



REPORT TO EXECUTIVE

PORTFOLIO AREA: CORPORATE RESOURCES

Date of Meeting: 13th June 2005

Public

Key Decision: No

Recorded in Forward Plan:

No

Inside Policy Framework

Title: JANUARY FLOOD - EMERGENCY PLANNING REVIEW

Report of: Overview and Scrutiny Manager

Report reference: OS.02/05

Summary:

The report summarises the debrief process and its outcomes in relation to the City Council's Emergency Planning responsibilities.

Recommendations:

- a. Executive are asked to note the review which has taken place and endorse the Action Plan
- b. Note that Corporate Resources Overview and Scrutiny Committee will also be receiving this report on 16th June 2005 and monitoring implementation of the Action Plan

Contact Officer: John Mallinson

Ext: 7010

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION

Members are well aware of the January storm and flood, which caused such extensive damage and disruption. Members have also received periodic reports on the response to the disaster and the ongoing recovery work.

It is obviously good practise to learn from experience and in emergency incidents a debrief is always held to capture and act upon that learning. Government Office North West (GONW) is leading on the multi-agency debrief and will be producing an overall report. The timescale for this report has been extended because of the election period but it will be reported to Members as soon as it is available.

It is clear from the various debrief sessions held that the City Council's response is highly regarded by partner agencies. It is also abundantly clear that City Council staff responded magnificently in very difficult circumstances. They showed great dedication and creativity whilst working long hours, often working outside their normal roles, and the commitment and corporate working across units and teams paid great dividends.

This report deals with learning in relation to the City Council's own response to enable it to be better prepared for any future event, wider issues will be dealt with in the GONW report.

2. CITY COUNCIL'S EMERGENCY RESPONSIBILITIES

Carlisle City Council's responsibilities, as a district council, are defined within the County General Emergency Plan, which is a key element of the well-established emergency planning arrangements in Cumbria.

The council provides support for the emergency services, whilst maintaining core services, it is a lead player in the multi-agency arrangements to effectively manage an incident including the Gold and Silver Command Structure. Its services and facilities are deployed as appropriate to provide an effective response and to mitigate the effects of the emergency.

In normal circumstances the authority has specific responsibility for providing and administering an Emergency Control Centre (usually at the Civic Centre) but, as the Civic Centre was itself flooded, this was provided at The Castle.

The management of Reception Centres, Public Information facilities and Telephone Enquiry services also fall to the City Council and were extensively used in this incident.

Once the acute phase of an incident is over the City Council leads on recovery and this huge task is still ongoing. Aspects of recovery include: - clean-up and waste collection;

tackling damage to trees, civic properties and infrastructure; addressing a wide range of welfare needs; advice and support services; temporary housing of displaced residents and ensuring satisfactory refurbishment of properties.

3. REVIEW PROCESS

Executive Management, the Overview and Scrutiny Manager (the Council's Lead Officer on Emergency Planning) and the Head of Commercial and Technical Services did, as the incident unfolded, record areas for potential improvement and have discussed the Council's response in depth. Other officers who were closely involved have similarly contributed to this learning process. Corporate Management Team held an extensive debrief session and these all influenced inputs to GONW's various debrief sessions and the Action Plan, which is appended to this report.

The Action Plan is detailed and largely self-explanatory, most actions can be delivered within existing resources but if any require additional funding then this will be addressed through the normal Business Planning Process. It is proposed that Corporate Resources Overview and Scrutiny Committee will monitor the Action Plan's implementation and a further report on progress will be submitted to that committee in the autumn.

4. RECOMMENDATIONS

- c. Executive are asked to note the review which has taken place and endorse the Action Plan
- d. Note that Corporate Resources Overview and Scrutiny Committee will also be receiving this report on 16th June 2005 and monitoring implementation of the Action Plan

5. REASONS FOR RECOMMENDATIONS

To inform Members of the review and its outcomes

6. IMPLICATIONS

- Staffing/Resources – Any staffing/resource implications arising will be dealt with through the normal Business Planning Process
- Financial – Any financial implications arising will be dealt with through the normal Business Planning Process
- Legal – Implementation of the Action Plan will assist in discharging the Council's Civil Contingencies Act duties
- Corporate – Corporate Management Team have endorsed the Action Plan

- Risk Management – There are no significant risks involved in implementing the Action Plan
- Equality Issues – None envisaged
- Environmental – None envisaged
- Crime and Disorder – None envisaged
- Impact on Customers – The Council will be better placed to respond in any future emergency

January Flood - Emergency Planning Review – Action Plan

12.	Implement a new policy for the use of mobile phones in the workplace	John Nutley	30/07/05	Existing
13.	Check and update all emergency contact details for all staff	Responsible Vicki Williams	30/07/05	Existing with Business Planning process
14.	In light of establishment of Customer Contact Centre, rewrite Public Information/Telephone Enquiry section	John Nutley	30/07/05	Existing
15.	In light of changes to Environmental Protection Services Business Unit, rewrite their section	Mike Battersby	30/07/05	Existing
16.	To enhance Welfare Response, include section integrating Community Support Team into welfare arrangements	Rob Burns	30/09/05	Existing
17.	In light of extent of their involvement, include separate section integrating Commercial and Technical Services response arrangements	Mike Battersby	30/09/05	Existing
	Reception Centres			
18.	To prevent conflicting priorities, designate senior manager to be lead officer instead of Emergency Planning Lead Officer	Maggie Mooney	30/09/05	Existing
19.	To provide greater co-ordination, Designated Reception Centre lead officer to co-ordinate broader range of reception issues including interface with voluntary agencies, finance and liaison with site owners and operators in addition to co-ordinating CHA contractual responsibilities	John Mallinson	30/09/05	Existing
20.	To ensure more rapid and comprehensive response, Housing/homelessness services to be fully integrated into Reception Centre activation and represented on site from set-up	Simon Taylor	30/09/05	Existing
	Training and Exercises			
21.	To provide greater clarity and extend cover, provide senior managers with training in relation to Gold and Silver Command structure and operation	John Mallinson/County Emergency Planning Unit	31/12/05	Existing
22.	To equip more senior managers to respond effectively in a wider range of scenarios, provide generic emergency management training in addition to established functional training programme	John Mallinson/County Emergency Planning Unit	31/12/05	Existing
23.	To provide effective training for new emergency planning responders (as provided for by above actions), undertake additional targeted training sessions	John Mallinson/County Emergency	31/12/05	Existing

		Planning Unit		
	Business Continuity Plan			
24	In light of experience, review council's Business Continuity Plan	Karen Hook	31/12/05	Existing or bid within Business Planning process
	Other Agencies			
25.	Commercial and Technical Services and Environment Agency to jointly review specific flood response arrangements, local plan and distribution of EA multi-agency plan	Mike Battersby/Environment Agency	In-hand	Existing
26.	County Emergency Planning Unit be requested to lead on greater integration of GIS support into County General Emergency Plan on multi-agency, countywide basis.	County Emergency Planning Unit	31/12/05	Existing