



Emergency Response Plan 50

Strategic Coordination Centre

WELCOME PACK

Tactical/Operational Level

FINAL V4.0

Avon and Somerset Police Tactical/Operational (combined) ERP

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AMENDMENTS

DATE	NAME	DETAILS
Nov 21	Mark Rose	Draft V0.1 created
Dec 21	Mark Rose	FINAL V1 created
Jan 22	Mark Rose	Risk Assessment added FINAL V2 created
Apr 23	Mark Rose	Site Map, Facilities & additional Health & Safety information added FINAL V3 created
Sept 23	Mark Rose	Change naming convention to ERP Amended Dedicated Tel No Table

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Welcome

Welcome to the Avon and Somerset Local Resilience Forum Strategic Coordination Centre (SCC) hosted by Avon and Somerset Police.

Within this document you will find relevant information to guide you through your attendance at the Police and Fire Headquarters. Throughout the SCC you will find operating staff wearing red tabards, they are here to facilitate the smooth running of the SCC. If you have any issues whilst on site please do not hesitate to contact these members of staff who will be more than happy to assist.

Any suggestions on how this document could be improved would be gratefully received, emails can be sent to #contingencyplanning@avonandsomerset.police.uk.

Directions to Police and Fire Headquarters

The following What3Words locator: [tinny.obtain.pickup](#) will direct attendees to the main gate at Police & Fire HQ, Valley Road, Portishead, BS20 8QJ.

Proceed onto site following the Staff Only Lane, at the gates and barriers use the access code distributed on the teleconference call.

Follow the internal road system around the site, passing the “exit” sign, authorised SCC visitors are allowed beyond this point and park as close to the Training School, identified as building 17 on the enclosed Site Plan.

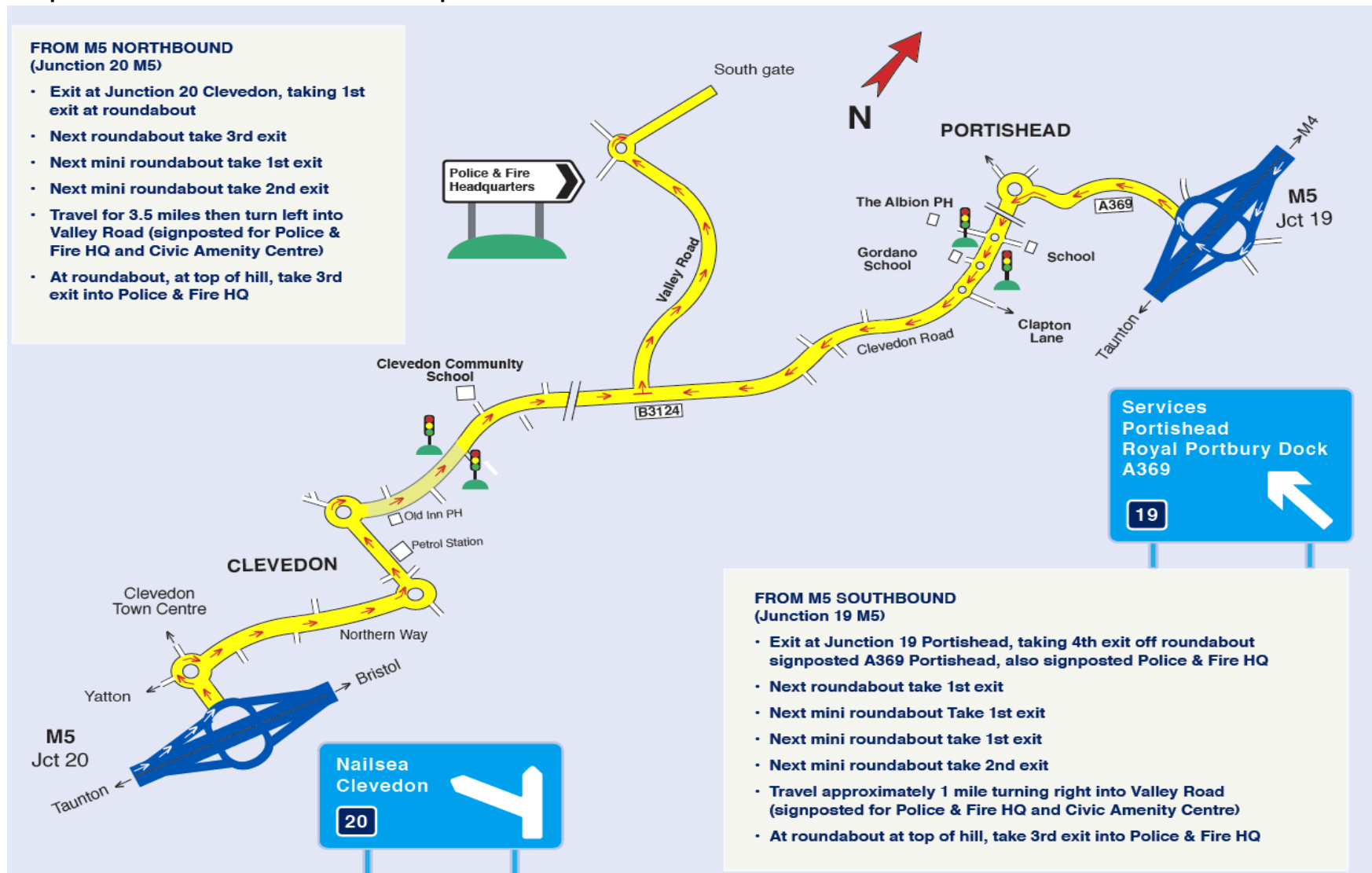
All vehicle and pedestrian movement must be in accordance with current traffic regulations, where the speed limit on site is 10 mph. Vehicles must be parked within the designated parking areas.

N.B. Please do not use the spaces in the roundabout area in front of the Training School as these are designated parking for disabled access and medical bays.

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Road Map to Police and Fire Headquarters



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Site Plan of Police and Fire Headquarters



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Facilities

A cash machine can be found outside the main restaurant walkway (withdrawals are free of charge). Cash back is available at the main restaurant.

The restaurant offers a varied menu of both hot and cold meals between 07:30 – 13:30 hours. Outside of these hours it may be prudent for attendees to consider bringing some food and drink with them as a resilience measure.

To compliment the restaurant the site also offers a Costa Coffee facility between 07:30 – 14:00 hours where you can purchase fresh coffee, a selection of sandwiches, paninis and cakes.

Recycling is encouraged and the appropriate bins are located around offices and corridors on site. Confidential waste bins (blue) are located in all department buildings.

Risk Assessment

All accidents can be prevented. Avon and Somerset Police will do our best to prevent them from happening and expect our visitors to site to do the same. The Police acknowledge our moral duty and legal responsibility for your safety inside our buildings through the Health and Safety Assessment overleaf.

Please be aware the site contains a number of unfenced areas of deep water. All locations have been assessed and risk control measures have been put in place. However, it is advisable not to walk around these areas during hours of darkness or unescorted during the day.

The site has a no smoking policy, this means no smoking inside any building on site or your own vehicle, anywhere within the grounds outside of the designated area as detailed on the site plan.

Most locations on site where the SCC will be hosted is fully accessible to wheelchair users or people with other disabilities and in order to meet your individual requirements, or to organise a Personal Emergency Evacuation Plan (PEEP), please make sure you raise your particular requirements privately through the Tactical Coordination Group or with the Receptionist on arrival so that any reasonable adjustments can be made to ensure your visit runs as smoothly as possible.

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Health and Safety - Premises Risk Assessment					
This is the premises risk assessment for	Police & Fire Headquarters, PO Box 37, Valley Road, Portishead. BS20 8QJ				
Related premises	FHQ Training School				
Building Description	Two storey brick built building comprising offices, training rooms, audio/visual studio and lecture theatre				
Conducted by	Mr Dennis Bray BSc, CMIOSH - Delivery Manager Safety				
Date	08.01.2022				Review Date 08.01.2025
HAZARD	STAFF AT RISK	WHY	RISK LEVEL	ACTION / ARRANGEMENTS	
Fire	All Staff and visitors	Risk of danger to life as a result of inadequate fire arrangements	L	Refer to fire risk assessment held in fire safety record file - hard copy located H&S Section All staff and visitors informed of fire procedure All fire equipment tested regularly and recorded. Fire drills carried out every 6 months and recorded Dedicated Fire notice board Manual Over-ride panels to all internal proxy doors - hit the centre of the green box firmly and door will unlock Contractors and visitors to sign in and out in book in Admin Reception and read H&S notes.	
Manual Handling					
Admin/Maintenance	All staff	Risk of injury resulting from incorrect lifting and moving of loads	L	Training provided to specific roles e.g. handypersons. General PPE and handling equipment provided e.g. sack trucks, ladders, kickstools, gloves, etc Heavy items to be stored at low level.	
Noise					
Plant & maintenance equipment	Handypersons	Risk of injury due to inadequate noise protection	L	Ear protectors provided for use when appropriate (e.g. testing emergency generators)	
	All Staff	Risk of injury due to inadequate noise protection from contractors tools	L	Noise issues to be discussed at pre-contract meetings. Exceptionally noisy work to be undertaken outside office hours where practicable to reduce number of staff exposed.	
Slips, Trips and Falls					
Showers, stairwells, doorways, floors, wash bays	All Staff and visitors	Risk of slipping on uneven or wet surfaces	L	Non slip flooring in all shower units / toilets Defect reporting system for repair and maintenance of floors and stairwells Wet floor signs available from cleaners.	
Violence & Aggression	All staff and visitors	Risk of violence and aggression from visitors	L	Premises is not public facing and visitors to site are by invitation only and are escorted and hosted.	
Fall from Heights					
Stairwells, windows	All staff and contractors	Risk of injury resulting from falling	L	Handrails fitted to stairwells. Step ladders checked twice yearly. Restricted access to roof by contractors with suitable RAMS in place and subject to permit to work system	
Workplace Transport					
Entrance / Exit / Car Park	All staff and visitors	Risk of injury/ill health due to movement of vehicles and pedestrians in and around the building	L	Speed signs in place. Separate car parks for staff and visitors. Road humps to restrict vehicle speed on site. Provision of disabled car parking areas and medical bay areas. Adequate on site external lighting in place	
Contractor Safety	Contractors	Risk of injury or damage to property/persons resulting from contractors work activities	L	Risk assessments/method statements provided held with Estates RAMS. Signing in and out register/safety sheet located at HQ Admin Reception. Contractor vetting. Work deemed to be unsafe to be stopped and reported to Estates	
COSHH & Infectious disease control					
Kitchen/toilet areas and maintenance stores	All Staff and visitors	Risk of injury, ill health or property damage from hazardous substances	L	All substances in current use on the premises identified and only supplied via HQ stores/contracted external company or direct via cleaning company. Refer also to Force Policy Hazardous Substance Safety. (Cleaning company keep own records)	
		Ill health from exposure to asbestos	N/A	Asbestos register held by Estates. No asbestos on site	
Electricity	All staff	Risk of injury resulting from electric shock from untested/unsafe equipment	L	Portable appliance testing arranged annually by by contracted electrical engineers All portable appliances presented for testing Fixed electrical items testing arranged approx every 5 years by Estates	
Environment and Waste Management					
Site registration / storage collection and disposal	All staff	Stations and sites that produce more than 200kg of hazardous waste annually will need to be registered with the Environment Agency.	L	Appropriate storage containers supplied e.g. clinical, sharps, fluorescent tube, battery. Contracted waste collection, transportation and disposal services in place with registered waste contractors.	
First - Aid					
Posters and supplies	All staff and visitors	Risk of injury/ill health caused by lack of first aid equipment and trained staff	L	Notices displayed on all floors indicating location of first aid boxes and details of designated first aiders and appointed persons. All police officers, special constables and PCSO's receive module II first aid training.	
		First aid supplies to be available to all	L	First aid boxes located on both floors. Supplies regularly checked and re-stocked	
Food Safety					
Various fridges in use	All Staff and visitors	Risk of injury/ill health caused by poor food hygiene	L	All staff to ensure fridges are kept in a clean and hygienic condition	
Security	All Staff	Risk of injury or damage to property resulting from unauthorised access	L	All external entrances protected and access via proximity card CCTV on site & external lighting Offices locked where appropriate for role	
Inclusive Access	Visitors and staff	Suitable access/exit facilities for all		Procedure in place for anyone who requires assistance in case of emergency exit (PEEP's) .	

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Fire Procedure Notice

The fire alarm is tested between the hours of 09:00 – 10:00 hours every Friday morning. If the alarm is sounded anytime outside of the designated hours you will need to follow these instructions:

IF YOU HEAR THE FIRE ALARM

- Immediately leave the building using the nearest fire exit warning others as you do so
- DO NOT divert or delay your exit to collect personal belongings
- DO NOT use the lifts
- Proceed to the assembly point to be safely accounted for by the Fire Co-ordinator
- Report to the Fire Co-ordinator at the assembly point informing them if anyone still remains in the building and/or is unaccounted for. It is understood that it will not always be possible to account for everybody.
- DO NOT re-enter the building unless authorised to do so by the Fire Co-ordinator or the Fire Service.

Your nearest assembly point is:

Assembly Point C

HQ Car Park

ON DISCOVERING A FIRE

- Raise the alarm immediately, by shouting **FIRE FIRE FIRE**. Actuate the nearest break glass call point and ring 999
- Fight the fire if safe to do so using the equipment provided and if you consider you have sufficient knowledge and skills to do so
- Evacuate the area immediately closing doors and windows behind you and proceed to the assembly point.

SCC Admin Area Floor Plan

On arrival in the SCC Reception attendees will need to sign the Visitors Book. To comply with site security attendees must not proceed until they have been issued with a red SCC lanyard. There will be a white security card attached to this lanyard, this will grant restricted access within the site, attendees will be responsible for the safe keeping of this card whilst on site and return to reception before leaving the SCC.

The Admin Area for partner agencies can be found on the first floor of the Training School where workspaces have been allocated in groups for closer interoperability. This arrangement can be fluid based on the size, type and demand of the incident, therefore, attendees may be asked to relocate to another desk within the Admin area.

There is a lift in the Training School Admin block for disability access to the first floor Admin Area.



Please note this map has not been drawn to scale, it has been designed for graphical representation only.

Male and Female toilets can be found on the first floor just outside of the Admin Area.

Dedicated Direct Dial Telephone Numbers

Dedicated SCC telephone numbers have been allocated to agencies so that when their attendees have logged onto an Avon and Somerset Police telephone anywhere within the estate portfolio other partner agencies, or staff from their own organisations, can contact them direct.

Whilst the list overleaf is prescriptive, numbers may have to be transferred across agencies dependent on the demand. On arrival at the SCC attendees are strongly advised to inform a single point of contact within their own agency of their Direct Dial Number to allow direct contact to be maintained.

Logging on

Press the "Mobility" button on the telephone and enter 44 1278 and the 6 digits from the respective line in the DDI column, then press "OK". Enter the 8 digits from the Mobility PIN column and press "OK". The handset is then active.

To make external calls attendees need to press "9" for an external line, add the area code, even when calling a "local" number and then the desired telephone number.

Internal calls within the SCC can be made by simply dialling the five digit extension number.

To end the call simply replace the handset.

Logging off

Once the stand down process has been authorised, attendees need to return the handsets to "normal" operational status by logging off from their Direct Dial Access.

Press the "Mobility" button on the telephone and, in response to the "Mobile logoff?" display, press "OK" to confirm. The original profile will be restored to the phone.

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Agency / Role	Int Ext	DDI 01278	Mobility PIN
GOLD COMMANDER (Police)	47301	647301	08669454
GOLD CHIEF OF STAFF (Police)	47302	647302	05725486
GOLD Police Radio Despatcher (Classroom)	47303	647303	33230013
AvSom Police	47304	647304	62970317
AvSom Police	47305	647305	69967574
Dept. for Levelling Up, Housing & Communities (DLUHC)	47308	647308	93823370
ASLRF Secretariat	47329	647329	52604591
Fire & Rescue Service	47324	647324	45243172
Fire & Rescue Service	47325	647325	87541012
SWAST	47322	647322	01499023
SWAST	47323	647323	77659124
British Transport Police	47300	647300	12795213
Civil Nuclear Constabulary	47312	647312	64350243
Integrated Care Board	47338	647338	12227799
Integrated Care Board	47321	647321	24618558
Integrated Care Board	47327	647327	62869916
NHS England	47328	647328	58556338
UK Health Security Agency	47330	647330	88249254
Local Authorities - BCC	47315	647315	37119806
Local Authorities - BANEs	47316	647316	64105424
Local Authorities – S Glos	47317	647317	16485995
Local Authorities – N Som	47318	647318	38231762
Local Authorities - Som	47319	647319	67622387
HM Coastguard	47326	647326	30710456
National Highways	47337	647337	65747357
Environment Agency	47332	647332	64001332
Met Office	47334	647334	35635234
Wessex Water	47333	647333	53867232
Bristol Water	47329	647329	52604591
Utility Companies	47307	647307	08293478
Military	47335	647335	81942185
STAC Chair	47309	647309	64617072
STAC	47310	647310	47900789
STAC	47311	647311	14942007
SPARE	47320	647320	81900697
SPARE	47336	647336	12870749
SPARE	47313	647313	21037099
SPARE	47314	647314	49864053
SPARE	47306	647306	23907218
SPARE	47339	647339	41958736
SPARE	47331	647331	50610506

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Setting up GOV Wi-Fi

How to get a username and password for GOV Wi-Fi

If attendees are using GovWifi for the first time, they will need to sign up to get their unique username and password, which can be used on all devices. **This process only needs to be done once.**

1. Create a GovWifi account

Users can either:

- Text 'Go' to 07537 417 417
OR
- Send a blank email from their **public sector** email address to signup@wifi.service.gov.uk

Users will receive an email with a unique username and password and advice on how to connect their device(s).

Once connected to GovWifi the users device(s) will automatically connect in thousands of buildings that offer this service.

2. What to do if Users don't have a public sector email address

Do not apply for access using personal email accounts, the Lead Agency will need to sponsor Users in obtaining a guest account. To do this they will need:

- User name and Organisational role
AND
- Work email address

Once the Lead Agency has this information they will create a new email to sponsor@wifi.service.gov.uk leaving the subject line blank.

Add partner work email address in body of email (remove everything else e.g. signature blocks etc.)

If more than one request, add each email address on separate lines, then send.

The email will then generate the guest username and password for each email address provided. This will be sent via email to the partner agency with advice on how to connect their devices.

Agenda

No.	Description	Lead
1	Roll Call (if not able to see all participants on Microsoft teams)	Chair
2	Situational Briefing (M/ETHANE ¹)	Reporting Agency
3	Declaration of interested parties	All
4	Declaration of urgent items for attention	All
5	Opportunity to dial out	
6	Review outstanding actions (where applicable)	Chair
7	Gather information and intelligence Specialist / Subject Matter Expert Updates	All
8	Assess risks and develop a working strategy	All
9	Consider powers, policies & procedures Business Continuity Plans Command Structure Resources available Battle Rhythm	All
10	Identify options and contingencies Media Communications: consider current local media activity and necessity for proactive communications. Consider need for Logistics Cell and Mutual Aid	Comms Lead
11	Any other business Date and time of next meeting: Closure of business	All

¹ Major incident declared? Exact location, Type of incident, Hazards, Access routes entry/exit, Number of Casualties, Emergency services involved or required