



## Appendix 1

### Service Report to Executive Board – 20 May 2015

#### Background

The purpose of this report is to provide an update on the work of the Regional Emergency Planning Service over the past ten months since its inception. It covers work streams relating to the agreed strategic service plan (Appendix A).

#### Overview

The service went live on 1 July. Each officer has been designated a portfolio encompassing local liaison and wider regional work. The past ten months have been a transitional period for the Service and will continue to remain so for the near future. It is seen as imperative that we build a solid foundation in these early years to provide the Councils with the support and advice required to ensure that whatever the Political map of north Wales looks like in the future the Councils will be fully prepared to respond to any major emergencies.

#### Service Delivery

- *Prepare Work Plans for individual Councils*

The Operational Manager and Liaison officers have met with individual Council's strategic leads and agreed a work plan for their County. Liaison Officers have begun the work highlighted in their work plans. This work will be reviewed and measured during individual PRD meetings being held in June with each officer from within the Service.

- *Carry out training needs analysis across the six Counties*

The Performance and Development officer has carried out an audit across the six Councils and identified the required training for key officers. A spreadsheet has been prepared identifying previous training/exercises attended and any further new or refresher training requirements.

The following exercises have been carried out in the past ten months involving response/recovery procedures and involved all levels of command and control across several Counties:

#### Rest Centre Managers Training

In December 2014 officers from across the 6 local authorities attended a regional training event for Rest Centre Managers. The aim was to identify a uniform approach to good practices in the setting up and running of a Rest Centre.



### Resilience Direct Training

Officers from within the Service have recently undergone training in relation to Resilience Direct with the aim of identifying the needs within Councils and the processes required to roll out to key Council staff in the use of RD. Once the Service is confident in the use of RD a training and awareness programme follow and be delivered across the Councils in due course.

### North Wales Resilience Forum Training Events

A number of training events have taken place over the past few months with Identified key officers from across the Councils attending. The NWRFL Learning & Development Group have recently met and prepared a training needs analysis which will have identified future training requirements. Details of future training events will be circulated to Councils via the Liaison Officers once they become available.

### Exercise Dragon

This was an MCA led, multi-agency, coastal pollution exercise involving Conwy, Denbighshire and Flintshire covering Gold, Silver and Bronze officers. It also involved four NWC-REPS officers in both the planning and response phase.

### Exercise Elwy

This was a multi-agency exercise focussing on the response phase of a major flooding event in St Asaph. Many Denbighshire County Council officers were involved in the exercise on the day. The planning for the exercise was quite robust with input from DCC, NRW and NWC-REPS.

- *Common templates for Plan/Protocols/Procedures across the six Councils*

This is proving to be a significant amount of work. The Operational Manager is currently carrying out an audit of plans from across the six Councils. This is work in progress but is on track to be completed as soon as possible.

### COMAH. (Chemical)

A great deal of work has been undertaken by officers from the Service in the writing of a totally new off-site emergency response plan template for the four top tier COMAH sites in Flintshire and Wrexham. Four officers have been involved in this process with a forthcoming exercise in June at one of the Flintshire sites testing the robustness of the plan.

### REPPIR (Nuclear)

Regional Service Officers have been working with IoACC senior officers to develop new engagement arrangements for future Wylfa Off-site Planning. Officers of both the service and the council have subsequently met with the Office for Nuclear Regulation (ONR), and Magnox and Horizon (the operators) on a number of occasions to agree and embed these arrangements.



For Information: There is no longer a duty on Gwynedd Council to prepare an Off-plan for Trawsfynydd since the end of March as ONR have assessed that no substantial risk remains.

- *Implement a common approach to emergency response procedures across the six Councils*

Regular meetings are taking place with the Council's response/recovery teams and Service officers are meeting and discussing any good practices which can be implemented across the Region.

A recent fire at a petrol station in Pentraeth, Ynys Mon showed the effectiveness of both the on call procedures by the Service and also the County response by an officer who had undergone previously mentioned Rest Centre Manager training in the preceding months.

- *Standardise Critical Business/Service Continuity plans across the region*

Work has been carried out by BCM and Crisis Management officer regarding the auditing of the BCM plans and arrangements within each council. The audit reports have now been received by each Council. The next steps are for each individual Council to look at the report's recommendations, review and evaluate current critical plans then update their BCM plan. The BCM officer and the Liaison officers will be meeting with BCM leads for each Council to assist with the next phase. Flintshire have already started this process with a newly formed BC Team reviewing and re-evaluating their critical plans.

- *Identify best use of technology to support regional working*

Work has been carried out looking at how best information can be shared across the Region especially those documents classified as 'Official Sensitive'. Given that each Council's IT protocols and security vary quite widely, Resilience Direct, a UK Government owned web based information sharing platform available to all Cat 1 and Cat 2 Responders, is seen as a suitable repository for plans/information sharing etc. . The Service has recently commissioned a company to train all NWC-REPS officers in best practices in the use and promotion of Resilience Direct throughout the Region. The current focus for the Service is to ensure that there is a robust model which can be then shared across the six Councils.

- *Support the North Wales Resilience Forum and Task Groups*

The Regional Manager now sits on the LRF representing the six councils at executive level. The manager continues to represent the councils as the strategic lead for the Ebola crisis. Feedback from the Chief Constable's office and Welsh Government is positive and the Scottish Government have



shown a keen interest in the Service model. The Regional Manager is meeting with the Resilience lead of Scottish Government in July.

- *Performance Management*

Following close liaison with the performance leads within each Council, the Service has produced a Performance management framework and service plan. The plan is based on the Service work plan. It has been produced to ensure that each Authority maintains a link with the Service and be aware of the work being produced on behalf of the region and individual Councils.

An annual report will be presented by the Regional Manager to the Exec Board in July with the individual Council's receiving the report but filtered to reflect the relevant information for each Council.

### **Service Resilience**

In addition to the number of officers involved in the two previously mentioned exercises, two real events also tested our resilience:

#### Long Term sickness

One of the Liaison officers unfortunately has had an extended period of absence. To ensure that the County had an identified officer acting as a conduit between that County and the Service, the officer with the Community Resilience portfolio was given the Denbighshire Liaison officer portfolio to ensure continuity of service to that County. The community resilience portfolio has been absorbed by the rest of the Service for the moment.

#### Operation Base

This was an operation in Flintshire relating to exploitation of eastern European migrant workers. During the pre-planning phase, two officers from the Service assisted the County as advisors and support. On the day of the operation two officers were in attendance as support and advisors but it then developed into an emergency welfare situation when two additional officers became involved making four in all.

These incidents have shown that having a larger pool of officers from which to draw from has improved the resilience for individual Councils without impacting on the other Councils. Whilst initially Councils thought only of their individual liaison officers as offering emergency planning support, it is now more generally accepted that each Council has the support of the full service.



## **Communications**

A communication strategy has just been produced by the Service (see attached 'Communication Strategy'). This covers not only communication protocols for within the Service but also covers communications between Councils and partner organisations.

## **Budget**

The budget has brought in the required 2% savings for 2014/15 as agreed by the Board plus an early settlement of the additional funding (£38,934). This represents an additional saving of 5.64% for the future budget. (See separate financial spreadsheet).

## **Summary**

The Service is bedding in well with good feedback being received from Councils and other partner agencies.

It is working to the agreed Strategic plan identifying training needs and matching those to future training.

Engagement between the Service and Councils is moving towards a more regional approach to emergency response and recovery which will eventually lead to less duplication and improve efficiency for the future.

Resilience of the Service has been tested via exercises and real events with positive outcomes.

BCM work is now well under way across all Councils. This work is fundamental in preparing a solid foundation so that Councils can be at an optimum state of readiness to respond to emergencies.

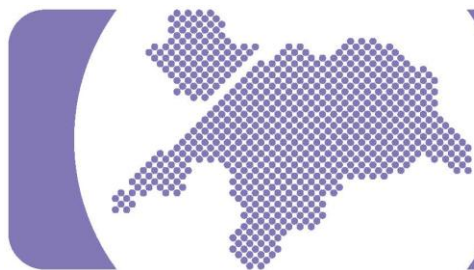
For the next Executive Board meeting in November, the first draft of the post April 2017 Business Case will be presented and will incorporate options relating to the future structure/efficiencies for the Service.



## APPENDIX A Regional Emergency Planning Service –North Wales Councils: Service Plan 2014/17

This Service Plan for the Regional Emergency Planning Service will provide the framework for the six Councils in North Wales and ensure that advice and training are provided for the Councils on emergency response and recovery. Integrated Emergency Management focuses on a generic response to any kind of emergency and will draw on officers from many departments of the Councils in the event of an emergency.

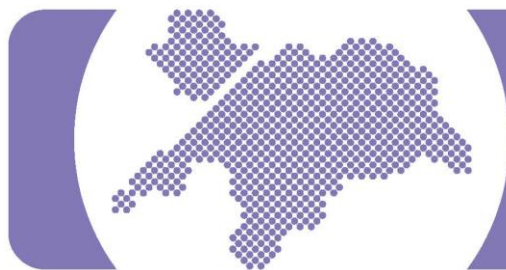
Ref	Outcomes	Baseline	Milestones/Targets	Lead Officer	14/15
			14/15		Monitoring
1	Develop a North Wales Regional EP Service	6 Council agreement	1.1 Meetings with SMT across six Councils	PH	Annual Report
2	Prepare Work Plans for individual Councils	Annual	2.1 Liaison officers to risk assess key threats/risks across individual Council areas. 2.2 Liaison Officers to maintain close links with key emergency response personnel within Councils.	JW	Individual Council report
3	Carry out training needs analysis across the six Counties	Year 1	3.1 Identify events/exercises relevant to all Officers involved at Gold, Silver and Bronze level 3.2 Focus on Integrated Emergency Management making use of the NWRF Learning & Development events	JW	Annual Report



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PLANNING SERVICE**

Ref	Outcomes	Baseline	Milestones/Targets	Lead Officer	14/15 Monitoring
			14/15		
4	Common templates for Plan/Protocols/Procedures across the six Councils	Year 1-3	<p>4.1 Regionalise plans, processes &amp; procedures to reduce duplication of effort.</p> <p>4.2 Develop checklists/aide memoires to assist Gold/Silver leads once a major emergency has been initiated.</p> <p>4.3 Identify single Emergency Contacts Directory</p>	JW	Audit
5	Implement a common approach to emergency response procedures across the six Councils	Year 1-3	<p>5.1 Identify current best practices.</p> <p>5.2 Incorporate best practices across all Counties to reflect a harmonisation to response across the region</p> <p>5.3 Conduct annual single/joint Council exercises.</p>	PH	Strategic Exercises
6	Standardise Critical Business/Service Continuity plans across the region	Year 1-3	<p>6.1 Identify current best practices</p> <p>6.2 Review/re-assess Business Impact Assessments across all Councils</p> <p>6.3 Test and review Business/Service Continuity Plans</p> <p>6.4 Work closely with Education to advise Schools under LA control to have robust Service Continuity in place.</p>	PH	Audit

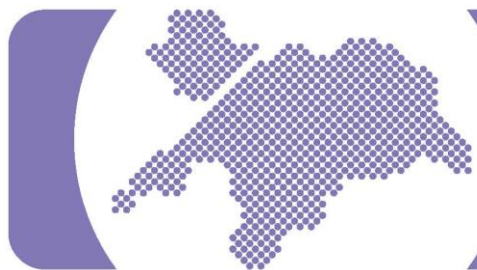


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Ref	Outcomes	Baseline	Milestones/Targets	Lead Officer	14/15 Monitoring
			14/15		
7	Support Councils out of hours by providing Standby Officers	Ongoing	7.1 Act as a first point of contact to enable identified key officers from each Council to respond to an emergency. 7.2 Provide officer support as advisors to Council's designated officers when attending Gold and Silver groups.	PH	Annual Service Report
8	Engage with Safety Advisory Groups across the region.	Per event	8.1 Chair Safety Advisory Group for multi Council events.	PH	De-brief each event utilise lesson learnt going forward.
9	Identify best use of technology to support regional working	Year 1 & 2	9.1 Identify suitable software to enable cross regional logging to support cross border events. 9.2 Investigate current practices across the Emergency Services and other Local Authorities from across the UK.	JW	Annual Service Report





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Ref	Outcomes	Baseline	Milestones/Targets	Lead Officer	14/15 Monitoring
			14/15		
10	Continue to develop effective partnerships with communities, Category 1 & 2 responders & other relevant organisations.	ongoing	10.1 Continue the development and consolidation of partnerships. 10.2 Maintain effective liaison through Area Flood Partnerships, Community Councils etc	JW	Individual Council report
11	Support the North Wales Resilience Forum and Task Groups.	Ongoing	11.1 Regional Manger to support Ch Exec at NWRF 11.2 Identify a cadre of Gold/Silver officers to attend multi-agency SCG/Silver group. 11.2 Service to provide officer support to NWRF and Task Groups	PH	NWRF Co-ordination group
12	Manage Flood & Water Management for WCBC	Year 1	12.1 Maintain line management at no extra cost to Service (Grant funded) 12.2 FWM officer will identify and share best practices which will assist with the EP Flooding response delivery across all Councils	PH	