

Appendix 6 - Roles and Responsibilities for emergency resilience or flood prevention/mitigation

Emergency Planning Team

Council responsibilities – Emergency Planning Resilience and Flood Prevention Generic Duties

The main responsibility of both the Duty Manager and the Duty Director is to be contactable 24/7 so that they are available to assess the impact of an incident. If they decide a response is required, then they will co-ordinate the response at the appropriate level.

Duty Manager

The Duty Manager is on duty between the hours of 1700-0900 Monday to Thursday and between 1700 on Friday until 0900 the following Monday morning. Should a call requiring a Council response come into the Out of Hours Contact Centre, they will escalate it to the Duty Manager as the first response, beginning an incident log on the electronic system known as Apprise.

The Duty Manager is then responsible for either, activating the required individuals and plans as necessary, such as the Rest Centre Plan and Managers or the Emergency Control Room. If the Duty Manager requires further advice or support, then they will escalate the matter to the Duty Director.

Duty Director

The Duty Director is on duty between the hours of 1700-0900 Monday to Thursday and between 1700 on Friday until 0900 the following Monday morning. Duty Director may be activated in two ways. Either directly from out of hours contact centre, should they struggle to get the Duty Manager, or via the Duty Manager.

When activated, the Duty Director holds delegated responsibility from the Managing Director and are therefore authorised to make decisions on behalf of the Managing Director. These decisions can range from the activation of all Directors to manage the response, assistance with crisis purchasing or activation of further support and advise from specialists.

The review group were advised that the Duty Director would have access to all the documents needed to make decisions. In addition, the Duty Director would also be

able to get advice from a subject matter expert – however there would be no requirement for that person to attend the meeting in person in response to an incident. This would be done as a goodwill gesture on their part. In evidence to the review group witnesses have suggested ideas for improving the current working arrangements.

During office hours, the Resilience Team will assume the duty cover. If an incident occurs that requires an immediate duty handover, there are mechanisms in place to ensure this is possible. This also includes sickness, unforeseen absences etc.

Highways Maintenance

City Transport has responsibility for the maintenance of highway and land drainage, brook courses and brook grids. Jamie Cooper is employed by Staffordshire County Council as part of an SLA with Walsall and Sandwell Councils to provide a flood risk management service based around supporting each to meet their responsibilities as Lead Local Flood Authority.

In addition, the Highways Service has a responsibility for cleaning and maintaining the network of gullies across Wolverhampton.

Communications Team

The Head of Communications team supports and advises directors and cabinet members before, during and after major incidents and civil emergencies. This helps the council to meet its statutory responsibilities to warn and inform as set out under the Civil Contingencies Act (2004).

The service work closely with the resilience team who provide the council with an 'early warning' system based on their expertise and relationships with local, regional and national partners. The service also supports this by regularly monitoring social media and media monitoring.

The service work closely with emergency planning colleagues to develop the city council's emergency communications plan. Three years ago, the service implemented and have maintained an on-call communications officer rota for out-of-hours emergency support to duty directors/managers.

In the event of an incident/emergency, the service would work closely with partners to ensure a consistent and coordinated response.