

Glossary of terms and jargon buster v1.0

Abbreviation	Term	Description
AAD	Annual Average Damages	
AAIB	Air accident investigation branch	The UK Air Accidents Investigation Branch (AAIB) is part of the Department for Transport and is responsible for the investigation of civil aircraft accidents and serious incidents within the UK.
ABI	Association of British Insurers	The ABI (Association of British Insurers) represents the collective interests of the UK's insurance industry. The Association speaks out on issues of common interest; helps to inform and participate in debates on public policy issues; and also acts as an advocate for high standards of customer service in the insurance industry.
ACPO	Association of chief police officers	ACPO leads and coordinates the direction and development of the police service in England, Wales and Northern Ireland. In times of national need ACPO, on behalf of all chief officers, coordinates the strategic policing response.
AH	Animal Health	Animal Health is the government's executive agency primarily responsible for ensuring that farmed animals in Great Britain are healthy, disease-free and well looked after.
ASA	Ambulance Service Association	The aim of the ASA is "to be universally recognised as the authoritative corporate voice of the UK NHS Ambulance Services".
Assist Trauma Care		Offers telephone counselling and support to individuals and families in the aftermath of trauma.
ATC	Air traffic control	A service provided by ground-based controllers who direct aircraft on the ground and in the air
ATOC	Association of Train Operating Companies	As the voice of the passenger railway, ATOC represents train companies to the government, regulatory bodies, the media and other opinion formers on transport policy issues.
BC	Business continuity	Business continuity describes the processes and procedures an organisation puts in place to ensure that essential functions can continue during and after a disaster.
BCM	Business Continuity Management	A management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that it can operate to the extent required in the event of a disruption.

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BCP	Business Continuity Plan	A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption.
Bellwin Scheme		Discretionary scheme for providing central government financial assistance in exceptional circumstances to affected local authorities (eg. councils, police authorities) in the event of an emergency.
BERR	Business, Enterprise and Regulatory Reform	The Department brings together functions from the former Department of Trade and Industry, including responsibilities for productivity, business relations, energy, competition and consumers, with the Better Regulation Executive, previously part of the Cabinet Office.
BLEVEC	Bedfordshire and Luton emergency volunteers executive committee	
BLFRS	Bedfordshire and Luton Fire and Rescue Service	
BLLRF	Bedfordshire and Luton local resilience forum	
BRC	British Red Cross	The British Red Cross helps people in crisis, whoever and wherever they are. It is part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. When the crisis is over, it helps people to recover and move on with their lives.
BT	British telecom	
BTP	British Transport Police	British Transport Police is the national police force for the railways providing a policing service to rail operators, their staff and passengers throughout England, Wales and Scotland.
Capability		A demonstrable capacity or ability to respond to and recover from a particular threat or hazard. Originally a military term, it includes personnel, equipment, training and such matters as plans, doctrine, and the concept of operations.
Capability Programme		The core framework through which the Government is seeking to build Resilience across all parts of the UK. The aim of the Capabilities Programme is to ensure that a robust

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		infrastructure of response is in place to deal rapidly, effectively and flexibly with the consequences of civil devastation and widespread emergencies inflicted as a result of conventional or non-conventional disruptive activity.
Casualty		A person physically or mentally injured in war, accident or civil emergency. For Casualty Bureau purposes, the term encompasses any person involved in an incident, including evacuees.
Casualty Bureau		The central contact and information point for all records and data relating to casualties
CBRN	Chemical, Biological, Radiological and Nuclear	Chemical, Biological, Radiological & Nuclear. Chemical, biological and radiological incidents involve both the release of the corresponding material and threats, hoaxes and false alarms. A nuclear incident would involve the detonation of a nuclear weapon or an improvised nuclear device.
CCA	Civil Contingencies Act	The Civil Contingencies Act 2004 establishes 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 modernises the emergency powers framework in the United Kingdom.
CCC	Civil Contingencies Committee	The CCC is established to coordinate and make decision about the response of Central Government. The Prime Minister, the Home Secretary or a senior Minister nominated by the Prime Minister, will normally chair meetings of the CCC in COBR. These meetings will cover all strategic aspects of the response and recovery effort. Officials will identify options and propose advice on the issues on which Ministers will need to focus.
CCS	Civil Contingencies Secretariat	Set up to improve the resilience of Central Government and the UK.
CE/CEO	Chief Executive/Chief Executive Officer	
CEFAS	Centre for Environment, Fisheries and Aquaculture Science	Cefas is an internationally renowned aquatic scientific research and consultancy centre. It aims to be the prime source of high quality science used to conserve and enhance the aquatic environment, promote sustainable management of its natural resources, and protect the public from aquatic contaminants.

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CERT	Chaplain emergency response team	Chaplains who provide welfare support to casualties at London Luton Airport
CFCs	Chlorofluorocarbons	Chemical substances used in refrigerators, air conditioners, and solvents that react with ozone, eroding the ozone layer.
CFOA	Chief Fire Officers Association	The Chief Fire Officers' Association is the foremost official organisation for principal fire officers in the UK. The Chief Fire Officers' Association was formed in 1974, following local government re-organisation, to allow Principal Fire Officers the ability to meet and discuss fire related or government influenced matters, with the aim of reaching a combined understanding of what each UK Fire Brigade needed to improve operations and training within their Service.
CHC	The police call-handling centre	
CHT	Community health trust	
CIA	Community Impact Assessment	
CIC	Construction Industry Council	The Construction Industry Council (CIC) is the representative forum for the professional bodies, research organisations and specialist business associations in the construction industry.
CICA	Criminal Injuries Compensation Authority	See CICS.
CICS	Criminal Injuries Compensation Scheme	The Criminal Injuries Compensation Authority administers the criminal injuries compensation scheme throughout England, Scotland and Wales. It pays compensation to people who have been the victim of a violent crime. It operates the scheme from offices in Glasgow and London.
CILA	Chartered Institute of Loss Adjusters	Chartered Loss Adjusters are independent claims specialists who operate under a Royal Charter to investigate, negotiate and agree the conclusion of insurance and other claims on behalf of insurers and policyholders.
CLG	Communities and	Communities and Local Government sets UK policy on local government, housing, urban

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	Local Government	regeneration, planning and fire and rescue. It has responsibility for all race equality and community cohesion related issues across Great Britain and for building regulations, fire safety and some housing issues in England and Wales. The rest of its work applies only to England.
CMLO	Consequence Management Liaison Officer	In a terrorist related incident GO-East will deploy a Consequence Management Liaison Officer (CMLO). The CMLO will advise the Home Office Government Liaison Officer (GLO) on the wider impacts and consequences of the incident.
CNI	Critical National Infrastructure	Consists of those parts of the UK's infrastructure for which continuity is so important to national life that loss, significant interruption, or degradation of service would have consequences with the following characteristics: life-threatening, serious economic, grave social consequences for the community and immediate concern to the Government.
CO	Cabinet Office	The Cabinet Office sits at the very centre of government and, together with the Treasury, provides the 'head office' of government. The Cabinet Office has an overarching purpose of <i>Making government work better</i> .
COBR	Cabinet Office Briefing Room	Central Government's response to an emergency would be lead by the establishment of central government's crisis management facility known as the Cabinet Office Briefing Rooms (COBR). COBR provides a venue for collective decision-making and communication during an emergency. COBR is supported by a number of functions: The Civil Contingencies Committee (CCC), the Impact Management and Recovery Group (IMRG), the Scientific Advisory Panel for Emergency Response (SAPER) and the News Coordination Centre (NCC).
COC	Chamber of commerce	A form of business network with the primary goal of improving the business climate in a locality, typically through business networking, lobbying, common projects and a selection of business services
CPS	Crown Prosecution Service	The Crown Prosecution Service is responsible for prosecuting criminal cases investigated by the police in England and Wales.
CRR	Community Risk Register	

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Cruse		Bereavement Care – Offers counselling, advice and support throughout the UK.
CSA	Child Support Agency	The CSA is part of the Department for Work and Pensions. Its role is to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.
DCA	Department for Constitutional Affairs	Now the MoJ.
DCMS	Department for culture, media and sport	The government department with responsibility for humanitarian assistance
DCMS	Department for Culture, Media and Sport	DCMS is responsible for Government policy on the arts, sport, the National Lottery, tourism, libraries, museums and galleries, broadcasting, creative industries including film and the music industry, press freedom and regulation, licensing, gambling and the historic environment. It is the Department responsible for 2012 Olympic Games & Paralympic Games. It has responsibility for humanitarian assistance in the event of a disaster, as well as the organisation of the annual Remembrance Day Ceremony at the Cenotaph.
DCSF	Department for Children, Schools and Families	The Department for Children, Schools and Families leads work across Government to ensure that all children and young people: <ul style="list-style-type: none"> • stay healthy and safe • secure an excellent education and the highest possible standards of achievement • enjoy their childhood • make a positive contribution to society and the economy • have lives full of opportunity, free from the effects of poverty.
Defra	Department for Environment, Food and Rural Affairs	Defra champions Sustainable Development, helping Government as a whole to deliver economic, social and environmental sustainability. Defra is also the focal point for rural policy,

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		supporting strong rural communities and ensuring that dispersed rural needs are reflected in social and place-based policies across Government.
DEPO	Duty Emergency Planning Officer	
DETR	Department of the environment, transport and the regions	
DfES	Department for Education and Skills	Now DCSF / DIUS.
DfID	Department for International Development	The Department for International Development (DFID) is the part of the UK Government that manages Britain's aid to poor countries and works to get rid of extreme poverty.
DfT	Department for Transport	The Department works to deliver a transport system which balances the needs of the economy, the environment and society.
DH	Department of Health	The aim of the Department of Health (DH) is to improve the health and wellbeing of people in England.
Disaster Action		Provides support and guidance to those people who are affected by disasters.
DIUS	Department for Innovation, Universities and Skills	The Department for Innovation, Universities and Skills (DIUS) brings together functions from the former Department of Trade and Industry, including responsibilities for science and innovation, with further and higher education and skills, previously part of the Department for Education and Skills.
DPG	Diplomatic Protection Group	The Diplomatic Protection Group provides protection for foreign missions in London.
DPP	Director of Public	The DPP is responsible for ensuring the

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	Prosecutions	independent review and prosecution of criminal proceedings started by the police in England and Wales.
DTI	Department of Trade and Industry	Now BERR / DIUS.
DVI	Disaster Victim Identification	
DWP	Department for Work and Pensions	DWP aims to: <ul style="list-style-type: none"> • promote opportunity and independence for all • help individuals achieve their potential through employment • work to end poverty in all its forms.
EA	Environment agency	The lead public body for protecting and improving the environment in England and Wales. Services include flood warnings, advice on environmental impact and flood risk reduction projects.
EA	Environment Agency	The EA is the leading public body for protecting and improving the environment in England and Wales. Its job is to make sure that air, land and water are looked after by everyone in today's society.
EC	European Commission	The European Commission embodies and upholds the general interest of the Union and is the driving force in the Union's institutional system. Its four main roles are to propose legislation to Parliament and the Council, to administer and implement Community policies, to enforce Community law (jointly with the Court of Justice) and to negotiate international agreements, mainly those relating to trade and cooperation.
ECL	Emergency Contact List	The Emergency Contact List, which gives the addresses and contact numbers of all the main contacts we may use in a major incident.
ECM	Emergency Centre Manager	
EEA	European Economic Area	The free-trade area, which binds all EC countries and three members of the European Free Trade Association.

EEDA	East of England Development Agency	
ELVs	End-of-Life Vehicles	
Emergency		An event or situation that threatens serious damage to human welfare in a place in the UK, or 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, an event or situation must additionally require the implementation of special arrangements by one or more Category 1 responder.
EMT	Emergency Management Team	
EOC	Emergency Operations Centre	
EPA	Environmental Protection Act	
EPC	Emergency Planning College	The Emergency Planning College is the leading provider of training for emergency preparedness, attracting delegates with responsibility for preventing, planning for, responding to or recovering from a major incident.
ERG	Evacuation and Reoccupation Group	
EU	European Union	
Fatality		A person killed in war, accident or civil emergency.
FCO	Foreign and Commonwealth Office	The purpose of the FCO is to work for UK interests in a safe, just and prosperous world. It does this with some 16,000 staff, based in the UK and an overseas network of over 200 diplomatic offices.
FLO	Family Liaison Officer	A Police Officer allocated responsibility for one or more families of the deceased.
Flood probability		Is defined by the likelihood of a particular flood happening, best expressed as a chance or probability over a period of one year. For example, 'There is a 1 in 100 chance of flooding in any given year in this location'
FMC	Flood Monitoring Cell	
FOP	Flood Observation Point	A flood observation point, which is a safe place where the river levels are monitored.

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FOS	Financial Ombudsman Service	The independent service for settling disputes between businesses providing financial services and their customers.
FRN	Furniture Re-use Network	The FRN is the national body which supports, assists and develops charitable re-use organisations across the UK. It helps households in need of access furniture, white goods and other household items at affordable prices. In addition, it supports re-use organisations in providing training and work placement opportunities for people who are socially excluded.
FRRS	Friends and Relatives Reception Centre	A secure area set aside for use by friends and relatives arriving and for interviews with them. Normally it would close when the HAC opened.
FRS	Fire and Rescue Service	
FSA	Financial Services Authority	The FSA is an independent body that regulates the financial services industry in the UK.
FSA	Food Standards Agency	A non-ministerial Government department which acts to protect the public's health and consumer interests in relation to food.
FSCS	Financial Services Compensation Scheme	The FSCS is the UK's statutory fund of last resort for customers of authorised financial services firms. This means that FSCS can pay compensation if a firm is unable, or likely to be unable, to pay claims against it.
FWD	Flood Warnings Direct	FWD is run by the EA. Multi media automatic system to disseminate flood warnings to all media registered to receive it.
GCF	General Capital Funding	
GCN	Government Communications Network	A network of communication professionals who help the Government of the day to communicate with the public.
GDS	Government Decontamination Service	DEFRA agency responsible for developing guidance for responsible authorities on decontamination of CBRN affected structures.
GLO	Government Liaison Officer	<p>If the situation demands, the Government will provide a presence at any Strategic Coordinating Group (SCG) established. This is achieved through the Government Liaison Officer (GLO) accompanied by one Support Officer.</p> <p>The aim of the GLO is to support the local, regional and national emergency management arrangements before, during and after an emergency by providing a Government presence at the local level.</p>

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GLT	Government Liaison Team	<p>The GLT depends upon the circumstances of the emergency.</p> <p>During a non-terrorist emergency, the RRT GLO may be supported by other officials from the Government Office and / or from Central Government Departments.</p> <p>During a terrorist emergency, the Home Office GLO will normally be support by the Security Service and a representative of the Foreign and Commonwealth Office, as well as a representative from the Government Office.</p>
GNN	Government News Network	Acts as a regional arm of press offices in Government Departments and supports Government Offices for the Regions in their co-ordination and policy delivery programmes
GO	Government Office	Government Offices (GOs) are Central Government in the Regions. They carry out work for 10 Whitehall Departments including the Cabinet Office, Home Office, DEFRA, CLG and BERR. They are the primary means by which a wide range of Government policies are delivered in the nine English regions.
GO-East	Government office for the east of England	
GP	General Practitioner	
GRRP	Generic Regional Response Plan	The Generic Regional Response Plan (GRRP) was developed to detail the regional level arrangements (i.e. structures, functions, roles and responsibilities) that may require activation in the response to and recovery from an emergency.
GS(M)R	Gas Safety (Management) Regulations	
HAC	Humanitarian Assistance Centre	Centre established to provide access to support, care and advice to all who might have been affected by an incident.
HAC	Humanitarian Assistance Centre	
HACMG	Humanitarian Assistance Centre Management Group	
HASG	Humanitarian Assistance	An optional sub-group of the SCG or RCG to coordinate the provision of humanitarian

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	Strategic Group	assistance in an emergency.
HAU	Humanitarian Assistance Unit	Part of DCMS.
HAZMAT	Hazardous Materials	
HCFCs	Hydrochlorofluorocarbons	Organic compounds like CFCs but with extra hydrogen atoms, and a lower ozone-destroying potential.
HM	Her Majesty's	
HMRI	Her Majesty's Railway Inspectorate	The role of HMRI is to secure the proper control by duty holders of risks to the health and safety of employees, passengers and others who might be affected by the operation of Britain's railways.
HMT	Her Majesty's Treasury	The Treasury is the United Kingdom's economics and finance ministry. It is responsible for formulating and implementing the Government's financial and economic policy.
HO	Home Office	The Home Office is the government department responsible for leading the national effort to protect the public from terrorism, crime and anti-social behaviour.
HPA	Health Protection Agency	The Health Protection Agency's role is to provide an integrated approach to protecting UK public health through the provision of support and advice to the NHS, local authorities, emergency services, other Arms Length Bodies, the Department of Health and the Devolved Administrations.
HPA PRD	Health Protection Agency - Radiation Protection Division	Part of the Health Protection Agency. The statutory functions are: by means of research and otherwise, to advance the acquisition of knowledge about the protection of mankind from radiation hazards and to provide information and advice to persons with responsibilities in the UK in relation to the protection from radiation hazards either of the community as a whole or a particular sections of the community.
HRA	Housing Revenue Account	
HSE	Health and Safety Executive	Britain's Health and Safety Commission (HSC) and the HSE are responsible for the regulation of almost all the risks to health and safety arising from work activity in Britain.
Humanitarian Assistance		<i>Humanitarian assistance</i> (as defined by Anne Eyre, 2007) refers to those activities aimed at meeting the needs of people affected by emergencies. In particular this includes:

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		<ul style="list-style-type: none"> those elements of planning, training and exercising aimed at meeting people's practical and emotional needs; response activities focussing on meeting people's needs during and immediately after emergencies; and the co-ordination and provision of psychological and social aftercare for those affected in the weeks, months and years that follow.
ICO	Information Commissioner's Office	The Information Commissioner's Office is the UK's independent authority set up to promote access to official information and to protect personal information.
IDB	Internal drainage board	
IDeA	Improvement and Development Agency	The IDeA works for local government improvement so councils can serve people and places better. It uses experienced councillors and senior officers, known as peers, who support and challenge councils to improve themselves.
Identification Commission		Group representing all aspects of the identification process, which is set up to consider and determine the identity of the deceased to the satisfaction of HM Coroner.
IGC	Intergovernmental Commission	The IGC was formed to supervise, in the name and on behalf of the two Governments, all matters concerning the construction and operation of the Channel Tunnel.
IMRG	Impact Management and Recovery Group	The IMRG is normally chaired by the CCS and will comprise of representatives from the relevant key departments and agencies involved in the wider work on recovery and reconstruction, including the police and possibly the Local Government Association (LGA). The aim the Group is to provide detailed coordinated advice on all aspects of the Government's contribution to emergency response, longer-term recovery and exit strategy.
IOSH	Institution of Occupational Safety and Health	
JRLO	Joint Regional Liaison Officer	Responsible for tri-service co-ordination of UK Operations (including MACA) in the region.
KSA	Knowledge, Skills, and Attitudes	

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LA	Local authority	This term refers to Bedfordshire County Council, Luton Borough Council, Bedford Borough Council, Mid-Bedfordshire District Council and South Bedfordshire District Council. It does not include parish councils.
LAA	Local Area Agreement	
LACORS	Local Authorities Co-ordinators of Regulatory Services	The local government central body responsible for overseeing local authority regulatory and related services, including private sector housing. LACORS is responsible for: <ul style="list-style-type: none"> • providing specialist advice and guidance • promoting good practice • influencing and lobbying on behalf of local government, and • leading and partnering initiatives to enhance the reputation of regulatory services.
LATS	Landfill Allowances Trading Scheme	
LDCC	Local Disease Control Centre	The Local Disease Control Centre (LDCC) is setup by the State Veterinary Service to manage the control of an Animal Disease outbreak.
LEC	Local Emergency Centre	The Local Emergency Centre (LEC) is set-up by the Police specifically to deal with a civil nuclear incident.
LGA	Local Government Association	The LGA exists to promote better local government.
LGD	Lead Government Department	The initial response from central government would be from the Lead Government Department (LGD). A list of LGDs and their areas of responsibility is maintained by the Cabinet Office Civil Contingencies Secretariat (CCS). The LGDs response is detailed in: Lead Government Department (LGD) Role and Best Practice Guidance – both these documents can be found on www.ukresilience.info
LLA	London Luton airport	
LRF	Local Resilience Forum	This is a forum of Category 1 responders established under the Civil Contingencies Act 2005.
LRF	Local Resilience Forum	The Local Resilience Forum (LRF) is a process for bringing together all Category 1 & 2 Responders

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		within the local police area for the purpose of facilitating co-operation in the fulfillment of their duties under the Civil Contingencies Act 2004.
LSP	Local Strategic Partnership	
MACA	Military Aid to the Civil Authorities	<p>The collective term given to the three types of operations which may take place in a civilian environment i.e. MACC, MACP & MAGD.</p> <p>Military Aid to the Civil Community (MACC) is the provision of unarmed military assistance to the country at large: in time of emergency such as natural disasters and major emergencies; to provide more routine assistance for special projects or events of significant social value to the civil community in the creation and development of local community projects; and of individual assistance by full-time attachment to social service or similar organizations.</p> <p>Military Aid to the Civil Power (MACP) is the provision of military assistance (armed if appropriate) to the Civil Power in its maintenance of law, order and public safety using specialist capabilities or equipment , in situations beyond the capability of the Civil Power</p> <p>Military Aid to other Government Departments (MAGD) is assistance provided by the Armed services on urgent work of national importance or in maintaining supplies and services essential to life, health and safety of the community.</p>
MAIB	Marine Accident Investigation Branch	The MAIB examines and investigates all types of marine accidents to or on board UK ships worldwide, and other ships in UK territorial waters.
Main river		The Department for Environment, Food and Rural Affairs (Defra) decides which rivers are classed as 'main rivers'. These are shown as such on a main river map. The Environment Agency's powers to carry out flood defence work apply to main rivers.
MATTE	Major accident to the environment	
MBC	Media briefing centre	

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MCA	Maritime and Coastguard Agency	Responsible for maritime search and rescue, and dealing with maritime pollution (to sea and shoreline).
Media pen		A holding area that provides shelter, facilities and limited refreshments for the media
MEF	(National) Media Emergency Forum	National Forum on working protocols and the resilience of communications systems.
MLO	Military Liaison Officer	A military officer, appointed by the regional military headquarters, embedded within a civilian authority's command and control structure to provide an immediate point of contact.
MOD	Ministry of Defence	
MoJ	Ministry of Justice	
MoU	Memorandum of Understanding	
MPS	Metropolitan Police Service	The MPS is the largest of the police services that operate in greater London.
MRA	Major Repairs Allowance	
Mutual Aid		An agreement between responders, within the same sector or across sectors and boundaries, to provide assistance with additional resources during an emergency which may go beyond the resources of an individual responder.
NAA	National Assistance Act	
NAO	National Audit Office	The National Audit Office scrutinises public spending on behalf of Parliament. It is totally independent of Government.
NARO	Nuclear Accident Response Organisation	The Ministry of Defence (MOD) maintains a Nuclear Accident Response Organisation (NARO) to respond to an accident or incident, including one arising through terrorist acts, involving defence nuclear assets. (Defence nuclear assets include: nuclear weapons, special nuclear materials, nuclear facilities and naval nuclear reactors).
NCC	News Coordination Centre	In the event of an emergency, the NCC may be established by the Cabinet Office Communications Group. The NCC supports the LGD in their communications management of the overall incident. The nature of NCC support will depend on the circumstances, but it could take the form of securing extra staff to work in the LGD or in an operations centre; helping compile and distribute

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		briefing material; designing and establishing websites; forward planning; collation of requests for ministerial interviews; and preparing media assessments. Additionally, the NCC can provide a central press office to coordinate the overall government message.
NCP	National Contingency Plan for Marine Pollution from Shipping and Offshore Installations	
NCTT	National Community Tensions Team	The NCTT represents the police service in some of the most contentious areas of policing.
NEAT	National Emergency Alert for Telecoms	
NEC	Network Emergency Co-ordinator	
NHS	National health service	
NHS	National Health Service	
Non-main river		All other watercourses which are mainly the responsibility of the owners of the banks but where the EA, local authorities and, in some cases, internal drainage boards have the power to take action and charge all costs to the owners.
NOS	National Occupational Standards	National Occupational Standards are statements of the skills, knowledge and understanding needed in employment and clearly define the outcomes of competent performance.
NVASEC	National Voluntary Aid Society Emergency Committee	Provides a UK-wide forum for addressing voluntary sector matters in respect of national integrated contingency planning.
ODS	Ozone Depleting Substances	
OFCOM	Office of Communications	Ofcom is the independent regulator and competition authority for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless

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		communications services.
OFWAT	Office of Water Services	The economic regulator for the water and sewerage industry in England and Wales.
OGC	Office of Government Commerce	Works with government to improve procurement and project/programme management. Also works with suppliers to make the government marketplace more efficient and attractive to business.
OGDs	Other Government Departments	The initial response from central government would be from the Lead Government Department (LGD). Government departments other than the LGD involved in the response and recovery from an emergency are collectively termed Other Government Departments (OGDs).
Operational Level – Bronze		Operational (Bronze) is the level at which the management of immediate ‘hands-on’ work is undertaken at site(s) of the emergency or other affected areas.
ORR	Office of Rail Regulation	On 1 April 2006, in addition to its role as economic regulator, ORR became the health and safety regulator for the rail industry when responsibility was transferred from the Health and Safety Executive.
PCT	Primary care trust	
PCT	Primary Care Trust	Covering all parts of England - control of local health care while Strategic Health Authorities monitor performance and standards.
Peak		The maximum water level reached in the flow of a body of water. There could be more than one peak in a flood event.
PNICC	Police National Information and Co-ordination Centre	
POC	Police Operations Centre	
Pool Re Scheme		The Pool Re scheme was set up by the insurance industry in partnership with the UK Government, in 1993, and is designed to ensure that insurance cover can continue to be offered by insurers for damage caused by acts of terrorism to commercial property in Great Britain.
PPC	Pollution Prevention and Control	
PTE	Passenger Transport Executive	A Passenger Transport Executive is designed to provide a single integrated public transport network. A PTE works with local authorities and

		Government to set strategies affecting rail, road, bus and other public transport services within their area.
PTSD	Post Traumatic Stress Disorder	
RAIB	Rail Accident Investigation Branch	The Rail Accident Investigation Branch (RAIB) is the independent railway accident investigation organisation for the UK. It investigates railway accidents and incidents on the UK's railways to improve safety, not to establish blame.
RAYNET	Radio amateurs network	National organisation used to provide emergency communications
RCCC	Regional Civil Contingencies Committee	<p>A RCCC is a multi-agency group including representatives from across the region drawn from Category 1 & 2 Responders and other key regional responders. It will be charged with improving the co-ordination of the response to an emergency across a given region with a particular, but not exclusive, focus on consequence management and the recovery phase after an incident.</p> <p>The RCCC is not an operational decision making body similar to a Strategic Coordination Group (SCG). The purpose of the RCCC is not to undermine, replace or takeover local emergency management arrangements. The RCCC will observe the principle of subsidiary; it will not interfere in local command and control arrangements unless specifically empowered to do so by emergency regulations.</p>
RCCC	Regional Civil Contingencies Committee	A group that coordinates the response to and recovery from an emergency at a regional level in England
RCG	Recovery Coordinating Group	A Recovery Coordinating Group (RCG) normally chaired by the Local Authority will in most circumstances be established at the same time as the SCG. This will usually take the form of a sub-group of the SCG. As more emphasis is placed on recovery planning the police will hand over responsibility for leading the recovery phase to the Local Authority. The Local Authorities will implement their full recovery structures, which include a strategic RCG with a series of supporting sub-groups.

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RDA	Regional Development Agency	RDAs have five statutory objectives: <ul style="list-style-type: none"> • to further economic development and regeneration • to promote business efficiency and competitiveness • to promote employment • to enhance to application and development of skills relevant to employment • to contribute to sustainable development.
RDT	Rapid Deployment Team	Part of the FCO's rapid response to overseas emergencies.
Reach		A general term for a length of river which usually has some physical characteristics at each end defining its start and finish (for example, the stretch of river from Turvey Bridge to Sharnbrook Weir).
Recovery		The process of rebuilding, restoring and rehabilitating the community following an emergency.
REDS	Regional Emergencies Disaster Support	REDS is a membership benefit of the East Midlands Museums Service. There is a strong element of self-help – REDS is there to help those who help themselves. REDS offers a degree of support, expertise and guidance based on regular Team members' training.
REPIR	Radiation Emergency Preparedness and Public Information Regulations 2001	Lays down the safety standards for the protection of the health of workers and the general public against the dangers arising from ionising radiation. Also partly implement the Public Information Directive by subsuming the Public Information for Radiation Emergencies Regulations 1992 (PIRER) on informing the general public about health protection measures to be applied and steps to be taken in the event of an emergency.
Resilience		The ability of the community, services or infrastructure to withstand the consequences of an incident.
Response		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,

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		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).
RICTs	Rail Incident Care Teams	
RIMNET	Radioactive Incident Monitoring Network	The national radiation monitoring and nuclear emergency response system.
RMEF	Regional Media Emergency Forum	Regional mirror of the national Media Emergency Forum.
RNC	Regional Nominated Coordinator	When emergency powers are invoked a Regional Nominated Co-ordinator (RNC) will be appointed to co-ordinate the handling of the emergency. The post-holder will be appointed by a senior Minister in the Lead Government Department (LGD) and supported by GO-East. The appointment of the RNC will come to an end when the regulations cease to have effect, even though he or she may continue to play an informal role in recovery efforts, if appropriate.
ROC	Regional Operations Centre	<p>The ROC is run by GO-East. The role of the ROC is to collate and maintain a strategic picture of the evolving situation within the region through information gathering, assessment and distribution. The main outputs of the ROC will be Regional Situation Reports. These reports will be shared widely between local responders, other regions and central government to aid decision making at all levels. The ROC will provide a single point of contact for local responders and Government departments for information or enquiries regarding the emergency.</p> <p>The ROC in liaison with partners will be involved in overcoming any difficulties in the local level response. These difficulties will normally be issues or obstacles that cannot be easily resolved at the local level or the capacity to deal with them at the local level is overwhelmed.</p> <p>It is recognised that individual organisations have their own reporting and communication lines for example Police Forces and the Police National Information Coordination Centre (PNICC), the Fire & Rescue Service and the Department for Communities and Local Government (DCLG). The</p>

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		ROC is primarily there to service those organisations that do not have any such structures linking into Government.
RRD	Regional Resilience Director	The Regional Resilience Director (RRD) is the head of the Regional Resilience Team (RRT).
RRF	Regional Resilience Forum	The Regional Resilience Forum (RRF) is a forum established by GO-East to discuss civil protection issues from the regional perspective and to create a stronger link between local and central resilience issues.
RRT	Regional Resilience Team	The Regional Resilience Team (RRT) is a small team of civil servants within GO-East working on civil protection issues, headed by a Regional Resilience Director (RRD).
RSAP	Rural Stress Action Plan	The RSAP is intended to reduce the incidence of stress in rural areas by strengthening the provision of support for rural people. The actions include influencing mental health and well-being services and tackling social and psychological isolation.
RSL	Registered Social Landlord	
SA	Salvation Army	
Samaritans		Offers a 24-hour helpline for those in crisis.
SAPER	Scientific Advisory Panel for Emergency Response	The SAPER provides high-level expert advice to Ministers and officials on the scientific strength of preparations for preventing and managing longer-term consequences of an emergency and rapid scientific advice on the options for responding to specific emergencies. SAPER will be lead by the LGD and the Governments Chief Scientific Advisor.
SCG	Strategic Coordinating Group	At the strategic level of emergency management is established at the local level in a Strategic Coordinating Group (SCG) (Gold). The purpose of the SCG is to take overall responsibility for multi-agency management of the emergency and to establish the policy and strategic framework within which the tactical level will work. A SCG is a multi-agency group made up of a nominated senior member from each of the key organisations involved in the response. It will normally be the role of the police to coordinate the strategic level and chair the SCG.

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		However, depending on the nature of the emergency, this role may be undertaken by another agency. In these circumstances an agency other than the police may initiate and lead the SCG. In most circumstances the SCG will have autonomous control of the area they are responsible for.
SCG	Strategic Co-ordinating Group	Multi-agency group that sets the policy and strategic framework for emergency response and recovery work at the local level.
SCG	Strategic Co-ordinating Group	
SERM	Scene Evidence Recovery Manager	
SHA	Strategic Health Authority	
SIM	Senior Identification Manager	Police Officer responsible for managing the victim identification process.
SIM	Senior Identification Manager	This officer will have overall responsibility for the identification process and sits on the identification commission. Their responsibility would include body recovery, the casualty bureau, family liaison and the post/ante-mortem teams.
SIO	Senior Investigating Officer	Police Officer responsible for the investigation into the incident, gathering all available evidence in conjunction with other investigative bodies where appropriate.
SIO	Senior Investigating Officer	This officer has overall responsibility for the police investigation into the incident.
SITREP	Situation Report	
SMEs	Small and medium enterprises	SMEs are companies that employ less than 500 people (UK level – in other countries this may vary).
SOSREP	Secretary of State's Representative	
SRC	Survivor Reception Centre	
STAC	Science and Technical Advice Cell	A sub-group of the SCG and RCG led by an appropriate person from the health community (HPA or DPH), together with other relevant organisations to provide strategic direction, co-ordination and assessment of health, scientific and environmental protection issues.
SWIFT	A social services database of their	

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	clients and associated information for Adult Services and Children's Services.	
Tactical Level – Silver		The purpose of the tactical level (Silver) is to ensure that the actions taken by the operational level are coordinated, coherent and integrated in order to achieve maximum effectiveness, efficiency and achieve strategic aims.
TANs	Technical Advice Notes	
TCG	Tactical coordination group	
TfL	Transport for London	
TOCs	Train Operating Companies	
VIP	Very Important Person	
VSWG	Voluntary Sector Working Group	<p>The Voluntary Sector Working Group (VSWG) is a regional level emergency planning group in the East of England and a sub-group of the RRF. The group brings together emergency practitioners from voluntary sector organisations and links directly to LRFs.</p> <p>The chair of the East of England VSWG is the nominated voluntary sector representative to attend any RCCC meetings held to represent the sector.</p>
WDAs	Waste Disposal Authorities	The WDA manages the waste collected by local councils.
WEEE	Waste Electrical and Electronic Equipment	
WRVS	Women's Royal Voluntary Service	A major service provider giving practical help, particularly for older people, to enable choice, independence and dignity so people can enjoy an improved quality of life. It has 56,000 volunteers.