover from a particular threat or hazard. Originally a military term, it includes personnel, equipment, training and such matters as plans, doctrine and the concept of operations.

Capability gap

The gap between the current ability to provide a response and the actual response assessed to be required for a given threat or hazard. Plans should be made to reduce or eliminate this gap, if the risk justifies it.

Capability status

Assessment of the level of capability in place.

Capability target

The level of capability that the planning assumptions and the plan require.

Casualty Bureau

The purpose of the Casualty Bureau is to provide the initial point of contact for the receiving and assessing of information relating to persons believed to be involved in the emergency. The primary objectives of a Casualty Bureau are: inform the investigation process relating to the incident; trace and identify people involved in the incident; and reconcile missing persons and collate accurate information in relation to the above for dissemination to appropriate parties.

Catastrophic incident or emergency

An incident or emergency that has a high and potentially widespread impact and requires immediate central government attention and support.

Category 1 responder

A person or body listed in Part 1 of Schedule 1 to the Civil Contingencies Act. These bodies are likely to be at the core of the response to most emergencies. As such, they are subject to the full range of civil protection duties in the Act.

Category 2 responder

A person or body listed in Part 3 of Schedule 1 to the Civil Contingencies Act. These are co-operating responders who are less likely to be involved in the heart of multi-agency planning work, but will be heavily involved in preparing for incidents affecting their sectors. The Act requires them to co-operate and share information with other Category 1 and 2 responders.

Central Emergency Management Group (CEMG)

A pan-Northern Ireland multi-agency forum for the development, discussion and agreement of civil protection policy for the Northern Ireland public services. It is broadly analogous to the Regional Resilience Forums in England.

Civil defence

Preparedness by the civil community to deal with hostile attack.

Civil protection

Preparedness to deal with a wide range of emergencies from localised flooding to terrorist attack.

Command and control

Principles adopted by an agency acting with full authority to direct its own resources (both personnel and equipment).

Community resilience

The ability of a local community to respond to and recover from emergencies.

Community Risk Register (CRR)

An assessment of the risks within a local resilience area agreed by the Local Resilience Forum as a basis for supporting the preparation of emergency plans.

Comprehensive Performance Assessment (CPA)

The CPA was introduced in 2002 as a way of supporting councils to deliver improvements in services to local people.

Consequences

Impact resulting from the occurrence of a particular hazard or threat, measured in terms of the numbers of lives lost, people injured, the scale of damage to property and the disruption to essential services and commodities.

Control centre

Operations centre from which the management and co-ordination of response to an emergency is carried out.

Control of Major Accident Hazards Regulations 1999, Northern Ireland 2000 (COMAH)

Regulations applying to the chemical industry and to some storage sites where threshold quantities of dangerous substances, as identified in the Regulations, are kept or used.

Controlled area

The area contained – if practicable – by the inner cordon.

Cost-recovery basis

Situation where an organisation can charge another organisation for providing a service, but with no positive or negative cost implications. No profit can be made by the organisation providing the service.

Counter-Terrorism Security Advisers (CTSA)

Police officers who provide advice on preventing and mitigating the effects of acts of terrorism.

Critical function

A service or operation the continuity of which a Category 1 responder needs to ensure, in order to meet its business objectives.

Cross-border co-operation

Co-operation between Category 1 and 2 responders across boundaries with devolved administrations.

Cross-boundary co-operation

Co-operation between Category 1 and 2 responders across the boundaries between LRF areas.

Data Protection Act

The Data Protection Act 1998 came into force in March 2000. It requires organisations that hold data about individuals to do so securely and to use it only for specific purposes. It also gives an individual the right, with certain exemptions, to see that personal data.

Delegation

A formal agreement whereby one organisation's functions will be carried out by another. This does not absolve the organisation of any duty, merely re-designating the form of delivery.

Emergency

An event or situation that threatens serious damage to human welfare in a place in the UK or to the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK. To constitute an emergency this event or situation must require the implementation of special arrangements by one or more Category 1 responder.

Emergency management

The process of managing emergencies, including the maintenance of procedures to assess, prevent, prepare for, respond to and recover from emergencies.

Emergency mortuary

Demountable (temporary) structures or conversion of existing structures whose function is to provide an area where post-mortem and identification examinations of victims can take place and, where necessary, provide body holding capability prior to bodies being released for funeral arrangements to be made. Also known as a temporary mortuary.

Emergency planning (EP)

Development and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of an emergency.

Emergency planning cycle

A continuous process of assessing the risk of and preparing for emergencies supported by procedures to keep staff in readiness and validate plans. Plans should also be reviewed and, if necessary, revised when they have been activated in response to an emergency.

Environmental Information Regulations

Fully in force from January 2005, these regulations give access rights to any person of any nationality to environmental information held by an organisation, such as water pollution statistics and health and safety policies.

Exercise

A simulation to validate an emergency or business continuity plan, rehearse key staff or test systems and procedures.

Exercise Directing Team

The team that assists in designing an exercise and then directing the exercise play.

Exercise Director

The individual who is charged with designing and directing an exercise.

Exercise Programme

Planned series of exercises to validate plans and to train and develop staff competencies.

Family and Friends Reception Centre

Secure area set aside for use and interviewing of family and friends arriving at the scene (or location associated with an incident, such as at an airport or port). Established by the police in consultation with the local authority.

Family Assistance Centres

A one-stop-shop for survivors, families, friends and all those affected by the emergency, through which they can access support, care and advice.

Freedom of Information Act

The Freedom of Information Act 2000 allows the public access, regardless of nationality or country of residence, to information held by public authorities or anyone providing services for them, subject to certain exemptions. It came fully into force in January 2005.

Generic local assessment

Assessment provided by central government to the local level.

Generic plan

A single plan designed to cope with a wide range of emergencies.

Gold

Strategic decision makers and groups at the local level. They establish the framework within which operational and tactical managers work in responding to and recovering from emergencies.

Government Office Business Continuity Plan (GOBCP)

Plan to ensure that the Government Office for the Region can continue to operate its essential functions in an emergency.

Hazard

An accidental or naturally occurring event or situation with the potential to cause physical (or psychological) harm to members of the community (including loss of life), damage or losses to property, and/or disruption to the environment or to structures (economic, social, political) upon which a community's way of life depends.

Hazard assessment

A component of the risk assessment process in which identified hazards are assessed for future action.

Hazard identification

A process by which potential hazards are identified.

Impact

The scale of the consequences of a hazard or threat expressed in terms of a reduction in human welfare, damage to the environment and loss of security.

Inner cordon

Surrounds and protects the immediate scene of an incident.

Integrated emergency management (IEM)

An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery. IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges. It requires a coherent multi-agency effort.

Joint Emergency Service Group (JESG)

A steering group for multi-agency working between the emergency services.

Joint working

A single programme being delivered jointly by a number of organisations.

Lead government department (LGD)

Government department which, in the event of an emergency, co-ordinates central government activity. The department which will take the lead varies depending on the nature of the emergency. The Government regularly publishes a full list of LGDs.

Lead organisation

Organisation appointed by a group of organisations to speak or act on their behalf or to take the lead in a given situation, with the other organisations' support. The exact role of the lead organisation depends on the circumstances in which the lead role is being operated.

Lead responder

A Category 1 responder charged with carrying out a duty under the Act on behalf of a number of responder organisations, so as to co-ordinate its delivery and to avoid unnecessary duplication.

Liaison officer

Person within an organisation who co-ordinates their organisation's staff at the scene of an incident.

Local resilience area

The Civil Contingencies Act requires Category 1 and 2 responders to co-operate with other Category 1 and 2 responders in their local resilience area. Each local resilience area (with the exception of London) is based on a police area. The principal mechanism for multi-agency co-operation is the Local Resilience Forum.

Local Resilience Forum (LRF)

A process for bringing together all the Category 1 and 2 responders within a local police area for the purpose of facilitating co-operation in fulfilment of their duties under the Act.

Local responder

Organisation which responds to emergencies at the local level. These may include Category 1 and 2 responders under the Civil Contingencies Act and other organisations not covered by the Act.

Local Risk Assessment Guidance (LRAG)

A document provided by central government with information on generic hazards and threats that should assist Category 1 responders in performing their local risk assessment duty under the Civil Contingencies Act.

Major incident

This term is commonly used by emergency services personnel operationally to describe an emergency as defined in the Civil Contingencies Act.

Media plan

A key plan for ensuring co-operation between Category 1 and 2 responders and the media in communicating with the public during and after an emergency.

Minister (of the Crown)

Government Minister with power to act under the Civil Contingencies Act, usually relating to the issuing of guidance and regulations, but also including urgent powers of direction (for example, in times of catastrophic emergency or to deal with newly arising risks) and monitoring powers.

Multi-agency plan

A plan, usually prepared and maintained by a lead responder, on behalf of a number of organisations who need to co-ordinate and integrate their preparations for an emergency.

Multi-level plan

A plan, usually initiated and maintained by central government or a regional office, which relies on the participation and co-operation of Category 1 and 2 responders. The plan will cover more than one level of government.

Mutual aid

An agreement between Category 1 and 2 responders and other organisations not covered by the Act, within the same sector or across sectors and across boundaries, to provide assistance with additional resource during an emergency which may go beyond the resources of an individual organisation.

News Co-ordination Centre (NCC)

The NCC works with the lead government department to provide co-ordinating media and public communications support during a crisis, emergency or major event.

Outcome description

An indication of the scale of a generic type of event (eg flooding) in terms of its intrinsic or immediate characteristics (eg rainfall or area flooded). Outcome description is to be distinguished from impact (see above).

Outer cordon

Seals off a controlled area around an incident to which unauthorised persons are not allowed access.

Outsourcing

Where a duty is contracted to a third party on a commercial basis, either by an individual organisation or collectively.

Pipelines Safety Regulations 1996

Legislation on the management of pipeline safety, using an integrated, goal-setting, risk-based approach encompassing both onshore and offshore pipelines; includes the major accident prevention document, the arrangements for emergency plans and the transitional arrangements.

Plan maintenance

Procedures for ensuring that plans are kept in readiness for emergencies and that planning documents are up to date.

Plan validation

Measures to ensure that a plan meets the purpose for which it was designed, through exercises, tests, staff 'buy-in' and so on.

Planning assumptions

Descriptions of the types and scales of consequences for which organisations should be prepared to respond. These will be informed by the risk assessment process.

Primary Care Trust

Primary Care is the care provided by those professionals the public normally see when they have a health problem (eg doctor, dentist, optician, pharmacist). These services are managed by Primary Care Trusts (PCTs).

Public awareness

A level of knowledge within the community about risk and preparedness for emergencies, including actions the public authorities will take and actions the public should take.

Public Information Line

A help-line set up during and in the aftermath of an emergency to deal with information requests from the public and to take pressure off the Police Casualty Bureau (which has a separate and distinct purpose).

The Radiation (Emergency Preparedness and Public Information) Regulations 2001 (REPPiR)

Implemented in GB the articles on intervention in cases of radiation (radiological) emergency in Council Directive 96/29/Euratom, also known as the BS596 Directive. The Directive lays down the basic safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. The REPPiR also partly implement the Public Information Directive by subsuming the Public Information for Radiation Emergencies Regulations 1992 (PIRER) on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.

Readiness level

An assessment of the extent to which a capability meets the agreed capability target.

Recovery

The process of rebuilding, restoring and rehabilitating the community following an emergency.

Recovery time objectives

Identifies the time by which critical functions and/or their dependencies must be recovered.

Regional Capability Co-ordination Plan

Plan to support local planning by ensuring coherence and identifying resources, available at both local and regional level, across the region.

Regional Civil Contingencies Committee (RCCC)

A committee which meets during an emergency when a regional response or other action at regional level is required.

Regional Media Emergency Forum (RMEF)

Group of representatives from the media (editors, journalists), government, emergency services and other organisations involved in dealing with an emergency, meeting to plan and discuss communications challenges and common interests in planning for and responding to emergencies.

Regional Resilience Director (RRD)

Head of a Regional Resilience Team.

Regional Resilience Forum (RRF)

A forum established by a Government Office to discuss civil protection issues from the regional perspective and to create a stronger link between local and central government on resilience issues.

Regional Resilience Team (RRT)

Small team of civil servants within a Government Office for the Region working on civil protection issues, headed by a Regional Resilience Director.

Regional Risk Map

Map of assessed risks across a region.

Rendezvous point

Point to which all vehicles and resources arriving at the outer cordon are directed.

Resilience

The ability of the community, services, area or infrastructure to withstand the consequences of an incident.

Rest centre

Premises used for temporary accommodation of evacuees from an incident.

Risk

Risk measures the significance of a potential event in terms of likelihood and impact. In the context of the Civil Contingencies Act, the events in question are emergencies.

Risk appetite

Willingness of an organisation to accept a defined level of risk.

Risk assessment

A structured and auditable process of identifying potentially significant events, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and action.

Risk management

The culture, processes and structures that are directed towards the effective management of risks.

Risk priority

The relative importance of the treatment(s) required for the management of the risk, based on the risk rating and the additional capabilities required to manage risk.

Risk rating matrix

Matrix of impact and likelihood for an event, to ascertain the risk.

Risk treatment

A systematic process of deciding which risks can be eliminated or reduced by remedial action and which must be tolerated.

Safety Advisory Group (SAG)

Multi-agency group set up to provide advice on safety matters for a specific event, or events, such as a major sporting event or a concert held in a stadium.

Scottish Category 1 responder

A person or body listed in Part 2 of Schedule 1 to the Act. These responders are subject to Regulations and guidance issued by Scottish Ministers.

Scottish Category 2 responder

A person or body listed in Part 4 of Schedule 1 to the Act. These responders are subject to Regulations and guidance issued by Scottish Ministers.

Scottish Emergencies Co-ordinating Committee (SECC)

A multi-agency group in Scotland which ensures that steps are taken to respond to the changing risk environment and determines the national strategy for the development of civil protection. The membership of SECC can be adjusted according to circumstances, but it includes Scottish Executive departments, emergency services, local authorities and the Armed Forces. The SECC may meet at a time of emergency to advise on development of the national strategy.

Scottish Executive Emergency Room (SEER)

A facility within the Scottish Executive Emergency Room for communication, information processing and co-ordination of the central government emergency response led by the Scottish Executive.

Sensitive information

Information that is not reasonably accessible to the public because its disclosure to the public would, or would be likely to (a) adversely affect national security, (b) adversely affect public safety, (c) prejudice the commercial interests of any person; or information that is personal data, within the meaning of section 1(1) of the Data Protection Act 1998, disclosure of which would breach that Act.

Silver

Tactical level of management introduced to provide overall management of the response.

Small or medium-sized enterprise (SME)

Defined by the DTI as a business with less than 250 employees.

Specific plan

A plan designed to cope with a specific type of emergency, where the generic plan is likely to be insufficient.

Strategic Co-ordinating Group

Multi-agency group which sets the policy and strategic framework for emergency response and recovery work at local level (see also Gold).

Survivor reception centre

Secure area where survivors not requiring acute hospital treatment can be taken for short-term shelter, first aid, interview and documentation.

Survivors

Those who are directly affected by an emergency, but not killed by it. Including those who have been injured, traumatised or displaced.

Temporary mortuary

See Emergency mortuary.

Threat

The intent and capacity to cause loss of life or create adverse consequences to human welfare (including property and the supply of essential services and commodities), the environment or security.

Threat assessment

A component of the risk assessment process in which identified threats are assessed for future action.

Utilities

Companies providing essential services, eg water, energy, telecommunications.

Voluntary sector

Bodies, other than public authorities or local authorities, that carry out activities otherwise than for profit.

Vulnerability

The susceptibility of a community, services or infrastructure to damage or harm by a realised hazard or threat.

Vulnerable establishment

An institution housing vulnerable people during the day or at night.

Wales Resilience Forum (WRF)

This Forum is a multi-agency group providing the mechanism for national multi-agency co-operation and strategic advice on civil protection and emergency planning at an all-Wales level.

Warning and informing the public

Establishing arrangements to warn the public when an emergency is likely to occur or has occurred and to provide them with information and advice subsequently.

Welsh Borders Resilience Group (WBRG)

A group bringing together the Welsh Assembly Government and Regional Resilience Teams from the Government Offices for the South West, West Midlands and North West to facilitate co-operation and information sharing between Wales and the border areas of England.

Z-Cards

A patented format for publishing information. Up to an A3-sized page can be folded down to credit card size. This size means it is convenient to carry and can be stored in pockets, handbags, etc.

Acronyms

Not all acronyms appear in both *Emergency Preparedness* and *Emergency Response and Recovery*.

ABI	Association of British Insurers
ACPO	Association of Chief Police Officers
ASA	Ambulance Service Association
ATOC	Association of Train Operating Companies
BASICS	British Association for Immediate Care
BCI	Business Continuity Institute
BCRC	British Cave Rescue Council
BTP	British Transport Police
CBRN	Chemical, Biological, Radiological and Nuclear
CCD	Civil Contingencies Division (Scottish Executive Justice Department)
CCS	Civil Contingencies Secretariat
CEPU	Central Emergency Planning Unit (OFMDFM)
CFOA	Chief Fire Officers Association
CHAI	Commission for Healthcare Audit and Inspection
CMG	Crisis Management Group
CSIA	Central Sponsor for Information Assurance (Cabinet Office)
DCMS	Department for Culture, Media and Sport
DEFRA	Department for Environment, Food and Rural Affairs
DfES	Department for Education and Skills
DFID	Department for International Development
DfT	Department for Transport
DH	Department of Health
DPH	Director of Public Health (in a primary care trust)
DTI	Department of Trade and Industry
EA	Environment Agency
EHO	Environmental Health Officer
EPU	Emergency Planning Unit
F&R	Fire and Rescue
FCO	Foreign and Commonwealth Office
FSA	Food Standards Agency or Financial Services Authority (depending on the context)
GLA	Greater London Authority
GNN	Government News Network
GO	Government Office
HA	Health Authority
HMIC	Her Majesty's Inspectorate of Constabulary
HMT	Her Majesty's Treasury
HO	Home Office
HPA	Health Protection Agency
HSC	Health and Safety Commission
HSE	Health and Safety Executive
IRC	International Rescue Corps
LA	Local Authority
LFEPA	London Fire and Emergency Planning Authority
LHB	Local Health Board
LRRF	London Regional Resilience Forum
LRT	London Resilience Team
MACA	Military Aid to the Civil Authorities
MCA	Maritime and Coastguard Agency

Met Office	Meteorological Office
MOD	Ministry of Defence
MoU	Memorandum of Understanding
MPS	Metropolitan Police Service
MRC	Mountain Rescue Council
MRCC	Maritime Rescue Co-ordination Centre
MRSC	Maritime Rescue Sub-Centre
NAW	National Assembly for Wales
NCIS	National Criminal Intelligence Service
NDPB	Non-Departmental Public Body
NGO	Non-Governmental Organisation
NHS	National Health Service
NIA	Northern Ireland Administration
NIDIS	Northern Ireland Department Information Service
NIO	Northern Ireland Office
NISCC	National Infrastructure Security Co-ordination Centre
NORMIT	Norfolk Major Incident Team
NPHS Wales	National Public Health Service for Wales
NVASEC	National Voluntary Aid Society Emergency Committee
ODPM	Office of the Deputy Prime Minister
OFCOM	Office of Communications
OFGEM	Office of Gas and Electricity Markets
OFMDFM	Office of the First Minister and Deputy First Minister (Northern Ireland)
OFWAT	Office of Water Services
PHA	Port Health Authority
PSNI	Police Service of Northern Ireland
RAWG	Risk Assessment Working Group
RAYNET	Radio Amateurs' Emergency Network
RDPH	Regional Director of Public Health
RWG	Risk Working Group
RNLI	Royal National Lifeboat Institution
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SAR	Search and Rescue
SE	Scottish Executive
SHA	Strategic Health Authority
SOLACE	Society of Local Authority Chief Executives
SoS	Secretary of State
SOSREP	Secretary of State's Representative
VAS	Voluntary Aid Societies
WAG	Welsh Assembly Government
WCCC	Wales Civil Contingencies Committee
WEWG	Wales Emergencies Working Group
WLGA	Welsh Local Government Association
WMEF	Welsh Media Emergency Forum
WPI	Wales Programme for Improvement
WRVS	Women's Royal Voluntary Service