



Annual Report 2014 - 2015

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1.0 Introduction

This is the annual North Wales Councils - Regional Emergency Planning Service report for the year 2014-2015. It covers the work carried out by the Service across the six local authorities in the region highlighting good practice, risks and challenges across the six member councils and how future work streams will help to develop a more robust and resilient response by each council to a major emergency.

The situation and needs of each council will be the subject of a separate local report for internal use. The priorities for councils are listed later in this report.

2.0 Background

The Service became operational on July 1st 2014 and during the past twelve months the priority has been to develop a resilient regional approach to emergency planning across the six local authorities.

The challenge was to successfully manage the change from five separate Emergency Planning teams into a Regional Service. The Service now aligns with the Local Resilience Forum boundary which is seen as a more practical way in which to work within a multi-agency environment.

The Service has the following objectives:

- Reduction on duplication and repetition of tasks
- Improve the harmonisation of the work and resilience of teams

- Improve deployment of available resources by sharing specialist support and common tasks
- Improved consistency of response between authorities
- Improved communication channels between the North Wales Resilience Forum and local authorities

3.0 Service Highlights

The Service supports and works with the local authorities as a team. Although there is a liaison officer assigned to each local authority it is imperative that the authorities are aware that they have access to each and every member of the Service, and that the work being produced is a team and Service joint effort along with the individual authorities.

3.1 Performance

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 Operational 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 authorities.

3.2 Learning and Development

The Service has produced a training matrix which collates details and captures training information of all those who have attended emergency planning training. This enables the Service to identify any training gaps and also to report to the authorities the numbers trained/requiring training.

Since the start of the Service a number of training events and exercises have taken place across the region which have been well supported by staff from the Authorities which include:

- Exercise Dragon (Coastal Pollution Event)
- Coastal Pollution Workshop (in preparation for Exercise Dragon)
- Exercise Elwy (Flooding exercise in St Asaph)
- Exercise Cygnus (Strategic pandemic flu exercise)
- Introduction to Silver
- Silver Next Steps
- Business Continuity Management Awareness
- Rest Centre Managers / Rest Centre Staff Training

3.3 Business Continuity Management

Work has been carried out by the Emergency Planning Officer (responsible for Local Authority Crisis Management and Resilience) on auditing of Business Continuity plans and arrangements within each Council.

Audit reports have now been produced for five of the six Councils with the remaining report being completed. The next steps are for each individual Council to approve the audit report with the recommendations then being passed to the relevant working group for action. This has already been carried out within three of the six Councils.

Emergency Planning Officers are currently in discussions with Business Continuity leads in relation to the identified recommendations with Corporate Business Continuity Groups / Emergency Planning Working groups being attended by Officers as necessary in order to provide advice and guidance on any future actions required.

3.4 Risks

All planning derives from the identified risk. Work has begun and is ongoing on identifying the local risk. This will fit in with the Business Continuity Management review, identifying risks to critical Services which will prioritise the production of plans across the authorities.

3.5 Resilience Direct

Resilience Direct is a new online secure 'network' for the emergency planning workstream which enables the local authority and other emergency planning practitioners to work together – across geographical and organisational boundaries – during the preparation, response and recovery phases of an event or emergency. This is currently free of charge for Category 1 responders.

Currently there is no logging facility but this function may be available sometime in the future. Cabinet Office are aware of the desire within emergency planning for this capability however, it is anticipated that there will be a charge for this function. This will be the subject of a future report as new information emerges.

The system helps fulfil the duties placed upon each authority by the Civil Contingencies Act 2004 by ensuring that key information is readily and consistently available to registered users from the local authorities.

Resilience Direct can be used to:

- share emergency/business continuity plans both internally between Services and externally among others such as national/sub-national partner organisations and neighbouring local authorities and partners
- maintain awareness of forthcoming exercises, events and meetings, and accessing related documentation such as agendas, minutes or training material
- manage contact information to ensure a single, up-to-date version of distribution lists
- issue news and guidance from central government to local responders

Resilience Direct is a web-based service built on a proven resilient and secure platform. It is accredited to hold electronic documents with the relevant marking (i.e Official / Sensitive) as defined in the Government Security Classification April 2014. Resilience Direct is available for use by all Local Authority employees with a potential role in their local authority emergency response arrangements.

During the third quarter of this year, identified administrators from within each Authority will be offered training, and once this has been carried out they will be supported by an additional administrator which will be a member of the NWC-REPS team. Resilience Direct will be cascaded to members of staff engaged in emergency response. It is envisaged that this has a completion timeline of late 2016.

3.6 Local Resilience Forum (LRF)

A number of officers from the Service are active members of the LRF workgroups, attending on behalf of the authorities. The Regional Manager represents the six Chief Executives on the LRF group which is the strategic arm of the multi-agency groups.

3.7 Alignment of Crisis Management Plans

To reduce the duplication of plans, the Service has identified all those plans held within the six local authorities. Collating this information has been a significant piece of work with the next phase looking at how these plans can be streamlined and standardised to fit in with the objective in reducing repetition and duplication across the region.

3.8 Communications

A communications protocol has been produced by the Service which outlines the communication channels and information sharing between the Service and the authorities. This has been previously shared with the Executive Board. In addition to this, regular meetings within each authority with the liaison offices have and will continue to take place. The local authorities should by now see the benefit of having access to the full Service not just individual officers as per the pre regional model.

4.0 Regional Emergency Planning Service – North Wales Councils:

Strategic Management Plan 2014/1

This Strategic Management Plan provides the framework for the six Councils in North Wales in ensuring that advice and training is provided for their Emergency Response. Integrated Emergency Management focuses on a generic response to any kind of emergency and not the specific cause and will draw on officers from many departments across an Authority in the event of an emergency. The process aligned to this will be a rigorous training programme. This outlines the Operational Plan for 2014 / 2017, and identifies the outcomes, milestones and RAG Assessment. The following pages illustrates the outcomes, milestones and RAG assessment of the Strategic Management Plan, to support the emergency response and recovery of each authority.

Red identifies a shortfall against requirement	Green identifies that action meets all aspects of requirement
Amber identifies that action meets in hand to meet requirement	

Ref	Outcomes	Milestones/Targets	14/15	RAG
		14/15	Monitoring	Assessment
1	Develop a North Wales Regional Emergency Planning Service	1.1 Meetings with Strategic Management Teams across six Councils	Annual Report	Green - Meets all Aspects of Requirement
2	Prepare Work Plans for individual Councils	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.	Individual Council report	Green - Meets all Aspects of Requirement
3	Carry out training needs analysis across the six Counties	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 NWRP Learning & Development events	Annual Report	Green - Meets all Aspects of Requirement
4	Common templates for Plan/Protocols/Procedures across the six Councils	4.1 Regionalise plans, processes & procedures to reduce duplication of effort. 4.2 Develop checklists/aide memoires to assist Gold/Silver leads once a major emergency has been initiated. 4.3 Identify single Emergency Contacts Directory	Audit	Amber - action in hand to meet requirement
5	Implement a common approach to emergency response procedures across the six Councils	5.1 Identify current best practices. 5.2 Incorporate best practices across all Counties to reflect a harmonisation to response across the region 5.3 Conduct annual single/joint Council exercises.	Strategic Exercises	Amber - action in hand to meet requirement
6	Standardise Critical Business/Service Continuity plans across the region	6.1 Identify current best practices 6.2 Review/re-assess Business Impact Assessments across all Councils 6.3 Test and review Business/Service Continuity Plans 6.4 Work closely with Education to advise Schools under LA control to have robust Service Continuity in place.	Audit	Amber - action in hand to meet requirement

7	Support Councils out of hours by providing Standby Officers	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.	Annual Service Report	Amber - action in hand to meet requirement
8	Engage with Safety Advisory Groups across the region.	8.1 Chair Safety Advisory Group for multi Council events.	De-brief each event utilise lesson learnt going forward.	Amber action in hand to meet requirement
9	Identify best use of technology to support regional working	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.	Annual Service Report	Green - Meets all Aspects of Requirement
10	Continue to develop effective partnerships with communities, Category 1 & 2 responders & other relevant organisations.	10.1 Continue the development and consolidation of partnerships. 10.2 Maintain effective liaison through Area Flood Partnerships, Community Councils etc	Individual Council report	Green - Meets all Aspects of Requirement
11	Support the North Wales Resilience Forum and Task Groups.	11.1 Regional Manger to support Chief 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	NWRF Co-ordination group	Green - Meets all Aspects of Requirement

5.0 The Operational Plan Key Work streams 2015 – 2018 (3 Year Rolling Programme)

The Service has identified and reports on the Service performance using the same key ten work streams. These are also in line with the requirements of the Civil Contingencies Act 2004. The purpose of the 3 year rolling programme is to enable the Strategic Manager to set out the Service specific key work streams for the term, the targets and milestones achieved, and the actions and targets that will be taken during the term. This will enable the Executive Board and all employees on a regional and County basis to understand the focus of the Service for the programme and the improvements needed for a successful outcome.

In addition to this report and to back up the progress made within each authority, a separate performance report will be produced.

REPS 001	Risk - Identification and
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	Prioritisation of risk, also maintain risk register
REPS 002	Engagement
REPS 003	Communication & Information
REPS 004	Resilience and Business Continuity Management
REPS 005	Community and Organisation
REPS 006	Major Emergency Plans and Recovery Arrangements
REPS 007	Major Industrial & Transport Accident
REPS 008	Severe Weather Plans
REPS 009	Welfare & Health
REPS 010	Training and Exercises

This work is built in to each officers work programme however should a Major Emergency occur then this will take precedence and the work programme will be suspended for the duration of the incident.

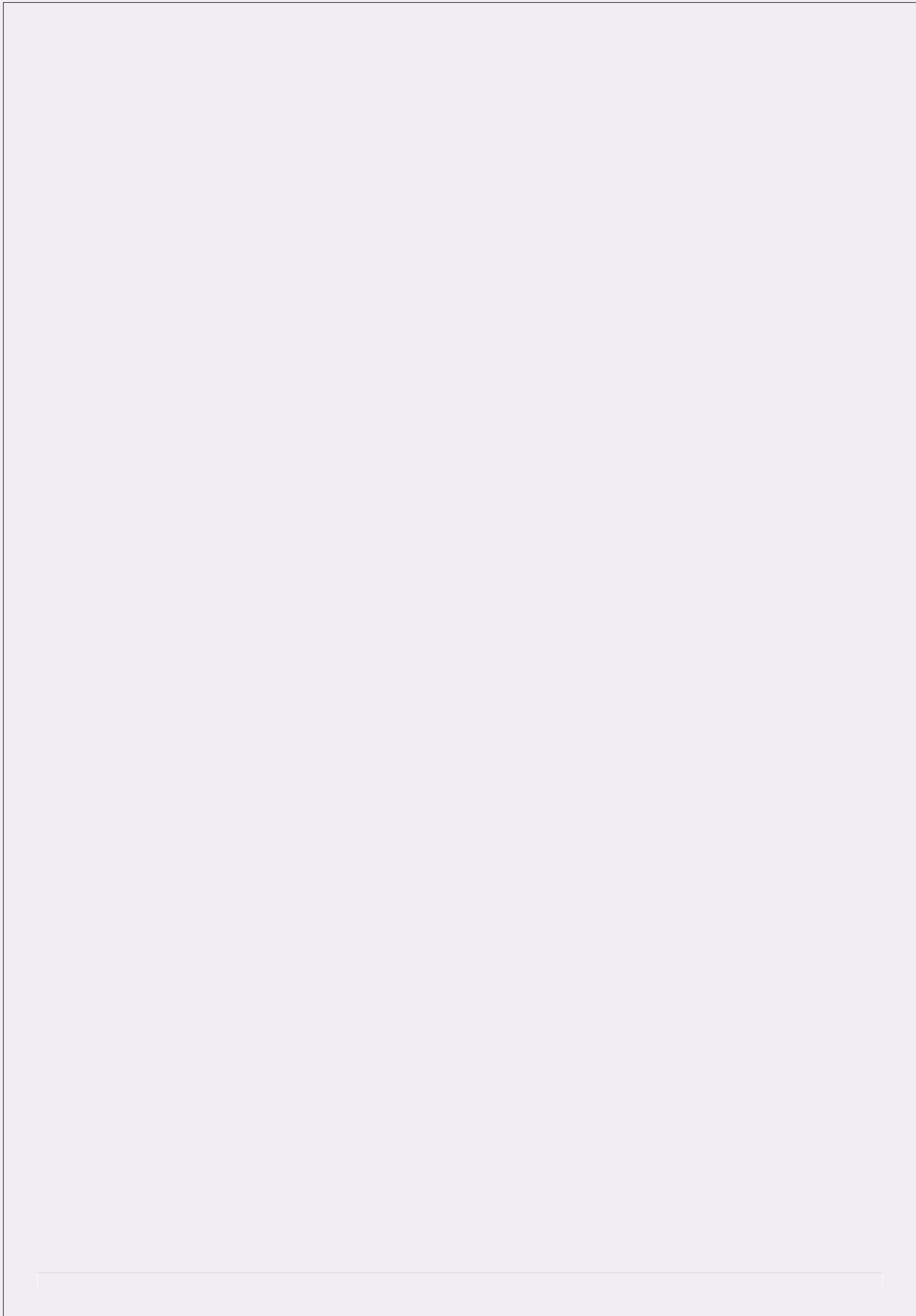
Ref	Outcomes	Milestones/Targets	RAG Assessment
REPS 001	Risk Identification and Prioritisation of risk, also maintain risk register	1. By assessing the risk to the authorities produce a risk register relevant to each of the Local authorities based on the Civil Contingencies Act 2004 and Business Continuity Management risk relevant to the Authority	Amber - action in hand to meet requirement
REPS 002	Engagement	2. Provide ongoing support to the Local authorities and Services, which will include facilitating and supporting emergency management teams, flood partnerships and Local Authority Operation teams	Green - Meets all Aspects of Requirement
		3. Attend relevant external emergency planning related meetings on behalf of the Local authorities including North Wales Local Resilience Forum, partner agencies, specific site operators e.g. COMAH Sites	Green - Meets all Aspects of Requirement
REPS 003	Communication & Information	4. Ensure Resilience Direct is rolled out to all six Local authorities, with administrators being identified for each Local Authority	Amber - action in hand to meet requirement
		5. Review weather warnings and arrangements across North Wales and standardise these arrangements. Standardise the protocol Warnings from external partner agencies for the receipt of warnings from the partner agencies across the 6 Local authorities	Amber - action in hand to meet requirement

		6. Public Information Strategy – to review Press and Public Information arrangements across the 6 Local authorities including Social Media and the Radiation (Emergency Preparedness and Public Information Regulations) 2001 REPPIR Schedule 17	Amber - action in hand to meet requirement
		7. Standardise Emergency Planning Information on Local Authority web pages	Red identifies a shortfall against requirement / or not started
		8. Create an emergency contacts directory for external agencies	Red identifies a shortfall against requirement / or not started
REPS 004	Resilience and Business Continuity Management	9. Continue to support Local authorities in developing their Service continuity plans and corporate business continuity plans (as highlighted in each Local Authority Business Continuity and Resilience Audit conducted by the Service)	Amber - action in hand to meet requirement
		10. To review business continuity information for local businesses and communities	Amber - action in hand to meet requirement
		11. Support Local authorities in developing Building Services Management Plans	Red identifies a shortfall against requirement / or not started

REPS 005	Community & Organisation	12. Support the Local authorities in promoting community resilience and response planning	Red identifies a shortfall against requirement / or not started
		13. Support Local authorities in promoting Business Continuity Planning for Local Organisations	Red identifies a shortfall against requirement / or not started
		14. When necessary support the production of a multi agency response plan for specific events such as the Eisteddfod	Red identifies a shortfall against requirement / or not started
REPS 006	Major Emergency Plans and Recovery Arrangements	15. Develop major emergency management policy for Local authorities and review major emergency operational plans	Red identifies a shortfall against requirement / or not started
		16. Review Recovery Arrangements including site clearance	Red identifies a shortfall against requirement / or not started
		17. Standardise control room arrangements across North Wales.	Red identifies a shortfall against requirement / or not started

		18. Support the Local authorities in producing local Mass Fatalities plans	Red identifies a shortfall against requirement / or not started
		19. Provide Local authorities with an out of hours response and provide initial mobilisation, provide support and guidance	Red identifies a shortfall against requirement / or not started
REPS 007	Major Industrial & Transport Accident	20. Support the development of a North Wales Maritime Oil Pollution Plan based on the National Contingencies Plan for Oil spills	Amber - action in hand to meet requirement
		21. Develop one common template for Major Accident Hazardous Pipeline plans	Amber - action in hand to meet requirement
		22. Complete outstanding COMAH plans on behalf of the Local authorities	Amber - action in hand to meet requirement
		23. Reservoir planning to work with relevant North Wales Agencies to Risk Assess the possible impact on communities in case of a breach. Also to support the production of a general North Wales Plan	Amber - action in hand to meet requirement
		24. Support Anglesey Council and Gwynedd Council in developing local arrangements including road diversions etc. in the events of bridge closure	Amber - action in hand to meet requirement

REPS 008	Severe Weather Plans	25. Audit Severe Weather Plans and Arrangements across the six Local authorities	Red identifies a shortfall against requirement / or not started
		26. Audit and review flood response arrangements across North Wales and standardise arrangements across the Local authorities . This will include working with the North Wales Flood Risk Management group in standardising flood risk management arrangements	Red identifies a shortfall against requirement / or not started
REPS 009	Welfare & Health	27. Standardise welfare & rest centre plans across North Wales	Red identifies a shortfall against requirement / or not started
		28. Support the NWRF and Local authorities in developing the Humanitarian Assistance Plan and guidance	Red identifies a shortfall against requirement / or not started
REPS 010	Training and Exercises	29. To maintain training matrix on behalf of the Local authorities	Green - Meets all Aspects of Requirement
		30. To represent the Local authorities on the NWRF Learning & Development Group with arranging future training	Green - Meets all Aspects of Requirement
		31. To facilitate and arrange Awareness training for external partner agencies such as emergency Service s control room staff on specific Local authorities Arrangements	Green - Meets all Aspects of Requirement
		32. To advise and guide on Local Authority emergency planning training requirements, and identify any further training requirements	Green - Meets all Aspects of Requirement



6.0 Future Governance

The governance board consists of executive level officers from the six councils. They have met with the Service managers twice over the last twelve months. Update reports were presented and discussed at the board and actions to and from Service managers were agreed.

Separate to the executive board meetings, the Service operational manager has met on various occasions with board members within their own councils. This is seen as a positive approach to agreeing on those work streams specific to each council.

7.0 Future Priorities

The future priorities of the Service will be to maintain the work programme, by ensuring that the identified key work streams are met. As a Service we will embrace and encourage authorities to adopt Resilience Direct into a workable system and we will continue to engage with all relevant council staff on training and usage.

A significant work stream for the coming year is around 'Reservoir Inundation Plans'. To fully focus on this, a student placement has been secured with an undergraduate studying Disaster Management & Emergency Planning at Coventry University on a twelve month contract who will focus on this project.

Community Resilience is another significant piece of work which the Service will be undertaking over the next two years and beyond, concentrating on engagement with the wider voluntary organisations and community councils.

The Service as a whole will continue to support and develop strong communication channels between the Service , local authorities and partner agencies.

Another key workstream is for the Service to fully identify the required training needs of staff and senior managers, by developing a learning and development programme for each council, this will also support future mutual aid requirement in an emergency.

The main objectives for the Service are categorised as follows;

1. Set up Resilience Direct within councils (including logging system)
2. Ensure the harmonisation of plans to be uploaded onto Resilience Direct as a repository for regional and single council emergency response plans
3. Ensure authorities develop a common approach to Business Continuity Management (BCM) , and promote a consistent approach to BCM across the region
4. Ensure Community Resilience by engaging with community councils following the piloting of an exercise in Flintshire in October
5. Develop a generic crisis management policy to be incorporated into the six councils
6. Continue to promote and encourage training and exercises within each council

8.0 Financial Summary

The budget has brought in the required 2% savings for 2014 / 2015 as agreed by the Executive Board plus an early settlement of the additional funding (£38,934). This represents an additional saving of 5.64% for the future budget.

North Wales Councils Regional Emergency Planning Service Contributions

<u>YEAR 1</u>		Additional	HUB Recharge	TOTAL
<u>Contribution</u>		Contribution		YEAR 1
				CONTRIBUTION
Anglesey	£68,417	£4,065		£72,482
Conwy	£110,676	£6,597	(£2,520)	£114,753
Denbighshire	£97,122	£5,821		£102,943
Flintshire	£126,412	£7,476	(£2,520)	£131,368
Gwynedd	£117,463	£7,009		£124,472
Wrexham	£133,259	£7,966		£141,225
TOTAL	£653,349	£38,934	(£5,040)	£687,243

YEAR 2

<u>Contribution</u>		2%	HUB	TOTAL
		EFFICIENY	Recharge	YEAR 2
				CONTRIBUTION
Anglesey	£68,417	£1,368		£67,049
Conwy	£110,676	£2,214	(£2,520)	£105,942
Denbighshire	£97,122	£1,942		£95,180
Flintshire	£126,412	£2,528	(£2,520)	£121,364
Gwynedd	£117,463	£2,349		£115,114
Wrexham	£133,259	£2,665		£130,594
TOTAL	£653,349	£13,067	(£5,040)	£635,242

YEAR 3

<u>Contribution</u>		2%	HUB	TOTAL
		EFFICIENY	Recharge	YEAR 3
				CONTRIBUTION
Anglesey	£67,049	£1,341		£65,708
Conwy	£108,462	£2,169	(£2,520)	£103,773
Denbighshire	£95,180	£1,904		£93,276
Flintshire	£123,884	£2,478	(£2,520)	£118,886
Gwynedd	£115,114	£2,302		£112,811
Wrexham	£130,594	£2,612		£127,982
TOTAL	£640,282	£12,806	(£5,040)	£622,436

9.0 Conclusion

The first twelve months of the Service has provided not just challenges but also opportunities to develop a new approach to cross council working.

The work programme is on course to accomplish the vision for: reducing duplication of tasks, harmonising plans and resilience of teams, improve sharing of specialist support and common tasks, ensuring all Local authorities are at the same state of readiness and improving communications between the councils and the NWRP.

Looking ahead to the changes and challenges that will inevitably occur over the next few years with the realignment of councils and, with the support of the executive board we are confident that as a Service, having already gone through the process, we can demonstrate the positive effects of regional collaborative working.

With the appropriate governance and strong working partnerships in place there is optimism that the objectives will be met and that the regional model will demonstrate the positive effects of regional collaboration. The Service will continue working closely with the executive board members to ensure good governance and communication across the region continues.

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