

Part 5

Key Roles and Emergency Telephone Directory



This is Part 5 of the 5 Part DEPS Response and Recovery Plan

Also available are:

Part 1 -	Response Action Cards, Checklists and Guidance Documents
Part 2 -	Background and useful information in respect of Response
Part 3 -	Recovery Action Cards, Checklists and Guidance Documents
Part 4 -	Background and useful information in respect of Recovery

Data Protection and Confidentiality Notice

This directory has the contact details for Council staff and organisations that may be called on to act at an emergency. The private telephone numbers contained in this directory are for COUNCIL use only.

Telephone numbers in this document are only to be used in response to an emergency and must not be used for other purposes or given to members of the public (Data Protection Act 1998 Principle 2)

Holders of this document must take all reasonable measures to keep it secure and prevent access by unauthorised persons (Data Protection Act Principle 7). If your copy is lost or stolen please notify your authorities Emergency Planning lead or Information Governance team immediately.

Failure to comply with this notice may compromise the ability to respond in an emergency and disciplinary action may be being taken against employees and associates who wilfully or maliciously disclose or misuse the information.

Reporting an Incident

	Customer Contact Centre:	James Kershaw	Ian Luscombe	Drew Powell
In Office Hour	01803 861234 or 01822 813600			
Out of Office Hours	Tor 2: 01803 867034			

Notify Others

	Main or Office Hours	Secondary or Out of Office	Notes
Emergency Services	999	112	
Police Force Incident Manager			
County Highways (24/7)			
County Emergency Planning			
Police Force Incident Manager			

Roles in an Emergency

1	Initial Call-taker or First point of contact for In/Out of Hours Call Out
2	Emergency Duty Officer (EDO)
3	Incident Manager
4	Local Authority Liaison Officer (LALO)
5	Incident Support Officer (or Loggist)
6	Strategic Incident Manager (Chief Executive / SMT Lead)
7	Communication Lead
8	Emergency Centre Manager
9	Rest Centre Manager / Staffing
10	Spontaneous Donations Manager
11	Spontaneous Volunteers Manager
12	Recovery Manager

1	Initial Call-taker or First point of contact for In/Out of Hours Call Out
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If necessary could have a box at the start of each section for additional notes about the role or the preferred order of contact e.g. Out of hours the switchboard automatically diverts to the Out of hours number, or, always contact the first named

	Office Hours	Notes
South Hams	01803 861234	

West Devon	01822 813600	
Out of Hours	01803 867034	
James Kershaw		
Ian Luscombe		
Drew Powell		

2 Emergency Duty Officer (EDO)

	Position	Office Hours	Out of Office Hours	Notes
Emergency On Call Officer			01803 867034	
James Kershaw	Senior Specialist Environmental Health			Not for the public
Ian Luscombe	C.O.P. Lead for Environmental Health			

3 Incident Manager

	Position	Office Hours	Out of Office Hours	Notes
See above, the EDO will become incident manager				For small scale incidents
Ian Luscombe				
Drew Powell				

4 Local Authority Liaison Officer (LALO)

For small incidents the EDO will determine the level of onsite support needed by the on scene responders and determine which team would be best placed to serve as a LALO.

For larger incidents the LALO will probably be James Kershaw/ Ian Luscombe

5 Incident Support Officer (or Loggist)

	Position	Office Hours	Out of Office Hours	Notes
	Member of Support Services Case Management or Member Service			
Janice Young	Senior Case Manager			

6 Strategic Incident Manager (Chief Executive / SMT Lead)

	Position	Office Hours	Out of Office Hours	Notes
Sophie Hosking	Executive Director			
Steve Jorden	Executive Director			
Steve Mullineaux	Group manager			

7	Communication Lead
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	Position	Office Hours	Out of Office Hours	Notes
Lesley Crocker	Lead Specialist			
Karla White	Specialist			
Vicky Croughan	Case Manager			

8	Emergency Centre Manager
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The Boardroom at Follaton House or Meeting Room 3 at Kilworthy Park, have been assigned for this purpose. ICT/Facilities will support the setting up of the room.

9	Rest Centre Manager / Staffing
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	Position	Office Hours	Out of Office Hours	Notes
Isabel Blake	Lead Specialist Housing			
Sophie Cobbledick	Specialist Housing			

10	Spontaneous Donations Manager
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The issue of spontaneous donations will be considered by the Strategic Co-ordinating Group and a nomination made if deemed appropriate.

11	Spontaneous Volunteers Manager
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The issue surrounding Spontaneous Volunteers will be considered by the Strategic Co-ordinating Group

12	Recovery Management Group
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	Position	Office Hours	Out of Office Hours	Notes
Steve Jordan				
Darren Arulvasagam				
Chris Brook				
Nadine Trout				