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Introduction

An emergency¹ (or disruptive challenge) as defined in the Civil Contingencies Act 2004 is a situation or series of events that threatens or causes serious damage to human welfare, the environment or security. Additionally, to constitute an emergency, an event or situation must also pose a considerable test for an organisation’s ability to perform its functions.²

‘Response’ encompasses the actions taken to deal with the immediate effects of an emergency. In many scenarios it is likely to be relatively short and to last for a matter of hours or days – rapid implementation of arrangements for collaboration, co-ordination and communication are, therefore, vital. Response encompasses the effort to deal not only with the direct effects of the emergency itself (e.g. fighting fires, rescuing individuals) but also the indirect effects (e.g. disruption, media interest).³

In most cases, the response to emergencies will be conducted at the local level by local responders. In some cases the response can be supported by the Welsh Assembly Government or a lead UK Department. The amount and level of support at the pan-Wales or UK level to the area affected may vary. For the most severe emergencies a co-ordinated combined government response will be essential. The nature of the handling of the UK Government’s response to an emergency occurring in Wales will depend on whether or not the subject is reserved or devolved.

This document sets out the arrangements for the pan-Wales level integration of the Welsh response to an emergency in or affecting Wales. It reflects the principles of response contained in the non-statutory guidance Emergency Response and Recovery which supports the Civil Contingencies Act 2004. The document primarily provides a framework for the management of an emergency affecting several or all areas of Wales. It can also be implemented in response to a major incident in one Local Resilience Forum area. It should be read in conjunction with the following documents:

Emergency Response and Recovery:

http://www.cabinetoffice.gov.uk/ukresilience/response.aspx

Central Government Arrangements for Responding to an Emergency - Concept of Operations:

http://www.cabinetoffice.gov.uk/ukresilience.aspx

Concordat between the UK Government and the Welsh Assembly Government on the Civil Contingencies Act 2004:

¹ As in Emergency Response and Recovery, the term “emergency” is used consistently throughout this guidance to encompass all disruptive challenges that require the use of assets beyond the scope of normal operations and require a special deployment.

² Emergency Response and Recovery, p3.

³ Ibid.
Each service has its own operational procedures. This plan seeks to compliment (not override) these arrangements together with the existing joint agency procedures agreed in each police area. An important aspect of the plan is creating the ability to analyse the impact on Wales of any emergency or incident, and to provide coherent advice from the centre. The arrangements provide for this by allowing the Emergency Co-ordination Centre Wales (ECC(W)) to act as a conduit to/from the UK Government when appropriate. However, it must be stressed that some individual agencies will still maintain direct reporting lines to UK Departments. These will not be overridden by this plan. In those instances, agencies will share information with the ECC(W) as appropriate.

Terminology can be confusing as different organisations have adopted varying names for similar structures. A glossary is provided to help deal with this, although there is no intention of being prescriptive in the use of terms or structures. It is the underlying principle of co-operation at a Welsh level that is important.

These arrangements will need to be kept up to date to reflect any changes in emergency planning and from any lessons learned through testing or implementation.

**All contact details are held separately on the Pan-Wales Response Plan Activation Arrangements** which is a protected document issued only to practitioners.
Section 1 - Trigger and Activation Arrangements

Trigger Arrangements

1.1 The decision on whether to activate the Pan-Wales Response Plan (as opposed to local responses which continue to operate according to local arrangements) will be taken by the Welsh Assembly Government in conjunction with the UK Government and Category 1 or 2 responders with lead or major responsibilities in the emergency.

1.2 The decision to escalate or de-escalate the pan-Wales response will be taken by the Civil Contingencies Group or Wales Civil Contingencies Committee (WCCC). These decisions will be cascaded to all agencies by the Welsh Assembly Government.

1.3 There will be a flexible response to emergencies based on the circumstances that exist at the time. For example, in an emergency impacting primarily on a single Local Resilience Forum (LRF) area the Welsh Assembly Government will consult the Strategic Co-ordinating Group concerned to assess whether the establishment of the ECC(W) and the formation of the CCG/WCCC would assist the response.

1.4 On occasions, where a potential emergency affecting Wales has been identified by COBR, or other reliable sources, the Welsh Assembly Government will convene a meeting of the Civil Contingencies Group comprising organisations relevant to the crisis to review and assess the situation and consider the required response in Wales (See Level 1 in Section 2). Where no prior warning is given the ECC(W) will be established and all key organisations informed (See Level 2 in Section 2).

1.5 Joint meetings of the CCG/WCCC and the SCG Chair(s) will be established as appropriate to embed close strategic communication between the two levels in response to emergencies. Where necessary, these meetings will be conducted by video-conferencing or audio conferencing.

1.6 The Assembly Government may wish to use the ECC(W) unilaterally on occasions to centralise its own response to any emergency in Wales. This will depend upon the nature of the emergency concerned and may, or may not, involve external partners. On such occasions, the ECC(W) will not be formally activated under the Pan-Wales Response Plan but will act as a crisis management centre for the Assembly Government. LRFs will be informed of the status of the ECC(W) when it is being used in this way to ensure that no trigger mechanisms are activated unnecessarily at the LRF level.

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4 As defined in the Civil Contingencies Act 2004
5 See pages ? and ?
6 The Strategic Co-ordinating Group is a multi-agency body responsible for co-ordinating the joint response to an emergency at the local strategic level.
1.7 Strategic Co-ordinating Groups and the ECC(W) will advise each other of any significant de-escalation of their respective arrangements.

1.8 Local plans will be activated and scaled down at any time according to circumstances and agreed local arrangements.

**Activation Arrangements**

1.8 The activation procedures are divided into two separate processes:

- ‘Central Notification’ – This process relates to an emergency where the notification is received from outside of Wales requiring the activation of the Pan-Wales Response Plan. It will necessitate the cascading of notification from the Welsh Assembly Government to some or all of the Local Resilience Forum areas in Wales.

- ‘Local Notification’ – This process relates to an emergency where the notification is received from the local level in Wales which requires the activation of the Pan-Wales Response Plan. It will necessitate the Welsh Assembly Government notifying the UK Government of a major incident occurring in Wales.

1.9 The decision on whether to activate the Pan-Wales Response Plan (as opposed to local responses which continue to operate according to local arrangements) will be taken by the Welsh Assembly Government in conjunction with the UK Government and Category 1 or 2 responders\(^7\) with lead or major responsibilities in the emergency.

**Central Notification**

1.10 This section sets out the procedures to be followed where an incident occurs outside of Wales, but is likely to impact upon Wales to the extent where the Pan-Wales Response Plan may need to be activated.

1.11 The Civil Contingencies Secretariat, other UK Government Departments, Government Office of the Regions, or other Devolved Administration will contact the Welsh Assembly Government where an emergency is likely to occur, or has occurred, which may impact on Wales.

1.12 If the notification relates to a **LEVEL 1** incident the Welsh Assembly Government will convene a meeting of the Civil Contingencies Group and will notify the following organisations (and others as appropriate) to consider response arrangements\(^8\):

- Emergency Services Civil Contingencies Co-ordinator (for Police representation)

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\(^7\) As defined in the Civil Contingencies Act 2004

\(^8\) An example of this situation is the Civil Contingencies Group meeting held in January 2010 ahead of the forecast for heavy snow fall in Wales.
• Fire and Rescue Service
• Welsh Ambulance Services (NHS) Trust
• Welsh Local Government Association (WLGA)
• Environment Agency Wales (EAW)
• Public Health Wales
• 160 (Wales) Brigade
• Other as appropriate (ie Utilities etc.)

1.13 Notification will be through normal organisational contacts and not through Police Control Rooms as LEVEL 1 relates to a pre-emergency situation where the requirement for urgent notification is not as pressing.

1.14 If the notification relates to a LEVEL 2 incident the Welsh Assembly Government will notify the North Wales Police Control Room to set in motion the notification and activation procedures.

1.15 In notifying the North Wales Police Control Room the Welsh Assembly Government will:

• Provide the required codename
• Confirm requirement for Pan-Wales Response Plan to be activated
• Confirm requirement for notification to be cascaded to other Emergency Services Control Rooms in Wales
• Confirm that the ECC(W) is being established

1.16 The North Wales Police Control Room will then activate the agreed notification procedures across Wales as well as their own local arrangements.

1.17 The Welsh Assembly Government will also contact key partner agencies to attend the ECC(W) as listed at paragraph 1.12.

1.18 Once Strategic Co-ordinating Centres have been established they should make immediate contact with the ECC(W) to confirm communication details.

Local Notification

1.19 This section sets out the procedures to be followed where an incident occurs within Wales which requires the Pan-Wales Response Plan to be activated and the notification of the incident stems from the local level.

1.20 The Police Emergency Planning Unit should provide the following information when notifying the Welsh Assembly Government:

• That the Pan-Wales Response Plan should be activated quoting the agreed codename.
• The nature of the incident
• The details of where the SCG is being established and the relevant contact details
• The requirement for a Welsh Assembly Government Liaison Officer (WAGLO) to be deployed at the SCG or for a Liaison Team at the SCC

1.21 The Welsh Assembly Government will inform the North Wales Police Control Room (if incident is not in North Wales) to inform the other Emergency Services Control Rooms of the activation of the Pan-Wales Response Plan.

1.23 Where the incident occurs in North Wales the Police Control Room will inform the Welsh Assembly Government as set out in paragraph 2.2 who will decide upon the activation of the Pan-Wales Response Plan.

1.24 The procedures set out in paragraphs 1.17 and 1.18 above will also be followed by the Welsh Assembly Government and the Strategic Co-ordinating Groups.

1.25 The Welsh Assembly Government will inform the Cabinet Office Civil Contingencies Secretariat of the incident and the activation of the Pan-Wales Response Plan.

1.26 CCS will consider implementing CONOPS and establishing COBR.

1.27 The Welsh Assembly Government will also contact the appropriate Government Office where the emergency may have implications for the border area.
Figure 2 – Pan-Wales Response Plan Flow Chart

Potential Emergency Arises

Monitor potential emergency where possible

Situation Improves Stand Down

Situation Deteriorates/Emergency Occurs

LEVEL 1

Assembly Government convenes Civil Contingencies Group to review situation and update local stakeholders with a view to escalate to LEVEL 2 if necessary.

ECC(W) is put on stand-by

Situation Improves Stand Down

Situation Deteriorates

LEVEL 2

ECC(W) established and Wales Civil Contingencies Committee convened.

Situation Improves Stand Down

Situation Deteriorates

LEVEL 3

Emergency Powers invoked and Wales Emergency Co-ordinator appointed
Section 2 – Wales Civil Contingencies Committee
Levels of Response

**Pre-Emergency Phase**

**Potential Emergency**

**Emergency Occurs**

**Level One**
Level One CCG meetings would be convened in the phase prior to an emergency, where prior warning is available. The meeting would be held to review the situation and update local stakeholders, with a view to escalating to Level Two if the situation warranted.

**Level Two**
Level Two WCCC meetings would be convened in the event of an emergency occurring in, or affecting, Wales where Strategic Co-ordinating Group(s) have been established. The ECC(W) will be activated.

**Level Three**
Level Three meetings will only be called once an emergency arises which requires the making of emergency regulations under Part 2 of the Civil Contingencies Act

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9 See Section 6.
Section 3 - Emergency Co-ordination Centre (Wales) (ECC(W))

3.1 Under Level 1 the ECC(W) will remain on stand-by and arrangements put in place to activate the Centre should the emergency escalate.

3.2 For Level 2 emergencies the nominated Lead Official will activate the ECC(W) which can be linked with all Strategic Co-ordinating Groups, and the central government crisis management machinery facilitated by Cabinet Office (COBR). The role of the ECC(W) will be to:

- co-ordinate the gathering and dissemination of information across Wales;
- ensure an effective flow of communication between local, pan-Wales and UK levels, including the co-ordination of reports to the UK level on the response and recovery effort;
- brief the Lead Official and WCCC;
- ensure that the UK input to response is co-ordinated with the local and pan-Wales efforts;
- provide media and community relations support through the Welsh Assembly Government Communications Division;
- assist, where required by the Strategic Co-ordinating Groups, in the consequence management of the emergency and recovery planning;
- facilitate mutual aid arrangements within Wales and where necessary, between Wales and the border areas of England;
- raise to a UK level any issues that cannot be resolved at a local or Wales level.

3.3 The ECC(W)’s role is primarily one of information gathering and keeping Ministers and the UK Government informed of the implications of emergencies in Wales. At the same time it keeps Strategic Co-ordinating Groups and individual agencies informed about developments at the UK level which will affect them. It will also offer assistance, where possible, to SCGs; particularly in respect of consequence management and recovery issues.

3.4 A record will be maintained of all actions taken by the ECC(W) and all decisions made. A Strategic Co-ordinating Group Action Log will be maintained to record and monitor action against issues raised by the SCGs which require advice from Government.

3.5 Depending upon the nature of the emergency, the ECC(W) can be established to focus the Welsh Assembly Government’s own response to emergencies by largely engaging the relevant policy Departments that will lead its response.
3.6 On other occasions, the ECC(W) can be used as a means of co-ordinating a multi-agency response by including external partners whose presence in the Centre facilitates links with external agencies and draws experience and expertise into the assessment of information being gathered. On these occasions the Assembly Government will use the centre to facilitate its own response and deal with consequence management issues relevant to its functions whilst also co-ordinating a wider multi-agency response.

3.7 The decision on whether to activate the ECC(W) will depend upon the nature and extent of any emergency in or affecting Wales (see Trigger Arrangements).

3.8 The ECC(W) will report for Wales as a whole to the central government crisis management machinery facilitated by Cabinet Office, though other agencies will maintain specific reporting lines, and will provide briefing and advice to Welsh Ministers. The ECC(W) will also act as a mechanism for disseminating information from the central government crisis management machinery to the Strategic Co-ordinating Groups.

3.9 Strategic Co-ordinating Groups and the ECC(W) will advise each other of any significant de-escalation of their respective arrangements.

3.10 Where required, The ECC(W) can develop business cases for the requests to the Civil Contingencies Committee for the use of Emergency Powers in Wales and so raise the emergency to LEVEL 3.

3.11 Under LEVEL 3 the ECC(W) will support the Wales Emergencies Coordinator (WEC) in the discharge his/her functions.

3.12 The ECC(W) will not interfere in local command and control arrangements but will provide a mechanism for ensuring that local responders can be as fully informed as possible in the decisions they have to take. Where arrangements already exist for the co-ordination of mutual aid the ECC(W) will, where necessary, aim to compliment such arrangements and add value by taking a multi-agency overview at a pan-Wales level. The ECC(W) will also inform the deployment of pan-Wales or UK resources.

3.13 Communication from the Welsh Assembly Government to responder agencies will be co-ordinated at the local level through the Strategic Co-ordination Centres. All information will be channelled through the ECC(W) and the SCCs unless where a Assembly Government Department has a specific reason to communicate directly with the responder agency concerned. In the case of the latter, the communication will be sent in parallel through the established route between the ECC(W) and the SCC to ensure that the SCC has a record of all communication traffic with responders in their areas and can inform the SCG accordingly.
Section 4 – Reporting and Communication Structure

4.1 Once implemented, the Pan-Wales Response Plan creates a structure whereby information from across Wales will be assessed and analysed by the ECC(W). This structure may not be appropriate for all emergencies and will be activated only where it adds value to the response. It will provide a pan-Wales picture of the impact of the emergency which, in turn, can be used to advise decisions on the strategic management of the situation in Wales and be reported on a Wales basis to the UK Government. In the same way, the plan will allow the cascading of information from central Government to agencies on the ground in Wales. The plan sets our co-ordination arrangements rather than a pan-Wales command structure. Agencies will endeavour to maintain parallel reporting lines to the ECC(W) under this structure.

4.2 Major emergencies are likely to occur in single LRF areas where the relevant Strategic Co-ordinating Group will manage the response through its multi-agency response plan. In such instances, situation reports to the ECC(W) will be provided by a Welsh Assembly Government Liaison Officer (WAGLO) deployed at the Strategic Co-ordination Centre. The WAGLO will be supported by a team of Welsh Assembly Government officials where required. The principle directive of the WAGLO is to act as a discrete link between the SCG and ECC(W); keeping the ECC(W) informed of developments without imposing on, or interfering with, the local response effort. The WAGLO will attend any consequence management sub-group or Recovery Co-ordinating Group which may be established by the SCG to identify areas and actions where the ECC(W) may be able to provide assistance.

4.3 In wide-area disruption emergencies (ie pandemic flu, fuel dispute etc.) where there is no clear emergency services lead, there is a greater requirement for broad information gathering from the SCG. Once established, the Strategic Co-ordinating Centres will commence gathering information at the local level from within their respective Local Resilience Forum areas detailing the impact of the emergency locally on emergency services, local authority services, utilities and other sectors as appropriate. The information will be collated on the situation report template and relayed, routinely or exceptionally, by e-mail or fax, or by other means to the ECC(W). The reports are an extremely useful tool for government in assessing the impact of the incident. Timely completion will be very important. The frequency and timing of reports will be determined contingent on events.

4.4 Agencies which are not devolved will report as normal to their respective UK Department (e.g. Police reporting directly to ACPO and Home Office, military to Ministry of Defence etc.) However, they may also copy any reports about the developing situation in Wales from their agency’s perspective to the ECC(W) where appropriate. Each organisation will need to consider the extent to which it is appropriate to share information with the ECC(W) for security purposes, but will wish to ensure that sufficient information is supplied to allow a pan-Wales picture to be determined.
4.5 Under LEVEL 3 where emergency powers are made the reporting lines may change if required under the emergency regulations or letter of appointment of the Wales Emergency Co-ordinator.
Figure 3 – Co-ordination Arrangements in Wales – Communication Links

- Welsh Assembly Government Ministers
- Civil Contingencies Committee (CCC)
  - UK Government Minister
  - Government Lead Department
  - PNICC / ACPO
- Civil Contingencies Secretariat (CCS)
- Lead Official/Chair of WCCC/WEC
- Wales Civil Contingencies Committee (WCCC)
- Government Offices of the Regions & Devolved Administrations
- Emergency Co-ordination Centre (Wales)
  - ECC(W)
- Strategic Co-ordinating Groups
  - Gold Command Rooms
- PNICC
- ACPO
Section 5 – Roles and Responsibilities

5.1 The roles and responsibilities set out below are written within the response framework set out in *Emergency Response and Recovery*. They are tailored to meet the specific response needs of Wales during a crisis. It is not the purpose of this document to replicate national and local roles and responsibilities. Rather it outlines the structures applicable to the interface between local arrangements and the Welsh Assembly Government.

Police

5.2 In addition to their normal roles, the police will:

- Provide a liaison team at the ECC(W) to act as a communication link between the ECC(W) and those Welsh Police Forces involved.\(^{10}\)
- Provide situation and exceptional reports to ACPO, Home Office and other relevant Government Departments whilst reporting in parallel to the ECC(W) where appropriate.

Fire and Rescue Service

5.3 In addition to their normal roles the Fire and Rescue Service will:

- Provide a representative as a liaison officer at the ECC(W) to act as a communication link between the ECC(W) and those Welsh, or other, Fire and Rescue Services involved.
- Provide situation and exceptional reports to the ECC(W) and link with the Assembly Government’s Fire and Rescue Branch on policy issues.

Local Authorities

5.4 In addition to their normal responsibilities Local Authorities will collectively:

- Provide initial liaison representation through the Welsh Local Government Association (WLGA) at the ECC(W) in order to provide information on the developing situation and its impact upon the local authorities. If the representative cannot attend the ECC(W) he or she should remain in contact on a 24-hour basis to provide the information required. Other local Government representatives may assume this role as the situation develops.

NHS in Wales

5.5 In addition to their normal responsibilities, health services will:

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\(^{10}\) This will be either the Emergency Services Civil Contingencies Co-ordinator or the Assembly Police Liaison Team.
• report information on the health sector to the ECC(W) through the Health Desk

• at the request of the ECC(W) Health Desk provide appropriate representation to liaise with NHS organisations involved in response to the incident, eg. Ambulance Service, Public Health Wales and Health Boards.

**Armed Services**

5.6 In addition to their normal responsibilities the Armed Services will, when appropriate:

• Deploy liaison officers to the ECC(W) to provide specialist advice and co-ordinate any military support with HQ 160 (Wales) Brigade, Brecon and activated GOLD Commands.

• Provide situational reports to HQ 160 (Wales) Brigade and other services HQs and co-ordinate any input to ECC(W) ministerial briefing notes and reports.

**Environment Agency Wales**

5.7 In addition to its normal roles, Environment Agency Wales will where there is a pan-Wales emergency that affects or threatens the natural environment:

• Provide a representative as liaison officer at the ECC(W) to act as a communication link between the ECC(W) and the Environment Agencies Local Incident Management Centres and/or Local Strategic Co-ordination Centres.

• Provide Wales situation and exceptional reports to its National Head Office for collation into UK Reports for DEFRA and other relevant Government Departments, whilst reporting in parallel to the ECC(W) and the Department for Environment, Sustainability and Housing of the Welsh Assembly Government where appropriate.

**Other Agencies**

5.8 Other agencies may be represented at the ECC(W) according to the nature of the emergency. They will provide a link with their respective organisations for information to be included in the situation reports (See Annex 2).
Welsh Assembly Government

5.9 The Government of Wales Act 2006 sets out the devolved powers of Welsh Ministers. The Welsh Assembly Government has devolved powers in agriculture; housing; education and training; the environment; health and health services; local government; and social services. It has responsibility for the front line public services of the Ambulance Service, NHS and Fire and Rescue Services. The Assembly Government, with its devolved powers, has an important role to play in terms of the political, social and economic aspects of the critical national infrastructure in Wales.

5.10 In relation to this plan the Assembly Government will:

- Inform stakeholders of the activation of the Pan-Wales Response Plan
- Set up and run the ECC(W)
- Accommodate and act as Secretariat to the CCG or WCCC
- Establish links with COBR and the UK Government through the ECC(W)
- Deploy Welsh Assembly Government Liaison Officers, where appropriate, to Strategic Co-ordination Groups

Welsh Ministers

5.11 Welsh Ministers will represent Wales at the Civil Contingencies Committee and will receive regular briefings from the ECC(W).

5.12 Where appropriate, the First Minister or a designated Welsh Minister, will attend the ECC(W) to provide ministerial support to the response.

5.13 The First Minister, or a designated Welsh Minister, will act as a political spokesperson for the central Wales response and particularly on areas of devolved competence.
Section 6 – Civil Contingencies Group/Wales Civil Contingencies Committee (WCCC)

6.1 The Civil Contingencies Group is established where an emergency has occurred or is likely to occur with a LEVEL 1 impact. The CCG will generally be convened for rising tide incidents such as pandemic flu or potential severe weather where the establishment of the group follows a period where the development of the threat has been closely monitored.

6.2 The CCG will be chaired by a senior Welsh Assembly Government official and comprise largely representatives from Assembly Government Departments. The membership will be augmented by representatives from key organisations appropriate to the emergency. In the main, the CCG will provide strategic leadership to the response to emergencies falling fully within devolved competence.

6.3 Where the emergency remains at LEVEL 1 the CCG will continue to co-ordinate the response at the pan-Wales level and link into both the local and national levels as appropriate. The Group will also be responsible for de-escalating the response at the pan-Wales level following consultation with the UK Government and any SCGs in Wales which may have been established.

6.4 Where the CCG decides that the pan-Wales response should be escalated to LEVEL 2 the group will be re-constituted as the Wales Civil Contingencies Committee and will generally comprise representatives from all the key Category 1 and 2 responders and others as appropriate. The WCCC will be convened immediately at LEVEL 2 for sudden impact emergencies requiring urgent pan-Wales co-ordination or support.

6.5 The Wales Civil Contingencies Committee (WCCC) will act primarily as an advisory body to assess and advise on a particular emergency affecting Wales. However, in some emergency situations the WCCC will have a more prominent co-ordination role.

6.6 A WCCC can be called by the Welsh Assembly Government at the request of a Strategic Co-ordinating Group, partner agency or COBR. When an emergency is clearly a devolved matter the Welsh Assembly Government can convene the WCCC. That decision will be taken by the nominated Lead Official. In matters reserved to the UK Government, particularly in respect of terrorist incidents, the WCCC will be convened with the agreement of the appropriate lead UK Government Department.

Role of the WCCC

6.7 The role of the WCCC will be:

- to maintain a strategic picture of the evolving situation within Wales, with a particular (but not exclusive) focus on consequence management;
• to support the Home Office Government Liaison Team at the SCG in the response to terrorist incidents; primarily on consequence management issues;
• to assess and advise on any issues which cannot be resolved at a local level and which may need to be raised at a UK level;
• to advise on the deployment of scarce resources across Wales by identifying pan-Wales priorities; and
• to advise on the use of existing legislation and, in some cases, to consider the use of additional powers through the UK Government;

Membership

6.8 The membership of the WCCC will be determined by the pre-designated Lead Official for the particular emergency who will chair the Committee. The WCCC will comprise senior representatives from Welsh Assembly Government Departments, responder agencies and others who are best placed to advise on the response. This may include those members of the Wales Resilience Forum who are relevant to the crisis.

6.9 Good communication during a crisis is vital and the Director of Communications from the Assembly Government will be a member of the WCCC. In emergencies where the lead is at the UK level this will involve close liaison with the Government Department concerned.

6.10 The Welsh Assembly Government will issue all requests to individuals invited to join the Committee.

Support for the WCCC

6.8 Where events justify the setting up of a WCCC, the Welsh Assembly Government will take the lead in:

• arranging and facilitating meetings;
• establishing video/teleconferencing links when appropriate;
• drawing up agendas;
• circulating papers and information to committee members as necessary; and
• providing the formal record of committees’ discussions and decisions.
Section 7 – Lead Official (WCCC Chair)

7.1 A Lead Official will be appointed to co-ordinate the pan-Wales response under this plan. The Lead Official will be a senior Welsh Assembly Government official at Director or Director-General level.

7.2 The role of the Lead Official will be to:

- convene and chair the Civil Contingencies Group/Wales Civil Contingencies Committee and to utilise that committee for expert advice;
- brief and advise Welsh Ministers and UK Ministers on the developing emergency;
- represent the WCCC on the COBR officials meeting by video/audio link;
- take overall charge of the ECC(W) supported by the Assembly Government Resilience Co-ordinator;
- act as a spokesperson for the ECC(W) and WCCC;
- in some circumstances, in consultation with the WCCC and Ministers, offer direction to the local response (eg animal disease outbreaks); and
- act as designated Wales Emergency Co-ordinator on the occasion emergency powers are used under Part 2 of the Civil Contingencies Act 2004.
Section 8 – Emergency Powers

Use of Emergency Powers – Welsh Assembly Government

8.1 Part 2 of the Civil Contingencies Act 2004 enables Her Majesty, acting on the advice of UK Ministers (or, in extremis, designated UK Ministers themselves) to make emergency regulations. The Welsh Assembly Government will be able to request the UK Government make emergency regulations for Wales if it believes it is possible and appropriate under the Act.\(^{11}\) The UK Government will consider such a request, and communicate its response to the Welsh Assembly Government, as rapidly as possible.

8.2 The UK Government will consult the Welsh Assembly Government, prior to the making of emergency regulations that relate to Wales, except where the urgency of the situation does not permit such consultation. The UK Government will also notify the Welsh Assembly Government where other emergency regulations have been made for any other part of the UK or English Region.

8.3 Where the UK Government makes emergency regulations closely related to powers or functions transferred to Welsh Ministers, the regulations should provide for the Assembly to be responsible for the exercise of any functions under these regulations, where such exercise can be most effective.

8.4 It is recognised that the Welsh Assembly Government may be better placed than the UK Government to lead the response, or elements of the response, to a particular emergency if emergency regulations are made that apply in Wales. Its day to day relationship with the full range of responders in Wales ensures that it will play an important role in any response to a serious emergency affecting Wales. It is recognised that these relationships and associated structures for co-operation also includes those delivering services in non-transferred areas, such as the Police forces and the Military.

8.5 The Welsh Assembly Government recognises that any use of emergency powers is ultimately a matter for the UK Government and that, while every effort will be made to accommodate the needs of Wales and the role of Welsh Ministers, it is the responsibility of the UK Government to ensure that the powers are used in such a way as to ensure the optimal response for the UK as a whole. In turn the UK Government recognises the ‘constitutional’ status of the Government of Wales Act 2006.

Use of Emergency Powers – Strategic Co-ordinating Groups

8.6 Strategic Co-ordinating Groups requiring emergency powers can request these powers through the Welsh Assembly Government; though such

requests must be supported by a strong business case for the UK Government to consider.

Wales Emergency Co-ordinator (WEC)

8.7 Under any Emergency Regulations having affect in relation to Wales, a senior Minister of the Crown (Senior UK Minister) is required to appoint an Emergency Co-ordinator in Wales (the Wales Emergency Co-ordinator). This role will fall to the Director-General for Social Justice and Local Government Delivery of the Welsh Assembly Government with the Director-General for Economy and Transport acting as designated alternate.

8.8 The terms of appointment, conditions of service and functions of the Wales Emergency Co-ordinator will be set out in the letter of appointment, though additional aspects of the role may be included in the emergency regulations themselves where appropriate.

8.9 The relevant senior Minister will consult the Assembly Government before issuing any direction or guidance to the WEC except where he/she is unable to do so for reasons of urgency. In such cases, the senior Minister will provide the Assembly with a copy of any such direction or guidance as soon as possible after it is issued.

8.10 In the performance of his/her functions the WEC will consult and inform Welsh Ministers and make regular reports as set out in his/her Terms of Appointment and/or the emergency regulations.

8.11 While ultimate decision-making responsibility in relation to the WEC under the Act rests with the responsible UK Minister, the unique position of the First Minister to advise on Welsh matters and arrangements creates an imperative that the UK Minister and the First Minister will work closely together and in agreement. The emphasis will be firmly upon co-operation and consultation between the UK Government and the Welsh Assembly Government at both the planning and response stages with the views of Welsh Ministers being taken into account in all phases of the decision-making process.

8.12 The Welsh Assembly Government will be notified by the UK Government of the appointment of Regional Nominated Co-ordinators in the English regions on the Welsh border.
Section 9 – Warning & Informing

9.1 Timely, accurate and appropriate communication is an essential part of an effective emergency response.

9.2 Good communications will fulfil a number of key functions during an emergency situation:

- Warning key audiences about the emergency situation
- Informing key audiences of action they need to take
- Informing key audiences about the action authorities are taking to tackle the situation
- Providing reassurance

9.3 There are a range of communications channels that can be used to convey messages during an emergency:

- Print and broadcast media
- Internet
- Direct Communications channels – SMS etc.
- Stakeholder meetings

9.4 Co-ordination is key to effective communications in an emergency and there needs to be consistency in the messages provided to the public from official sources. This requires effective co-ordination within and between responding organisations.

9.5 The Assembly Government’s Communications Division has responsibility for central co-ordination of the press and publicity operation during an emergency. Its functions include:

- Manage and provide adequate resources to deal with press and publicity during an emergency – on a 24 hour basis if necessary;
- handle all approaches made directly to the Welsh Assembly Government by the media;
- arrange briefings and media conferences as required;
- handle all announcements and media appearances by Welsh Ministers and the Lead Official;
- liaise with the UK News Co-ordination Centre;
- liaise with communications counterparts in the relevant UK Government departments
- be responsible for the timely publications of key information on the Welsh Assembly Government website;
- liaise with the communications officers of the SCGs and all other agencies involved as appropriate;
- ensure effective stakeholder communications
- make the best and appropriate use of direct communications methods e.g. SMS messaging
9.6 The Communication Division will offer the lead agency what support it can if local resources become stretched. An initial assessment of the staffing requirement will be undertaken, and any problems discussed urgently with the Team. If necessary the Government News Network can be commissioned to provide additional back-up support.

9.7 The Communication Division will act as a link between the local communications lead and the relevant UK Government Department communications team and the News Co-ordination Centre to ensure greater clarity and consistency of message delivered to the key audiences at local, regional and national levels. The Communications Division will convene teleconference meetings as appropriate with the SCG Communications leads to ensure that information is shared both ways in a timely way.

9.8 For wide-area disruptions where the media focus is on central sources, the Communications Division will co-ordinate information to the media on the situation in Wales as a whole, through collaboration with the communications offices of other agencies.

9.9 Management of the media at an emergency site remains the responsibility of the Lead Responder. Local reporting will be a matter for the agencies concerned though close communication with the Assembly Government’s Communication Division is advised. The Division is able to present an all-Wales picture, providing public information and co-ordinating the media response of the Welsh Assembly Government.

9.10 In liaising with the communications operations of other organisations in Wales during an emergency, the Communication Division will:

- disseminate all appropriate relevant information and guidance (including policy guidance and “lines to take”);
- receive and collate all relevant information from other press operations; and
- as far as possible, monitor press and media coverage and respond to any misinformation and misunderstandings.

9.11 The Communication Division will ensure that the Welsh Assembly Government website is kept up to date with relevant information. This will be bilingual. In exceptional circumstances a short delay in publishing in Welsh is acceptable.

9.12 A media protocol exists which provides for effective communication in the event of a major incident or wide-area disruptive challenge in Wales. It is based on the assumption that the Police will take the lead locally on the media response to major incidents, in conjunction with their joint-agency partners. The Communication Division will co-ordinate a media response in conjunction with all joint-agency groups in Wales on wide area disruptive emergencies.
9.13 The decision to activate the media protocol will be based on the circumstances and response required, and will be agreed between the Welsh Assembly Government and Strategic Co-ordinating Group media teams.

9.14 The Wales Media Emergency Forum (WMEF) brings together the media, Welsh Assembly Government, emergency services and other organisations to consider issues arising from civil contingencies and to discuss communications challenges and common interests in planning for and responding to emergencies. The WMEF does not get involved in the operational aspects of an emergency, but it can be brought together at short notice for briefings and to explore communications issues.
Section 10 - Liaison with Central Government

10.1 In many smaller scale events, particularly where UK Government Ministers show an interest, Government Departments will approach the Welsh Assembly Government for information either directly or through the Cabinet Office Civil Contingencies Secretariat (CCS). The Welsh Assembly Government will, therefore, request situation reports from Strategic Co-ordinating Groups or local responders on behalf of its own Ministers and/or UK Government Ministers. Using the Welsh Assembly Government as the main point of contact will reduce the risk of duplicated requests from different Government Departments. Local responders can also use the Welsh Assembly Government as a first port of call for requests for advice or assistance from central government.

10.2 In carrying out this role, it may be appropriate for the Welsh Assembly Government to place a small team within Strategic Co-ordinating Centres where they have been established. The role of the Welsh Assembly Government Liaison Team will be to:

- provide a two-way channel of communications between the Strategic Co-ordinating Groups and the ECC(W) by providing an immediate point of contact. A resource that either party can use as a channel of communication or to seek clarification of any point;
- be in full time attendance at the Strategic Co-ordination Centre and the Strategic Co-ordinating Group;
- respond to requests for assistance and advice from members of the Strategic Co-ordinating Group, particularly in relation to consequence management and recovery issues;
- monitor the situation within the Strategic Co-ordinating Group for any issues which have national (UK or Wales) implication, and report these to the Welsh Assembly Government; and
- provide written situation reports for the ECC(W)

10.3 For terrorist or potential terrorist incidents a senior Home Office official will act as Government Liaison Officer at the SCG and will be supported by a multi-disciplinary team (the Government Liaison Team). An Assembly official may also be part of this Team, where appropriate, to link into the ECC(W); primarily leading on consequence management and recovery issues.

10.4 When the central government crisis management machinery is brought into play, the Welsh Assembly Government’s ECC(W) will be activated and will provide it situation reports, copied to the Lead Government Department and any other Government Department with a significant interest.
10.5 The Welsh Assembly Government will be represented at Civil Contingencies Committee (CCC) by the First Minister who will normally attend by video or audio link.
Section 11 – Local Response

11.1 Local response is the building block of resilience to any emergency. It follows that operational response to emergencies will be managed at the local level. Structures are in place to respond to emergencies which are within the capacity of the resources in that area (North Wales, South Wales, Dyfed Powys and Gwent). Such a response is the responsibility of the Strategic Co-ordinating Group operating at the local level. Decision-making in response to such an incident would remain largely within the Strategic Co-ordinating Group. The SCG will not only determine the strategy of the response but also the appropriate management structures to co-ordinate the local inter-agency response. Robust communications and reporting arrangements will be established, where appropriate, with the ECC(W) and the UK Government. The arrangements at the local level in Wales follow exactly the same lines of the arrangements in England.

11.2 Where there is a police lead the Police GOLD commander will normally chair a multi-agency Strategic Co-ordinating Group made up of senior members of key local organisations. However, there will be exceptions to this depending on the nature or the emergency and the phase it has reached. Local Authorities, for example, may take over this role as the function of the group moves more towards consequence management or recovery.

11.3 The objectives for local and regional response are:

- Saving and protecting life;
- Relieving suffering;
- Protecting the health and safety of all personnel;
- Containing the emergency – limiting its escalation or spread;
- Providing the public with warnings, advice and information;
- Safeguarding the environment;
- Protecting property;
- Maintaining or restoring critical services;
- Maintaining normal services at an appropriate level;
- Promoting and facilitating self-help in the community;
- Facilitating investigations and inquiries (e.g. by preserving the scene and effective records management);
- Facilitating the physical, social, economic and psychological recovery of the community; and
- Evaluating the response and recovery effort and identifying lessons to be learned.
11.4 To support any Strategic Co-ordinating Group a Strategic Co-ordination Centre can be established, containing representatives of all key agencies, or having contact with representatives, on a 24-hour basis. The implementation of this will be determined locally. When activated, whilst initial contact will be via Police HQ Control Rooms, the Strategic Co-ordination Centre will provide a central point of contact for the co-ordination of the situation and for communication with the ECC(W).

11.5 The SCG is made up of senior representatives with executive authority from each of the key local organisations involved in the local response and will take strategic decisions within their own areas of responsibilities affecting the local management of the emergency and how best to manage the response. It is good practice in most emergencies to establish a Recovery Co-ordinating Group to meet in parallel to the SCG as response decisions can greatly affect recovery efforts. When COBR is activated for a terrorist incident, the SCG will normally co-ordinate with COBR through a Government Liaison Officer (GLO). A Welsh Assembly Government Liaison Team will generally act as a link with the ECC(W). Other response and communication arrangements will be put in place for terrorist incidents as determined between the Home Office and the Police forces concerned.

11.6 Once the initial response has been completed, the Strategic Co-ordination Group will handover formally to the Recovery Co-ordinating Group, usually chaired by the relevant local authority, to manage the recovery phase.

11.7 Where there is no local police lead - in the absence of a crime or immediate threat to human life (e.g. a flu outbreak or animal disease) - the local response will normally be led by the appropriate local responder with support as necessary from the Welsh Assembly Government.
Section 12 – Training and Exercising

12.1 To ensure that the Pan-Wales Response Plan remains effective, integrated validation and training exercises at a pan-Wales level are to be undertaken on two-year basis, or where appropriate. The Wales Resilience Partnership Team will facilitate these exercises. This is usually undertaken as part of a Tier 1 UK Exercise.

12.2 The Activation Arrangements for the plan will be exercised on an annual basis through Exercise Taliesin Telegram which will test the full activation cascade process.

Section 13 – Mutual Aid and Border Issues

13.1 During an emergency there may be a requirement for mutual aid/co-operation outside Wales. A number of agencies already have in place robust arrangements for cross-border mutual aid. Where such arrangements do not currently exist the ECC(W) may be able act as a facilitating link, including acting as a central link with UK Government Departments and the Government Offices of the Regions.

Section 14 – De-briefing

14.1 Where the Pan-Wales Response Plan is implemented under LEVELS 2 or 3, the Welsh Assembly Government will co-ordinate de-briefing following an emergency by establishing a Working Group comprised of joint-agency representatives. If possible, this will be done within 28 days of standing down but it will, of course, depend upon the nature and extent of the emergency and time-scales may vary. The findings of the working group will be reported to the Wales Resilience Forum and subsequently to all Local Resilience Forums in Wales.
This Situation Report provides key information and data on the present situation it has been validated by the relevant departmental / agency officials. The information contained herein can be disseminated to other agencies as necessary – where clarification is required the lead official should, in the first instance, be contacted.

The ECC(W) will compile a Situation Report for Wales from information received from the four Strategic Co-ordination Centres and submit this report to Cabinet Office at ? hours each day on the situation as at ? hours.
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1. Key Issues from Wales

2. Key Issues for CRIP

3. Current Situation

Green = no problem  
Green/Amber = minor problems  
Amber = significant problems, but coping  
Amber/Red – major problems  
Red = services at or near breakdown.

<table>
<thead>
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<th>Essential Services</th>
<th>RAG</th>
<th>Information to support the assessment where issues have been identified.</th>
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<td>Fuel</td>
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<tr>
<td>Oil</td>
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<tr>
<td>Gas</td>
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<td>Electricity</td>
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<td>Telecomms Network</td>
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<td>Postal Services</td>
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<td>Funeral Services</td>
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<td>Burials</td>
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<tr>
<td>Funeral Arrangements</td>
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### 3. Current Situation (Continued) – Ad Hoc Issues

Information on issues and concerns  
R  = Impact on the ability to deliver priorities  
A  = Impact but managing within current resources  
G  = very small impact

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<td>Tourism - Details of impact on the Wales tourism industry – hotel cancellation, impact on visitors attractions</td>
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<td>Animal Health – Details of Impact on animal health And welfare.</td>
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<tr>
<td>Judicial Process – Details Of impact on judicial Process in Wales.</td>
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<tr>
<td>Community Cohesion – Details of Community Safety/Community Cohesion Issues</td>
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<tr>
<td>Business Issues – Businesses Affected</td>
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<tr>
<td>Social care/welfare – Homecare, vulnerable people and groups</td>
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<tr>
<td>Mutual Aid/Military Support Aid requested and/or in place</td>
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4. Operational Response - Education

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<tr>
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<th>Closed %</th>
<th>Re-opened %</th>
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<td><strong>Schools</strong></td>
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**Early Years and Childcare Settings**

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<tr>
<th>Setting Still Open %</th>
<th>Settings Closed %</th>
<th>Settings Re-opened %</th>
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</thead>
</table>

5. Resources and Readiness

6. Forward look

7. Political/policy

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<tr>
<th>Organisation</th>
<th>RAG</th>
<th>Information to support the assessment where been identified.</th>
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</table>

10. Other information not covered elsewhere

11. Information Requirements / Requested Clarification

12. Background / overview

13. The next Sitrep will be provided at

14. Contacts
## Annex 2

### GLOSSARY

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>ACPO</td>
<td>Association of Chief Police Officers</td>
</tr>
<tr>
<td>ALO</td>
<td>Assembly Liaison Officer</td>
</tr>
<tr>
<td>CCC</td>
<td>Civil Contingencies Committee</td>
</tr>
<tr>
<td>CCG</td>
<td>Civil Contingencies Group</td>
</tr>
<tr>
<td>CCS</td>
<td>Civil Contingencies Secretariat</td>
</tr>
<tr>
<td>COBR</td>
<td>Cabinet Office Briefing Room (Civil Contingencies Committee)</td>
</tr>
<tr>
<td>DEFRA</td>
<td>Department for Environment, Food and Rural Affairs</td>
</tr>
<tr>
<td>EAW</td>
<td>Environment Agency Wales</td>
</tr>
<tr>
<td>ECC(W)</td>
<td>Emergency Co-ordination Centre (Wales)</td>
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<tr>
<td>FRS</td>
<td>Fire and Rescue Service</td>
</tr>
<tr>
<td>GNN</td>
<td>Government News Network</td>
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<tr>
<td>GLO</td>
<td>Government Liaison Officer</td>
</tr>
<tr>
<td>GLT</td>
<td>Government Liaison Team</td>
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<tr>
<td>GOR</td>
<td>Government Office of the Region</td>
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<tr>
<td>LRF</td>
<td>Local Resilience Forum</td>
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<tr>
<td>NAW</td>
<td>National Assembly for Wales</td>
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<tr>
<td>NCC</td>
<td>News Co-ordination Centre</td>
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<td>National Health Service</td>
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<td>RNC</td>
<td>Regional Nominated Co-ordinator</td>
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<td>SCG</td>
<td>Strategic Co-ordinating Group</td>
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<td>WAG</td>
<td>Welsh Assembly Government</td>
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<td>Wales Civil Contingencies Committee</td>
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<td>Welsh Local Government Association</td>
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<td>Wales Resilience Partnership Team</td>
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<td>Wales Emergency Co-ordinator</td>
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