

Name of meeting: Corporate Governance and Audit Committee

Date: September 2019

Title of report: Annual Corporate Emergency Planning and Business Continuity Report

Purpose of report:

The purpose of this report is to satisfy an audit recommendation, April 2016, to provide an annual update on Emergency Planning and Business Continuity. The report covers the period 2018/19 and will assist with corporate understanding, and may create an additional incentive for senior managers to ensure that plans are kept up to date.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	Not applicable
Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)?</u>	Key Decision – No Private Report/Private Appendix – No
The Decision - Is it eligible for call in by Scrutiny?	Not applicable
Date signed off by <u>Strategic Director</u> & name	Rachel Spencer-Henshall 26 August 2019
Is it also signed off by the Service Director for Finance IT and Transactional Services?	Not applicable
Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	Julie Muscroft 30 August 2019
Cabinet member portfolio	Councillor Musarrat Khan, Portfolio Holder for Health and Social Care.

Electoral wards affected: All

Ward councillors consulted: Not applicable

Public or private: Public

Has GDPR been considered? Yes

1. **Summary**

A number of legislative documents drive Emergency Planning and Business Continuity, most notably the Civil Contingencies Act (CCA) (2004). The CCA places seven core duties on Local Authorities (as a Category 1 Responder) including the duty to assess the risk of emergencies occurring, the duty to put in place emergency plans and the duty to put in place business continuity management arrangements. In addition to the legislative requirement, ensuring that the Council holds valid Emergency / Business Continuity Plans and arrangements makes good business sense. This report will summarise the key developments within both Emergency Planning and Business Continuity for the financial year 2018/19. The report highlights a number of successes including the delivery and facilitation of 65 training sessions, the delivery and involvement in 26 exercises, the integration of best practise into Emergency and Business Continuity Plans and the team's involvement in responding to over 50 emergencies and events.

Update 2018/19

CORE DUTIES	2018/19 UPDATE	ACTIONS TAKEN SINCE APRIL 2019 / FUTURE ACTIONS
Risk Assessment	<ul style="list-style-type: none"> Local risk assessments are current and were last reviewed in March 2019. 	<ul style="list-style-type: none"> Ensure the delivery of training and exercises is proportionate to the risk. Several exercises are scheduled to take place in the forthcoming months including a cyber exercise, a health partnership exercise, a recovery exercise and a severe weather exercise.
Co-operation	<ul style="list-style-type: none"> Worked with partners within the West Yorkshire Resilience Forum (WYRF) and wider to develop and maintain regional plans. The Team chair two of the nine sub-groups of the WYRF. Developed, facilitated and attended various training and exercises with WYRF partners. Regularly worked with partner agencies when planning for and responding to emergencies. Regularly worked with Kirklees Council Teams when planning for and responding to emergencies. 	<ul style="list-style-type: none"> Continue to work with the WYRF and partner organisations to improve the resilience of West Yorkshire. Continue to work with both the WYRF, West Yorkshire Combined Authority and other partners to prepare for Brexit. Continue to work with Kirklees Council Teams to improve the resilience of both the Council and the district.
Information Sharing	<ul style="list-style-type: none"> The team have tried and tested arrangements for communicating internally within the Council and wider with partner emergency responders. Arrangements were updated to reflect learning from incidents and exercises. Continued to integrate national best practise into plans and arrangements. This includes the Joint Emergency Services Interoperability Principles (JESIP – national best practise for multi-agency emergency management) and Resilience Direct (a secure web portal for emergency responders to share plans and jointly manage emergencies). Trained key Council Officers on navigating and using Resilience Direct. Continued to undertake the work required to be GDPR compliant. 	<ul style="list-style-type: none"> Continue to support the use of Resilience Direct as a resilience platform and provide training to appropriate Officers.
Emergency Planning	<ul style="list-style-type: none"> Led and facilitated 65 training sessions. Training included role specific training (e.g. logging and evacuation centre training), subject specific training (e.g. – lockdown and counter terrorist awareness training) and target training for individuals such as school Head Teachers, Governors and leaders of school trips. Led, facilitated or took part in 26 exercises. Exercises held in 	<ul style="list-style-type: none"> Continue to train Kirklees Council Officers, partners and stakeholders to ensure that they remain competent to undertake their role in an emergency. Continue to maintain plans, policies and arrangements. Continue to deliver exercises to test plans, policies and arrangements against current and emerging risks.

	<p>the period tested systems, plans and processes and were held at both Kirklees and multi-agency levels.</p> <ul style="list-style-type: none"> • Responded to over 50 emergencies and events. These emergencies and events included fires, large gatherings, business disruptions, outbreaks of disease, large demonstrations, Police incidents and various utility disruptions affecting Kirklees residents and vulnerable establishments. All learning from emergencies and events were logged on the Teams electronic lessons database and where appropriate, emergency plans and arrangements have been updated to improve future responses and recovery. • Continued to review and validate the Council's Emergency Plans, emergency policies, community resilience literature and guides (including the Councillor Guide). • Continued to encourage Kirklees Officers to complete the Emergency Planning and Action Counters Terrorism e-learning training on MiPod. • Completed the annual Emergency Preparedness, Resilience and Response (EPRR) assurance process and for the period and received a compliance score of 'substantial' (89% - 99% compliant with core standards). 	
<p>Business Continuity Management</p>	<ul style="list-style-type: none"> • Wrote and made available four 'off the shelf' Business Continuity exercises for Team Managers to deliver in team or management meetings. • Undertook several pieces of work to plan for Brexit. This included writing the 'Kirklees EU Exit Tactical Plan' and working with Teams across the Council to collate preparedness actions and issues (to inform corporate structures). • Continued to support teams to review or rewrite their Business Impact Analysis, Business Continuity Plans and business continuity arrangements (when requested). • Assisted teams to exercise their business plans and arrangements. • Assisted teams to respond to business disruptions. These included utility issues, IT disruptions, equipment failures and issues with suppliers and commissioned services. • Fully reviewed the Council's Corporate Business Continuity Framework and the Service Level Business Continuity Plan 	<ul style="list-style-type: none"> • Continue to support and assist teams to develop and maintain valid Business Continuity plans and arrangements. • Ensure that both Business Continuity Champions and commissioning officers within the Council are mindful of the importance of gaining assurance that commissioned services, contractors and suppliers have adequate Business Continuity Plans and arrangements in place. • Ensure that both Business Continuity Champions and commissioning officers within the Council are mindful of the importance of gaining assurance that commissioned services, contractors and suppliers are cyber aware. This should include gaining assurance that adequate cyber incident management and disaster recovery plans are in place, and that staff have an awareness of cyber risks and know how to stay safe online. • Ensure Managers are regularly reminded that it is their responsibility to hold valid Business Continuity Plans and arrangements and that the Emergency Planning Team are

	<p>template to reflect changes to legislation, guidance, best practise and learning from business disruptions and exercises.</p> <ul style="list-style-type: none"> Fully reviewed the Hub Loss Business Continuity Plan. 	<p>available to assist on request.</p> <ul style="list-style-type: none"> Complete the annual business continuity assurance process with all council teams in August 2019. Continue to plan for Brexit at both team and corporate levels.
<p>Communicating with the Public</p>	<ul style="list-style-type: none"> Attended various shows and events (e.g. Emergency Services Show, etc.) to promote community resilience. Worked with the Communications Team to disseminate appropriate messages throughout the year (for example winter messages and emergency messages). Reviewed the emergency planning and business continuity intranet and internet pages. Ensured that the Communications Team are involved in more Kirklees and multi-agency exercises so that they can practise their role in disseminating single and multi-agency communications messages (this was an action identified in the Kirklees Kerslake Report). 	<ul style="list-style-type: none"> Create more community resilience literature. Currently the Emergency Planning Team have produced the following literature: <ul style="list-style-type: none"> Household emergency plan; 10 minute business continuity plan; Detailed business continuity plan; Winter driving checklist; Sun safety leaflet; Preparing for flooding online document; Responding to and recovering from flooding online document; In case of emergency cards. Take part in the national resilience awareness month - 30 days 30 ways in September 2019.
<p>Advice to Businesses</p>	<ul style="list-style-type: none"> Developed and rolled out Kirklees Emergency Alert to businesses in Huddersfield and Dewsbury. Businesses that opt-in to the alert receive a text message when an emergency may affect their premises, their staff or their customers. The text message informs them of the emergency and states the immediate action that should be taken. Currently over 100 individuals have opted in to receive Kirklees Emergency Alert messages. Provided Emergency Planning and Business Continuity advice and support to several businesses including care providers and education academies. This included providing telephone support and peer reviewing plans. Continued to promote the Kirklees '10 Minute Business Continuity Plan' and the more detailed 'Business Continuity Plan' for private sector businesses. 	<ul style="list-style-type: none"> Roll out Kirklees Emergency Alert district wide. Continue to offer support and advice on Emergency Planning and Business Continuity to businesses. Deliver a Business Continuity best practise workshop and exercise to care homes and care providers in September 2019.

2. Information required to take a decision

No decision required.

3. Implications for the Council

- **Working with People**

Emergencies can happen at any time or location and it is therefore imperative that we have scalable plans that meet the needs of our communities. During any emergency response we ensure that we communicate with the affected persons to try and ensure that we are meeting their needs and expectations.

- **Working with Partners**

The Emergency Planning Team work closely with Council Teams and multi-agency partners. We are an active member of the West Yorkshire Resilience Forum (WYRF) and as such, work regularly with partner agencies to plan for and respond to emergencies. We also have a good working relationship with local responders which ensures there is a joined up response during emergencies.

- **Place Based Working**

The Emergency Planning Team recognise that a “one-size-fits-all” approach does not work when responding to the needs of communities. We have plans that are scalable and flexible to meet the needs of affected communities. We also recognise that working closely with ward councillors provides us with local intelligence and a mechanism for two-way communication.

- **Improving outcomes for children**

We regularly work with schools to improve their resilience to manage the consequences of incidents that can disrupt the learning cycle.

- **Other (eg Legal/Financial or Human Resources)**

Potential consequences of the UK leaving the EU will inevitably put pressure on council resources, whether this be increased demand for services or loss of revenue both locally and nationally. The Emergency Planning Team are working with services to ensure business continuity plans have considered the impacts of Brexit.

4. Consultees and their opinions

Not applicable

5. Next steps and timelines

Members of the Corporate Governance and Audit Committee should continue to support and champion Emergency Planning and Business Continuity at a strategic and cabinet level.

6. Officer recommendations and reasons

That the Governance and Audit Committee note and discuss the findings of this report.

7. Cabinet Portfolio Holder’s recommendations

Not applicable.

8. Contact officer

Sean Westerby – Emergency Planning and Business Continuity Manager
Martin Jordan – Senior Emergency Planning Officer

9. Background Papers and History of Decisions.

Previous papers brought to Corporate Governance and Audit Committee:
September 2017
September 2018

10. Service Director responsible

Rachel Spencer-Henshall Strategic Director for Corporate Strategy, Commissioning and Public Health.