



# Glossary

## Revision to *Emergency Preparedness*

This glossary contains terms that relate to Emergency Preparedness. For a more comprehensive list of terms, including those that relate to response, recovery and civil protection and resilience, please consult the Civil Protection Lexicon at [www.cabinetoffice.gov.uk/cplexicon](http://www.cabinetoffice.gov.uk/cplexicon)

### **(The) Act**

The Civil Contingencies Act 2004 established a single framework for civil protection in the United Kingdom. Part 1 of the Act establishes a clear set of roles and responsibilities for Local Responders; Part 2 of the Act establishes emergency powers.

### **Bellwin Scheme**

Discretionary scheme for providing Central Government financial assistance in exceptional circumstances to affected local authorities (e.g. councils, police authorities) in the event of an emergency.

Note: The Bellwin Scheme does not apply in Northern Ireland. In Wales the equivalent scheme is the Emergency Financial Assistance Scheme. For further information, please see: [www.communities.gov.uk/localgovernment/localgovernmentfinance/bellwinscheme/bellwinscheme201112/](http://www.communities.gov.uk/localgovernment/localgovernmentfinance/bellwinscheme/bellwinscheme201112/)

## **Bronze**

The tier of command and control within a single agency or multi agency (below gold level and silver level) at which the management of 'hands-on' work is undertaken at the incident site(s) or associated areas.

Note: The bronze level is also known as the operational level.

## **Business continuity forum**

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

## **Business continuity management (BCM)**

Holistic management process that identifies potential threats to an organisation and the impacts to the business operations that those threats, if realised, might cause, and which provides a framework for building organisational resilience with the capability for an effective response.

## **Business continuity plan (BCP)**

Documented collection of procedures and information developed, compiled and maintained in readiness for use in an incident to enable an organisation to continue to deliver its critical activities at an acceptable pre-defined level.

**Business impact analysis**

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

**Capabilities programme**

A programme to develop a range of capabilities that underpin the UK's resilience to disruptive challenges. These capabilities are categorised as being structural (e.g. local response), functional (e.g. mass casualties) or relating to essential services (e.g. financial services).

**Capability**

A demonstrable ability to respond to, and recover from, a particular threat or hazard.

**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 required by the planning assumptions and elaborated in the capability development plan.

**Catastrophic emergency**

An emergency which has an exceptionally high and potentially widespread impact and requires immediate central government direction 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.

**(The) Civil Contingencies Group Northern Ireland**

A Northern Ireland multi-agency forum for the development, discussion and agreement of civil protection policy for the Northern Ireland public services. CCG(NI) also has a role within the Northern Ireland Central Crisis Management Arrangements (NICCMA) in a serious or catastrophic emergency.

**Civil protection**

Organisation and measures, under governmental or other authority, aimed at

preventing, abating or otherwise countering the effects of emergencies for the protection of the civilian population and property.

### **Command**

The exercise of vested authority that is associated with a role or rank within an organisation, to give direction in order to achieve defined objectives.

### **Command and control**

The exercise of vested authority through means of communications and the management of available assets and capabilities, in order to achieve defined objectives.

Note: Command and Control are not synonymous terms – see the separate glossary entries.

### **Community engagement**

Mechanisms for identifying community views and the channels for understanding engagement. Developing such mechanisms and channels entails building infrastructure and capacity amongst community groups.

### **Community resilience**

Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services.

**Community Risk Register (CRR)**

A register communicating the assessment of risks within a Local Resilience Area which is developed and published by a Local Resilience Forum as a basis for informing local communities and directing civil protection work streams.

**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**

The application of authority, combined with the capability to manage resources, in order to achieve defined objectives.

**Control centre**

Operations centre from which the management and co-ordination of response by each emergency service to an emergency is carried out. A control centre can be, for example, multi agency or an internal, single agency centre.

**Control of Major Accident Hazards Regulations 1999 (as amended 2005), 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.

**Co-ordination**

The integration of multi-agency efforts and available capabilities, which may be interdependent, in order to achieve defined objectives.

**Cost-recovery basis**

A formally agreed situation under which an organisation can charge another organisation for providing a service, to ensure that the providing organisation does not make a financial loss in providing the service. It is usually agreed that no surplus or 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 and/or deliver essential services.

**Critical Infrastructure (CI)**

A term used to describe **Critical National Infrastructure** and other infrastructure of national significance as well as infrastructure and assets of local significance.



Note: the loss or damage of critical infrastructure may have impacts in additional or different part of the country from where it is situated. Critical National Infrastructure (CNI) differs from Critical Infrastructure only in the scale of its impact when lost or compromised.

### **Critical National Infrastructure (CNI)**

Assets that the Government has identified within the nine **National Infrastructure** sectors (energy, food, water, government, transportation, communication, emergency services, health care and finance) as being of strategic importance to essential service delivery. The loss or compromise of these assets would lead to severe economic and / or social consequences and / or to loss of life across significant parts of the UK.

### **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 Local Resilience Areas.

### **Data Protection Act**

An Act that requires organisations which hold data about individuals to do so securely and only for specific purposes. The Act also gives individuals the right, with certain exemptions, to see personal data that relates to them.

**Delegation**

A formal agreement under which it is established that one organisation's functions will be carried out by another. This agreement does not absolve the organisation of any legal duty to provide that function, 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**

See Integrated Emergency Management.

**Emergency Plan**

A document or collection of documents that sets out the overall framework for the initiation, management, co-ordination and control of personnel and assets to reduce, control or mitigate the effects of an emergency.

**Emergency planning (EP)**

Aspect of Integrated Emergency Management concerned with developing and maintaining procedures to prevent emergencies and to mitigate the impact when they occur.

**Emergency planning cycle**

A continuous process of assessing the risk of and preparing for emergencies, supported by procedures to keep staff in readiness, and to review and validate plans, revising them, if necessary, following emergency exercises or response operations.

**The Energy Act 2008**

The Energy Act updates energy legislation to reflect the availability of new and renewable technologies, as well as the UK's changing requirements for secure energy supply. It also aims to protect the environment and the tax payer as the energy market changes.

**Environmental Information Regulations**

Statutory information (SI 2004 No. 3391) providing right of access to environmental information held by UK public authorities.

**Essential services**

The fundamental services that underpin daily life and ensure the UK continues to function, both socially and economically. Within the **National Infrastructure**, nine sectors have been identified as providing essential services: energy, food, water, transportation, communications, emergency services, health care, finance and Government.

**Exercise**

A simulation designed to validate organisations' capability to manage incidents and emergencies. Specifically exercises will seek to validate training undertaken and the procedures and systems within emergency or business continuity plans.

Note: while exercises will provide an opportunity to develop staff competences, they must not be regarded as a substitute for training and staff development.

**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 developed by an organisation or group of organisations to validate training and plans.

**(The) Fire Safety and Safety of Places of Sport Act 1987**

The Fire Safety and Safety of Places of Sport Act provides for a system of safety certification by local authorities for certain covered stands - known as "regulated stands" - at sports grounds, and for subsequent inspections. This Act applies to all outdoor sports grounds, whatever their use, where there is a covered stand (i.e. with seated or standing accommodation) which can accommodate at least 500 spectators.

**(The) Flood and Water Management Act 2010**

The Flood and Water Management Act provides comprehensive management of flood risk for people, homes and businesses. It promotes the use of measures to manage both the probability and the consequences of flooding and erosion; minimises flood risk and provides a higher level of protection to the public from the operation of reservoirs.

**(The) 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.

**Generic local risk assessment**

An assessment provided by central government to Category 1 responders via the Local Risk Assessment Guidance, containing information on the likelihood and impact of generic threats and hazards.

**Generic (emergency) plan**

A single emergency plan developed to enable an organisation's response to emergencies arising from a wide range of risks. Generic plans are usually specific to individual organisations, but in some cases they will be developed as multi-agency plans to enable a joint response for use by a range of emergency responder organisations.

**Geographical Information System**

Computer-based system that supports the capture, management, analysis and modelling of geographically referenced data.

**Gold**

The strategic level of command and control (above silver level and bronze level) at which policy, strategy and the overall response framework are established and managed for individual responder organisations.

Note: the Strategic Co-ordinating Group, the multi-agency strategic co-ordinating body, may colloquially be referred to as the Gold Group, but not simply as Gold.

**Hazard**

Accidental or naturally occurring (i.e. non-malicious) event or situation with the potential to cause death or physical or psychological harm, damage or losses to property, and/or disruption to the environment and/or to economic, social and political structures.

**Hazard assessment**

A component of the civil protection risk assessment process in which identified hazards are assessed for risk treatment.

**Hazard identification**

A component of the civil protection risk assessment process by which potential hazards are identified. This can also be carried out by business as part of their BCM process and/or locally during the process of developing a community risk register.

**(The) Health and Safety at Work, etc., Act 1974**

Primary piece of legislation covering occupational health and safety in the United Kingdom. The Health and Safety Executive is responsible for enforcing the Act and a number of other acts and statutory instruments relevant to the working environment.

**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.

**Integrated Emergency Management (IEM)**

Multi-agency approach to emergency management entailing six key activities: anticipation, assessment, prevention, preparation, response and recovery.

**(The) Ionising Radiations Regulations 1999**

Regulations which establish specific requirements for the protection of employees and the public from radiation.

**Joint- or Multi-Emergency Service Group (JESG)**

A steering group for two or more agencies working between the emergency services.

**Joint working**

Collaborative working between a number of organisations to achieve common, defined objectives.

**Lead government department (LGD)**

Department of the United Kingdom Government or Devolved Administration designated as responsible for overall management of the Government response to an emergency or disaster. There are LGDs identified for both the response and recovery phases of an emergency. For a list of designated responsibilities visit: <http://www.cabinetoffice.gov.uk/resource-library/list-lead-government-departments-responsibilities>

**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**

Generic term for a person within one organisation who liaises with other organisations and co-ordinates their own organisation's staff at the scene of an incident.

**Local Resilience Area**

Area within which category 1 and 2 responders co-operate, principally but not exclusively through the mechanism of a Local Resilience Forum. Each local resilience area (with the exception of London) is based on a police force area.

**Local Resilience Forum (LRF)**

A process for bringing together all the Category 1 and 2 responders within a Local Resilience Area for the purpose of facilitating co-operation in fulfilment of their duties under the Civil Contingencies 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 to assist Category 1 responders in performing their local risk assessment duty under the Civil Contingencies Act.

**Major incident**

Event or situation requiring a response under one or more of the emergency services' major incident plans.

Note: while an 'emergency' as specifically defined under the CCA and 'major incident' are not synonymous, they are both significant events with serious consequences. It does not automatically follow from the declaration of a major incident that it will meet the criteria for a CCA-defined emergency, but the definitions and criteria overlap and in many cases an emergency will be a major incident and vice versa.

**Media plan**

A 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 for the coordination and integration of the response to an emergency by a number of organisations.

Note: a multi-agency plan is usually prepared and maintained by a lead responder on behalf of the other organisations.

### **Multi-level plan**

A plan for co-operation between more than one level of government and Category 1 and 2 responders.

Note: the plan will usually be initiated and maintained by central 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.

### **National Infrastructure**

A mix of networks, systems, sites, facilities and businesses that deliver goods and services to citizens, and supports our economy, environment and social well-being.

### **National Resilience Extranet (NRE)**

Secure web-based infrastructure to enable multi-agency information sharing at the planning stage and which has a specific information function during emergency response and recovery.

Note: the NRE can store protectively marked documents up to and including RESTRICTED.

**News Co-ordination Centre (NCC)**

A Cabinet Office unit working with the Lead Government Department to co-ordinate media and provide public communications support during an emergency.

**(The) Nuclear Installations Act 1965**

The Nuclear Installations Act makes provision for ensuring the safety of workers and the public on a nuclear site. Under the relevant statutory provisions, a site cannot have nuclear plant on it unless the user has been granted a site licence by the Health and Safety Executive (HSE). This licensing function is administered on HSE's behalf by its Nuclear Directorate.

**Outcome description**

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

**Outsourcing**

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

**(The) Pipelines Safety Regulations 1996**

Regulations, enforced by the Health and Safety Executive, to ensure that major accident hazard pipelines in Great Britain, territorial waters, and the UK continental shelf are designed, constructed and operated safely.

**Plan maintenance**

Procedures for ensuring that emergency plans are appropriate, up to date and kept in readiness for emergencies.

**Plan validation**

Measures to ensure that an emergency plan meets the purpose for which it was designed. Validation may include a range of measures, including various forms of emergency exercises and tests.

**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.

**Preparedness**

Process of preparing to deal with known risks and unforeseen events or situations that have the potential to result in an emergency

**Public awareness**

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

**Radiation (Emergency Preparedness and Public Information) Regulations 2001 (REPIR)**

REPIR 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.

**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, both physically and socially, following an emergency.

**Recovery time objectives**

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

**Resilience and Emergencies Division (Department for Communities and Local Government)**

A division of the Department for Communities and Local Government, which has responsibility for resilience between the local and national level, at multi-LRF level.

**Rendezvous point**

Point to which all vehicles and resources arriving at the outer cordon are directed for logging, briefing, equipment issue and deployment.

### **Resilience**

Ability of the community, services, area or infrastructure to detect, prevent, and, if necessary to withstand, handle and recover from disruptive challenges.

### **Response**

Decisions and actions taken in accordance with the strategic, tactical and operational objectives defined by emergency responders. At a high level these will be to protect life, contain and mitigate the impacts of the emergency and create the conditions for a return to normality.

### **Rest centre**

Building, which may include overnight facilities, designated by the local authority for the temporary accommodation of evacuees.

### **Risk**

A measure of the significance of a potential emergency in terms of its assessed likelihood and impact.

### **Risk appetite**

Willingness of an organisation to tolerate 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**

All activities and structures directed towards the effective assessment and management of risks and their potential adverse impacts.

**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**

Table showing the likelihood and potential impact of events or situations, in order to ascertain the risk.

**Risk treatment**

Process of determining those risks that should be controlled (by reducing their likelihood and/or putting impact mitigation measures in place) and those that will be tolerated at their currently assessed level.



### **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.

### **(The) Safety of Sports Grounds Act 1975**

The Safety of Sports Grounds Act addresses the safety of spectators at sports/football stadia where large numbers of people attend. Under the Act stadia which have accommodation, whether seated, standing or a combination of the two, for more than 10,000 spectators require a General Safety Certificate from the appropriate local authority.

### **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.

### **Serious emergency**

Second highest level of emergency requiring central government direction.

**Sensitive information**

Information which, if disclosed 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 is 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.

**Significant emergency**

Lowest level of emergency requiring central government support through a nominated lead government department.

**Silver**

The tactical tier of command and control within a single agency (below Gold level and above Bronze level) at which the response to an emergency is managed.

Note: multi-agency co-ordination at the tactical level is undertaken by the Tactical Co-ordinating Group which may be referred to as the Silver Group.

**Small or medium-sized enterprise (SME)**

A business with less than 250 employees.

**Specific (emergency) plan**

Plan by one or more category 1 responder(s) that relates to a particular risk not adequately addressed by a generic emergency plan.

**Strategic Co-ordinating Group (1)**

Multi-agency body responsible for co-ordinating the joint response to an emergency at the local strategic level which may be referred to as the Gold Group.

**Strategic Co-ordinating Group (2)**

In Scotland, Strategic Co-ordinating Groups are the principal local forum for multi-agency cooperation in civil protection. The groups have a role in both preparation and response to emergencies. As such, SCGs in Scotland effectively combine the role in England of Local Resilience Forums in preparing for emergencies and of Strategic Co-ordinating Groups in responding to emergencies.

**Subsidiarity**

The principle by which decisions should be taken at the lowest appropriate level, with co-ordination at the highest necessary level.

**Tactical Co-ordinating Group**

A multi-agency group of tactical commanders that meets to determine, co-ordinate and deliver the tactical response to an emergency.

Note: the TCG may also be known as the Silver Group.

### **Threat**

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 civil protection risk assessment process in which identified threats are assessed for risk treatment.

### **Utilities**

Companies providing essential services, often categorised as water, energy and telecommunications, although this can sometimes include other infrastructure sectors such as transport.

### **Validation**

Measures to ensure that plans, procedures and other emergency response measures meet the purpose for which they were designed.

### **Verification**

To review and evaluate documents, plans, requirements and specifications . This can be done using a checklist, walkthrough or inspection.

### **Voluntary sector**

All voluntary organisations, regarded as a group, involved in any aspects of the response to an emergency. Also known as the third sector.

### **Vulnerability**

The susceptibility of individuals or a community, services or infrastructure to damage or harm arising from an emergency or other incident.

### **Vulnerable establishment**

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

### **Wales Resilience Forum (WRF)**

A multi-agency group providing the mechanism for national multi-agency co-operation and strategic advice on civil protection and emergency planning in Wales.

### **Walk through**

A structured event to inform participants of a new plan or procedure, allow consultation on the future development of a plan or introduce individuals and/or organisations to a new or proposed role within a plan.

Note: may also be known as a Talk through

**Warning and informing the public**

Arrangements to make the public aware of risks and for responders to warn, inform and advise the public when an emergency is likely to occur or has occurred, and to provide them with information and advice.

**Welsh Government Civil Contingencies Group**

A Welsh Group dedicated to supporting multi-agency co-operation in Wales and engaging with the UK Government on all issues relating to civil protection and emergency preparedness.

**Welsh Government's Emergency Branch**

The Welsh Government's Emergencies Branch fosters links with emergency planners in order to co-ordinate civil protection planning in Wales. It also maintains links with UK Government Departments and other devolved administrations to share best practice and undertake joint-working.

**Welsh Borders Resilience Group (WBRG)**

The Welsh Borders Resilience Group brings together the Welsh Government and the DCLG Resilience Team to facilitate co-operation and information sharing between Wales and the border areas of England.

**Z-Cards**

A patented format for publishing information, in which up to an A3-sized page can be folded down to credit card size.