

Emergency Planning and Business Continuity Annual Update

Scrutiny Board

16 April 2024

Presenter:

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Manager

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Recommendations for action

The Scrutiny Board is recommended to:

1. Acknowledge the Emergency Planning and Business Continuity Annual Report (April 2023-2024) and the ongoing work of the team into continued improvement of the service.

Key Questions for Scrutiny to consider:

1. Does Scrutiny Board have any recommendations for improving the Service?
2. Does Scrutiny Board have any specific requests for areas to include in future annual updates?

Purpose and Background

- A service update is proposed to be brought to the attention of Scrutiny Board on an annual basis.
- The update serves the purpose of raising more awareness and visibility to the Emergency Planning and Business Continuity function whilst providing assurances to the Board.
- Prompted this year due to the large changes in the team and its embedding in the Governance Directorate.

Service Purpose, Function and Objectives

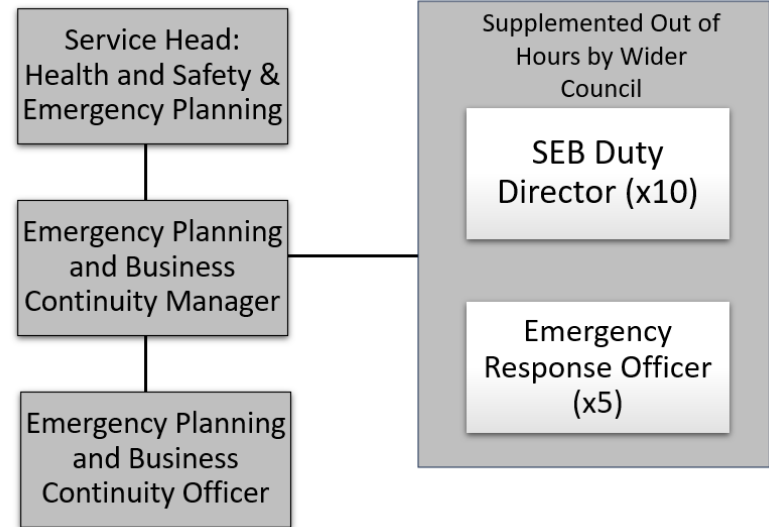
City of Wolverhampton Council have statutory duties under the Civil Contingencies Act 2004:

Category 1 – Core Responder						
1	2	3	4	5	6	7
Risk Assess	Emergency Plans	Business Continuity Arrangements	Warn and Inform	Share Information	Cooperate	Advise Businesses and Voluntary Sector

- **Develop, test and improve** on capabilities.
- **Train and prepare** council responders.
- **Work collaboratively** alongside emergency services and other partners to build an increasingly resilient environment
- **Embed** the corporate business continuity programme across the organisation.
- Make available business continuity **advice to both local businesses and voluntary sector** organisations.

Team Structure

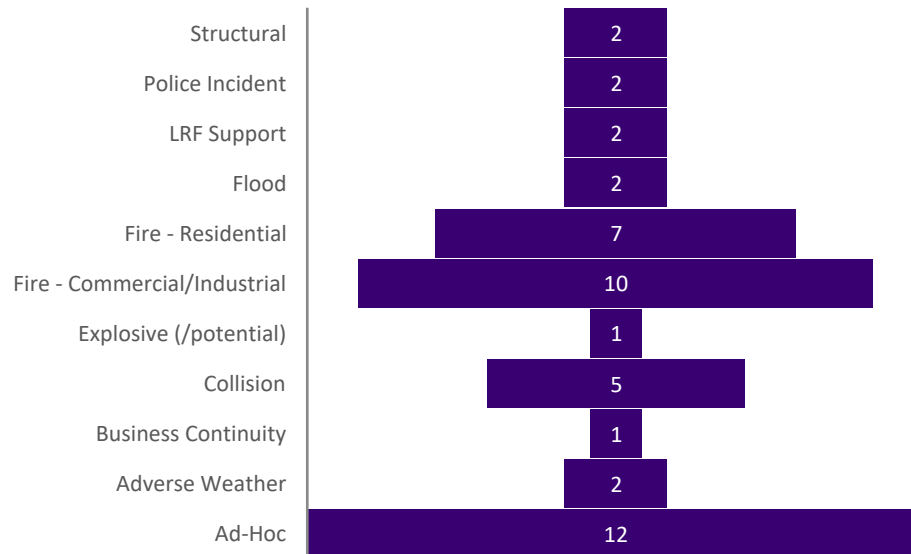
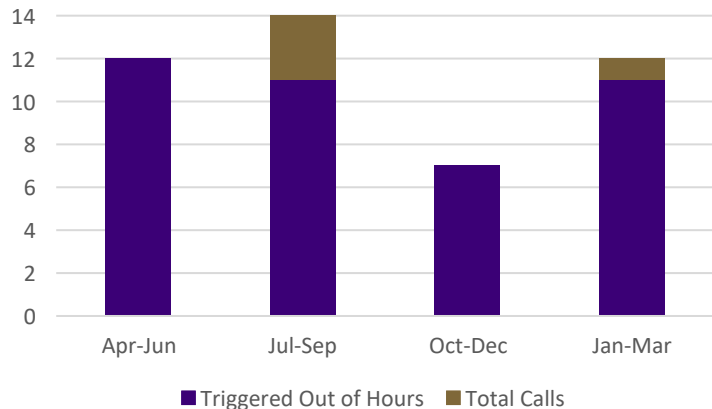
- Part of the Governance Directorate.
- Day-to-day service delivery via an Officer, Manager and Service Head.
- Out-of-hours continued response functionality supplemented by SEB Duty Directors and Emergency Response Officers – enabling a 24/7 response capability.



Response Summary

“There have been no major incidents that the City Council have been required to respond to over the past year. The last Major Incident for the City was in December 2022 in response to the Horseley Fields Fire.”

Call Figures April 2023- March 2024
(45)



Emergency Response Officer - On-Site Presence



Training and Exercising

Training Delivered

- Emergency Response Officer training
- Concierge Management Centre Shift Leader training
- SEB Duty Director training
- Councillor induction training
- Business continuity workshop for businesses
- Military aid to the civil authorities – SEB awareness session

Multi-Agency Exercises

- Tactical Coordinating Group test activations Exercise
- Snowfall – Conurbation level, weather event
- Exercise Whiskey – Local level, fire in block of flats
- Exercise Wolves-Snowfall – Local level, weather event

Training Attended

- Multi-Agency Tactical Incident Command course
- Joint Emergency Services Interoperability Principles Commanders Course – Molineux scenario and Civic Centre scenario
- Military Aid to the Civil Authorities training
- Lockdown training for school and education providers
- Exercising Crisis and Business Continuity Plans course
- Regional Protect and Prepare workshop
- Rest Centre Management course
- Debrief course
- Operational Action Counters Terrorism (ACT) training with The Halls
- Climate Adaption and Preparedness sessions
- Crisis Communications course
- Document verification training
- Service Director attendance at Multi-Agency Gold Incident Command course

Learning and Assurance

- The team follow a process to capture any key learning to use in future improvements to the service and its arrangements.



Business Continuity

- Team coordinate the Business Continuity Programme, overseen by the Resilience Board.
- Responsibility of all – one council approach.
- Update to Policy and agreement of new programme framework; ISO 22301 - Plan.Do.Check.Act methodology, alongside Business Continuity Institute's Good Practice Guidelines.
- Incorporation of post-pandemic learning.
- New approach to working alongside services in support.
- Elections example:
 - 1:1 assessment and plan development support
 - Embedded contingency awareness – boosted preparedness
 - Active examples last year of disruptive events mitigated to enable continued successful delivery of elections democratic process



Internal and Multi Agency Activity

Wide range of workstream involvement across the organisation and with partners, variety of advice and support provided.

Local Resilience Forum	Protect and Prepare Board	Resilience Board	Evacuation and Rest Centres	Recovery	Elections	Flood Scrutiny Task and Finish	Varied Business Continuity Advice
Health Protection Forum	Training, Exercising and Learning Group	Emergency Mortuary	Flood / Severe Weather	Cyber Response	Corporate Condolence/ Op Bridge	Out of Hours Service Instruction Coordination	Incident Logging System

Councillor engagement

- In an emergency, councillors may not be involved in the operational response led by officers but do play a key leadership role.
- Communication and community engagement focus.
- Next steps of enhancement on local recovery planning is to develop further resource in support to elected members:
 - Preparing for their role as councillor in an emergency, *prior* to an incident occurring.
 - Critical role in recovery.



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