JOINT RESILIENCE COMMITTEE – 24th April 2009

REPORT OF THE JOINT RESILIENCE UNIT (JRU)

1. JRU Priority Work Programme – January 2009 to June 2009

As agreed at the meeting of the Joint Resilience Committee on 30th January 2009, a progress report on the JRU priority work programme is to be reviewed by Members.

The attached document at **Annex A** provides an update on the specific areas of work identified by the Chief Executives as important to complete in direct response to the 2008 PWC/WAO report.

2. <u>Exercise Taliesin</u>

This national Exercise will take place on the 23rd April 2009 at SW Police HQ in Bridgend. Both Chief Executives, Derek Davies and Owen Jenkins (NPT), Paul Smith, Jack Straw and Lee Wenham (all CCoS) and Paul Thomas (JRU) will attend the exercise. Graham Jones and Jeremy Stephens, along with support from the Joint Resilience Unit, Heads of Service and other key officers will be supporting our respective 'Gold' teams.

This major Exercise takes place the day before the meeting of the Joint Resilience Committee and a verbal update will, therefore, be provided to Members on 24th April.

3. <u>Multi-Agency Flood Plans – Civil Contingences Act 2004 Part 1 - Local</u> <u>Arrangements for Civil Protection.</u>

Section 2 of the above Act requires that Professional Partners through the Local Resilience Fora (LRF) prepare Multi-Agency Response Plans for Flooding (MARPFs) to ensure a more effective response to flood incidents.

The Civil Contingencies Secretariat (CCS) has issued a guidance template that provides a structure for these plans. Officers from the NPT/CCoS Flood Group have been involved in the consultation process and provided comments on the detail of this template.

Having received comments from NPT/CCoS officers, the Environment Agency is now in a position to make further progress on these documents at the local level.

The Environment Agency Wales Director has stated that MARPFs in Wales will be in place by September 2009. This provides all partners with a significant challenge which will mean respective organisations working closely together to meet this objective. The Environment Agency will be leading on the delivery of these documents in South West Area

There are **16** *priority locations* within the NPT/CCoS area which will be completed first and a further **12** *locations* to follow.

4. Dam/Reservoir Inundation Preparedness

A consultation process is due to be undertaken on the following documents:

- a template for a <u>specific</u> off-site plan, which has been split into <u>two</u> volumes

 an emergency plan and background details,
- a template for a <u>generic</u> off-site plan, and
- covering guidance, including a checklist.

It is anticipated that the local authority in which a dam/reservoir is sited will be responsible for production and maintenance of the off-site plan, co-ordinating input from all other LRF members as required.

Development of the reservoir inundation maps will begin this summer. LRFs will also receive details about the priority that should be given to each dam: which dams should be the subject of <u>specific</u> off-site plans, and which dams can be included in a <u>generic</u> off-site plan.

The last of the reservoir inundation maps will be delivered by the end of December. We expect that LRFs will prioritise production of a <u>generic</u> plan above any <u>specific</u> plans. This will ensure that, as early as possible, a plan exists that will address <u>any</u> reservoir emergencies within the locality.

5. Bronze and Silver Officer training

Training events were held on 18th March in CCoS and the 20th March in NPT to raise participants' awareness about the management of emergency incidents and the role of a bronze and silver officer.

A draft report and a forward action plan (FAP) for each authority have been prepared. The FAP will be managed by the Joint Resilience Unit and issues resolved, as far as practically possible, by resilience co-ordinators/Heads of Service and other designated owners.

Members are asked to note the content of this report

Paul Thomas

Joint Resilience Manager

JOINT RESILIENCE UNIT - PRIORITY WORK PROGRAMME – January to June 2009

PROGRESS REPORT: - MARCH 2009 FOR CHIEF EXECUTIVES

KEY AREAS	MILESTONES	RECOMMENDATIONS	PROGRESS	ISSUES	ESCALATION DATE	RESOLUTION
WORKSTREAM – Busir	ness Continuity					
Business Continuity Plan development for NPTCBC (Heads of Service/JBA consultants/JRU)	JBA Consultants to deliver project objectives	 NPT Critical Service Business Continuity Plans (BCPs) written by Dec 08 NPT Corporate Critical BCPs written by Jan 09 Exercises to test all NPT BCPs delivered by Mar 09 	 Meetings held with JBA Consultants in January and march 2009 to progress the project as programme timescales have not been met due to mis-understanding of project brief. It has been agreed that JBA will NOT produce BC plans on their template, as this process proved unsuccessful, but adopt the JRU's template NPT's Homecare Plan already published is based on as the way forward. Reviewed template produced by JRU and sent to JBA - 24/3/09. JBA will also use the BC management structure in the JRU's BCM Guidance. JBA will produce Directorate and operational plans with an 'overarching' Corporate Plan 24 Critical Services have been agreed and operational Critical Service plans will be developed. 9 critical services have been prioritised for JBA to progress in the first instance. A Critical Services (by Directorate) structure chart has been produced by the JRU to help identify critical functions/activities that support the Critical Services. This contains the contact details and key officers responsible for the identified functions. Sent to JBA – March 2009. Attached at Appendix 1. An Activation Flowchart has been produced and levels of activation reviewed by JRU to be used as a basis in all plans developed by JBA. Sent to JBA – March 2009. Example attached at Appendix 2. Directorate BC plan template produced by JRU - sent to JBA – March 2009 Key contact details have now been provided to JBA to progress this project. Two Critical Service plans have been finalised, being HomeCare and Residential, Respite and Day Care Services, produced by JRU and responsible operational managers. 8 critical function plans originally done by JRU and operational managers were sent to JBA - March 2009 	 The proposed Corporate BC Plan produced was in excess of 120 pages and would contain all service plans. This was not acceptable as an outcome. (see Progress column for action) The new work programme will be reviewed for progress in 4-5 weeks time. Engagement and co- operation with JBA Consultants from Heads of Service and Key officers is paramount to this work being completed Resource mapping completion as a matter of urgency. Escalate to appropriate HoS's. 	 Highlight report prepared for CDG and discussed on 10 March. NPT Business Heads Group to discuss ashortly 	

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<u>Annex A</u>

KEY AREAS	MILESTONES	RECOMMENDATIONS	PROGRESS	ISSUES	ESCALATION DATE	RESOLUTION
WORKSTREAM – Busir	ess Continuity cont					
Business Continuity Plan development for CCoS (Heads of Service/JRU)	Identified critical service business continuity plans written	 Adopt best practice from JBA Consultants project in NPT to complete BCPs for CCoS. CCoS critical services identified and agreed by CMT Jan 09 CCoS Critical Service BCPs written by April 09 CCoS Corporate Critical BCPs written by June 09. Dates agreed by June 2009 for exercises to test CCoS plans during Summer and early Autumn 09 	 Plans being developed with JBA for NPT will be used to inform BC plan development in CCoS Existing BC plans will be reviewed and amended accordingly through this planning process. 24 Critical Services have been agreed and operational critical service plans will be developed 	 Engagement and co- operation with JRU from Heads of Service and Key officers is paramount to this work being completed Work to be commenced in May 2009 All plans developed for NPT will be used to inform plan development in CCoS 		
Business Continuity plans for Schools in NPT/CCoS (Project Support: - JRU)	School business continuity plans developed.	 Business Continuity Programme established Jan 09 Project team created – scope and TOR to be developed, including officer input from both NPT and CCoS. Project to commence Feb 09 and conclude by end July 09 	 Meeting with representative from CCoS Education in February 2009 to progress. Managing Crisis in Schools Plan agreed in NPT and is being piloted in a number of schools. 	 Focus Group being established in CCoS to progress the MCiS & Business Continuity by Education Project Manager. Engagement and co-operation with JRU from Heads of Service and Key officers in the Education Directorate is paramount to this work being completed 	 Focus Group scheduled for either 27th April or 2nd May. 	

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WORKSTREAM – Busir	ness Continuity cont			-		
Strategic Business		 Urgent advice required from JRU about preparations for Exercise Taliesin and associated briefing days/events – early Jan 09 Corporate critical services identified and agreed by CDG/CMT - Jan 09 	 Critical Service Pandemic Influenza Contingency planning template being piloted by Social Services, Health & Housing in Neath Port Talbot. Templates have been completed and information will be used to develop BC plans 	 Completed templates to be co-ordinated and inform Pandemic planning preparation for NPT and CCoS but they need to also inform business continuity plans. Debrief report from exercise Taliesin will need to be included in future planning arrangements. 		
Continuity Plan for Pandemic Influenza (Resilience Manager / Project Support: - JRU)	Corporate Plan finalised for NPT and CCoS.	 Position Statements to be prepared for both authorities by JRU indicating current state of preparedness and priority actions required – early Jan 09 Plans in draft Feb 09 and published after consultation Mar 09 Plans tested as part of the national exercise 'Taliesin' - Apr 09 	 Critical Service Pandemic Influenza Contingency planning template being piloted by Environmental Health in CCoS. Critical Services identified and included in Arrangements for Dealing with Pandemic Influenza draft document. Taliesin template summarising key information prepared for Chief Executives by Joint Resilience Unit. Aims and Objectives for Taliesin distributed to people attending the exercise in April. 	 Completed templates to be co-ordinated and inform Pandemic planning preparation for NPT and CCoS 		

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WORKSTREAM – GOVE	ERNANCE					
Service Level Agreement (Resilience manager in consultation with JS/GJ)	Agreed business contract	 Develop formal partnership setting out the terms of the partnership between the JRU and both Local Authorities, including a budget statement with projected income, expenditure and a spending needs analysis – 2008/2009 and 2009/2010 Identify clear objectives on both Local Authorities' expectations of the JRU Explore options for a Mutual Aid Agreement across SWLRF area 	 SLA finalised by PT/GJ/JS Mutual Aid document agreed between NPT and CCoS 	 Final financial details to be included in the SLA. Legal in both Authorities to agree arrangement. Legal to agree Mutual Aid document 	SLA to be agreed by GJ/JS prior to sending to Legal.	 Once SLA agreed by legal teams, Chief Executives to sign agreement Once Mutual Aid document agreed by legal teams, Chief Executives to sign agreement
Service Resilience Co-ordinators (Resilience Manager)	Identified 3 rd & 4 th tier officers	 Identified officers to be trained and supported, as appropriate. Service Resilience Co-ordinators (SRC's) (bronze) to meet quarterly, chaired by Resilience Manager. 	 Neath Port Talbot Business Heads Group identified as the Resilience (Silver) Group and to have a role in Business Continuity Planning & operation. JS/PT identified HoS to populate a similar group in CCoS. First meeting took place on 30/3/09 	 Silver Groups in both authorities to take responsibility for the resilience agenda and provide leadership and direction for the resilience co- ordinator group. A meeting of the NPT Resilience Co- ordinator group has not yet been convened 		
Joint Resilience Unit (Resilience Manager)	Agreed management and reporting structure	• Effective communications required between the Resilience Manager and JS/GJ to ensure that progress with the JRU priority work programme is reviewed and that topical issues are discussed. Resilience Manager to put in place these reporting arrangements.	This template with agreed amendments to now be used for reporting purposes	The same report to be used for reporting to GJ/JS and to Chief Executives not to duplicate work		Complete

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WORKSTREAM - TRAINING & EXI	(ERCISING					
exercises developed to test plansform pa corpora(Resilience Officer (Training) and 	ng amme to part of the orate ng amme ded as part induction ng	 Training programme being developed for Bronze and Silver Officers, initially aimed at Heads of Service, and 3rd/4th tier officers Dec 08. Programme of training to commence Feb 09 Training programme developed for resilience co-ordinators Business continuity exercises to be developed and delivered, commencing March 09 and to form part of an annual exercising programme. Emergency Plans (or parts thereof) to be exercised on an annual basis as part of the annual programme – JRU to decide which plans to be exercised during first half of 2009 Implement the 3 yearly programme of COMAH exercises as per workload status document - JRU to decide which plans to be exercised during first half of 2009 Involve Service Resilience Co-ordinators to assist in informing the training programme. 	 Bronze/Silver training dates arranged. 18th March 2009 – CCoS 20th March 2009 – NPT Invitations circulated by both Chief Executives to HoS 3rd/4th Tier managers. Both training events carried out. Reports and forward action plans (FAP's) written by Joint Resilience Unit. Draft Silver & Bronze aide memoirs produced for both Councils and circulated for comment (example attached at Appendix 3) COMAH Exercise – FloGas. Multi-agency Planning Group met, twice, arranged and chaired by SP. TT exercise arranged for 17th June 2009, live on-site element on 3rd June. 	 Attendance at event by Heads of Service not as good as expected; repeat event may need to be convened later in 2009 Issues raised in FAP's for resolution to be progressed by Resilience (Silver) Groups in both Authorities. 	19/3/09 CCoS Chief Executive addressing at future top mangers.	CCoS Chief Executive raised this at Top Managers.

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WORKSTREAM - EMER		CENTRE				
Plans reviewed to	 NPT ECC Plan for the Quays finalised by 24th Feb 09 and 	 Work on going with NPT to finalise arrangements Dec 	 Plan being progressed; regular meetings taking place of key players. Process map being produced by JRU re: how calls come in and 	 Plan in draft form but further consultation required before issue. 		
reflect location and system changes (IT support from both Authorities)	 tested via an exercise CCoS ECC Plan finalised in readiness for Pandemic Flu event on 24th 	 08 Meeting arranged with HoS in Swansea to agree next stages of development Nov 08 	processed in ECC for ICT team to implement and develop with current ICT software/hardware, etc.	Exercise can not be developed until plan completed		
	event on 24 th Feb 09		• CCoS – plan written 1 st draft needs ICT system issues resolving before finalised. Cap Voice team putting together cost implications for voice systems	CCoS cost implications of using new systems when it is finally installed (April 09)		
WORKSTREAM - IT SH	ARED AREA					
Protected shared area to contain emergency contact details and	 NPT prototype developed Dec 08 Use prototype to develop the same in CCoS 	 Categorise information and staff with the requisite permissions to have read and write access to differing information silos. Shared area initially to be 	• NPT shared area developed; further developments required prior to launch taking place	 Permissions to be developed. Operating protocol to be developed. Arrange how area will be launched. 		Launch date and operating protocol to be published - May 2009
(JRU Service Resilience Co- ordinators ICT)	 by 24th Feb 09 Pandemic Flu event Ideally have 'joint' shared area. Shared area initially to be available internally only but intention to ensure that access to necessary information will be made available via the Web 	CCoS shared area currently being populated	 Permissions to be developed Operating protocol to be developed. Arrange how area will be launched. 		Launch date and operating protocol to be published - May 2009	

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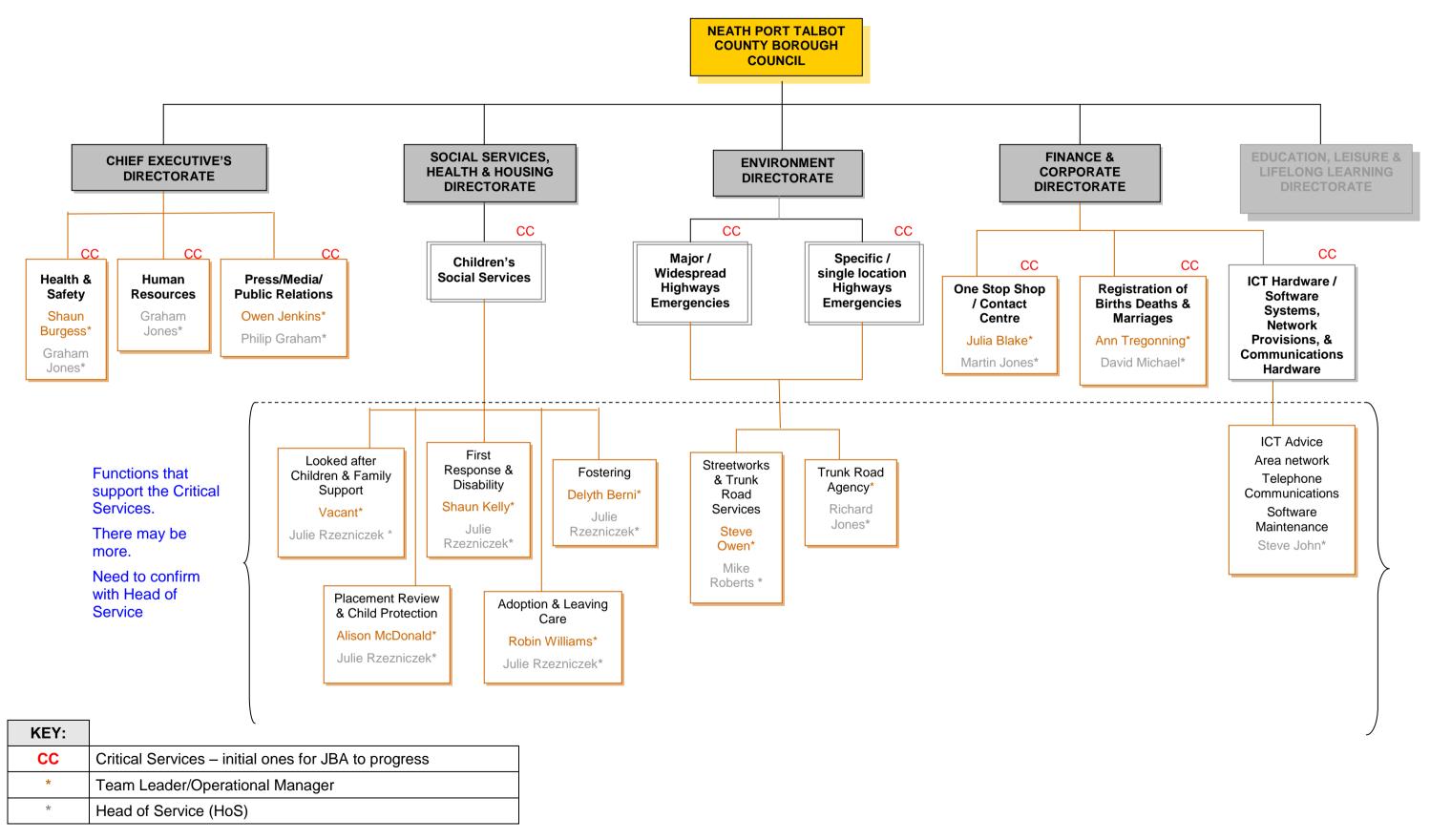
KEY AREAS	MILESTONES	RECOMMENDATIONS	PROGRESS	ISSUES	ESCALATION DATE	RESOLUTION
WORKSTREAM - RISK						
NPT/CCoS Resilience Partnership Risk Group (Category 1 & 2 responders. Resilience Manager, Senior Resilience Officer and Local Authority staff as appropriate)	NPT/CCoS Area Risk Register developed and published	 Risk register agreed and finalised with Partners Jan 09 Risk register presented to JRC Jan 09 and CDG/CMT Multi agency work programme agreed Feb 09 Work Streams established to undertake the work programme Cross reference Community Risk Register risks with NPT & CCoS corporate & operational risk registers Mar 09 	 Risk register to be published shortly. Very high risks identified – Flooding being one. Multi- agency Flood Group established to take community flood plans development forward and met in Dec 08. 	 Group needs to prioritise some of the work identified from the risk register. Requirement to involve further Local Authority officers in identified work 		
WORKSTREAM – WARM	ING & INFORMING					
Joint Communications Plan development (JRU in conjunction with Lee Wenham/Owen Jenkins)	 Attend SWLRF Warning & Informing Group meetings – share best practice and national information. Review REPPIR plan 	 Further develop the REPPIR plan to ensure more robust W & I procedures and adopt as joint NPT/CCoS Corporate Communications plan – required in readiness for Exercise Taliesin 	 Communication Plan has been written as part of the Arrangements for Managing an Influenza Pandemic document. LW and OJ to use this to inform the development of a Corporate Communications Plan with support from JRU 	Output from Exercise Taliesin to help inform plan development		

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WORKSTREAM – PERF	ORMANCE MANAGE	MENT				
Development of a system for measuring preparedness (Performance Team/JRU)	Performance management framework to include indicators for emergency planning, business continuity and risk	 Annual Resilience Report prepared for CMT/CDG and Council – April 2009 Directorate Service Plans to include KPI's – JRU to develop suitable KPIs initially JRU to prepare annual business plan – March 2009 Self assessment based on the Audit Commission toolkit to be undertaken by the JRU 	Need to progress this to establish KPIs once business planning process agreed. There needs to be a staged approach to audit, therefore it is the intention to involve internal audit before asking PWC/WAO to audit directorate service plans.	Directorate and Compliance audit to form part of the next 18 month planning process so needs to be part of the service planning/performance framework.		
Peer Review (JRU)	Delivering a 'fit for purpose' service	 Benchmark against other Resilience/Civil Contingency Planning teams, especially 'Beacon' status authorities 	This could be considered for Autumn 2009			
WORKSTREAM - PWC	/ WAO REPORT					
Business plan developed in response to the report (Chief Executives/Resilience Manager)	Recommendations in the WAO/PWC report to inform JRU business plan	 JRU Priority Work Programme agreed by Chief Executives - Dec 08 	 JRU Priority Work Programme to be signed off by WAO/PWC JRU Priority Work Programme prioritising work. 			Completed

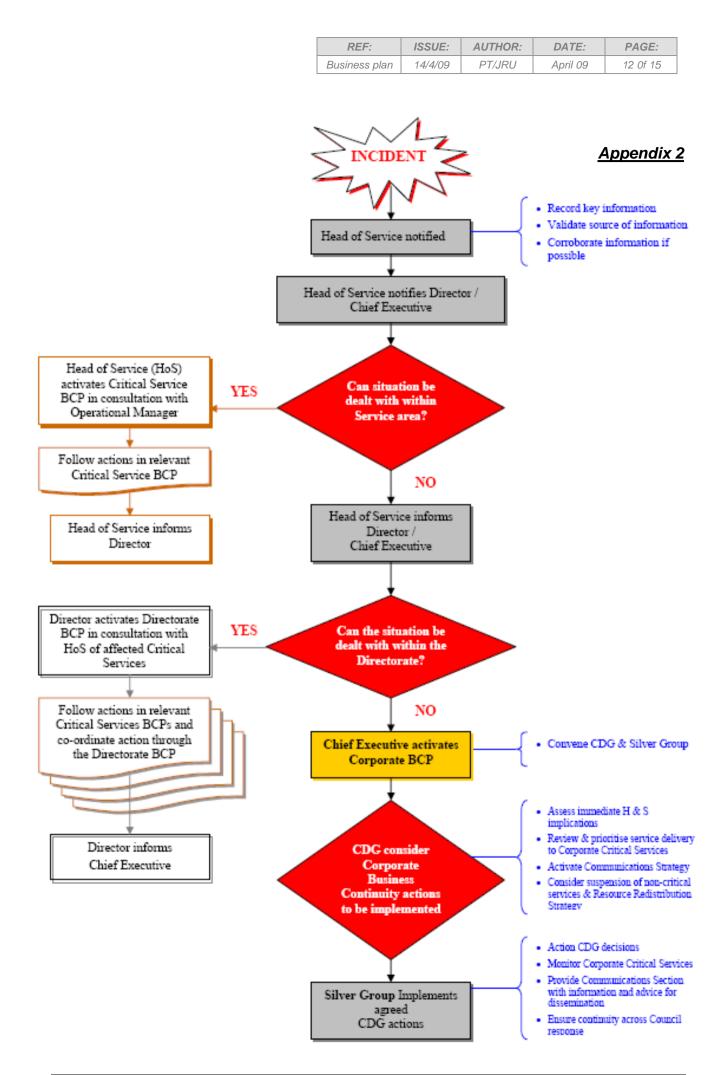
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PRIORITY CRITICAL SERVICES (BY DIRECTORATE) FOR PLAN DEVELOPMENT BY JBA



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INCIDENT LOG NAME ACTION DATE: MESSAGE FROM/TO IN/OUT SHEET NO: INCIDENT: TIME



Appendix 3

AIDE MEMOIR For MULTI AGENCY SILVER OFFICER Neath Port Talbot County Borough Council

This Aide Memoir has been compiled for the responding Local Authority Officer attending a multi agency Silver control as liaison officer. It complements the Major Incident Plan (MIP)

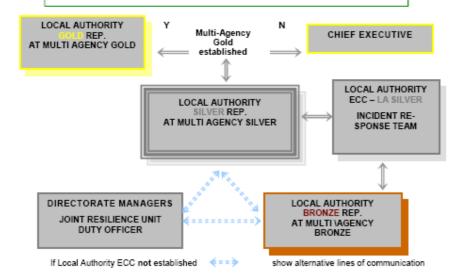
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As Local Authority Liaison Officer at Multi Agency Silver you will:

- Be asked to attend the multi agency control as liaison officer for the Authority. This is likely to be at a police station near to the incident, as determined by the Police.
- Need to obtain sufficient information to determine the current status of the response, begin a log and make a record of all your actions and decisions.
- Determine priorities for allocating available resources
- Procure and allocate local authority resources and to prioritise tasks to be carried out at Multi Agency Bronze.
- Review the actions and decisions made at Multi Agency Bronze.
- Work in cooperation with and communicate effectively with other responders
- Identify where circumstances warrant a strategic/ Gold level of management and engage as required



HOW YOU RESPOND...

- Initiate an incident log when alerted by the JRU DO, take their direct telephone number and make a record of all actions and decisions
- Notify relevant officers of your proposed actions by making contact with the Local Authority representative at Bronze, relevant on-call staff, Heads of Service, as necessary.
- Check that you have your ID badge, tabard, mobile phone and charger, contact directory and emergency plans/ maps
- Introduce yourself at (MA) Silver, to the senior police officer in charge of the MA Silver control. Remain visible
- Decide on the level of response needed and consider whether the ECC should be activated, if not already, whether there is likely to be evacuation or if any other services are needed. If you feel you are not the appropriate officer to respond to the incident request a more relevant HoS to become the LA liaison Officer.
- Ensure that you maintain contact with the JRU DO, until the ECC is established.
- Notify other responding agencies at the control of the LA actions
- Talk to the LA Gold (Strategic) group to implement policy
- If you have any doubt or require help, contact the JRU DO as the officer can contact other Directorates for assistance in the response. The JRU DO can be contacted via MWWF on 01267 222044, ask for the JRU DO to be paged— they are there to help!

Annex B

Wales Resilience Forum



EXERCISE TALIESIN

'RULES OF ENGAGEMENT'

Exercise TALIESIN takes place on 23 April 2009. level with Pandemic Flu as the scenario. It will It is a pan-Wales exercise initiated by the Wales involve Strategic Coordinating Groups (SCGs) Resilience Forum and supported by the Cabinet meeting simultaneously in Strategic Coordination Office's Civil Contingencies Secretariat (CCS).

Centres (SCCs) in each of Wales' four Local Resilience Forum (LRF) areas and the Wales Civil The exercise is 'tabletop' in format. It focuses on Contingencies Committee meeting at the Emer-

planning and decision making at the strategic gency Co-ordination Centre (Wales).

The objectives of the exercise are:

 To test strategic play through Gold standard and ensure that the most appropriate level of representation is achieved

To test flu plans at both the Pan-Wales and LRF levels to validate and help improve them

. To test the Strategic Co-ordination Centres and their functionality

To test the Pan Wales Response Plan

To test the Pan-Wales Response Plan activation procedures.

This 'Participants' Guide' is intended to help those taking part to prepare exercise, without giving too much away, in order that maximum benefit can be obtained from the exercise.

BACKGROUND TO THE EXERCISE

funded by the Cabinet Office Civil Contingencies Command Groups. It mixes people, technology Secretariat taking place November 2008 - June and procedures to simulate a realistic major 2009 to validate LRF Pandemic Flu Plans across emergency or disaster and presents the scenario the UK.

land using the Gold Standard Methodology.

The Cabinet Office's Gold Standard exercise system has been in use since June 2007. The sys-

Exercise Taliesin is one of a series of exercises tem is intended for Gold and major incident Silver using the customer's own risk registers, geographical information, resources and plans. Its Similar exercises are being held in each of the focus is on training teams and validating plans UK Government Offices of the Regions in Eng- rather than on individual performance. The intention is to create a realistic, pressurised but safe environment