


<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">CABINET</p> <p align="center">7 OCTOBER 2019</p>		
<p align="center">ANNUAL EMERGENCY PLANNING & BUSINESS CONTINUITY REPORT</p>		
<p align="center">Report of the Cabinet Member for the Environment – Councillor Wesley Harcourt</p>		
<p>Open Report</p>		
<p>Classification - Open</p> <p>Key Decision: Yes</p>		
<p>Consultation</p> <p>All departments of the council have been consulted and Legal, Finance and Risk Management comments have been included.</p>		
<p>Wards Affected: All</p>		
<p>Accountable Director: Sharon Lea, Strategic Director of Environment</p>		
<p>Report Author: Denise Prieto, Emergency Planning Manager</p>	<p>Contact Details: Tel: 020 8753 2286 E-mail: denise.prieto@lbhf.gov.uk</p>	

1. EXECUTIVE SUMMARY

- 1.1. The ability to respond and recover quickly from an incident is a measure of 'resilience' and is an important aspect of building safer and stronger communities that contribute to the H&F Vision.
- 1.2. The Council has responsibilities under the Civil Contingencies Act 2004 to plan and respond to emergencies and to have business continuity arrangements in place to reduce the risk of service disruption.
- 1.3. This report seeks to ensure robust governance arrangements whereby Cabinet annually agrees the work programme and priorities. For 2019/20 the work programme reflects learning from recent audits, plans in place to prepare for Brexit and London Resilience priorities related to standardisation of emergency procedures.

- 1.4. The report provides an overview of activity over the previous year and the priorities and work plan for the forthcoming year and details the incidents we have responded to in 2018/19, training, exercising and changes following incidents. The report highlights areas of work for the new financial year to ensure continuous improvement in the service.

2. RECOMMENDATIONS

- 2.1. That Cabinet notes the report and the work plan for 2019-2020.

3. BACKGROUND

The council has a robust emergency plan in place and this was activated several times over the previous year. There are national and regional frameworks in place that govern how local plans are produced. Our plans continue to be updated as part of EP2020, the Government Standards for Emergency and Resilience for the 2020s.

Part 1 of the Civil Contingencies Act 2004 and supporting regulations and statutory guidance establish a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level. The Act divides local responders into 2 categories, imposing a different set of duties on each.

Those in Category 1 are organisations at the core of the response to most emergencies (the emergency services, local authorities, NHS bodies). The aim is to ensure organisations have effective, well-practiced emergency plans in place. The Council as a Category 1 responder is subject to the full set of civil protection duties and is required to:

- assess the risk of emergencies occurring and use this to inform our contingency planning
- put in place emergency plans and business continuity management arrangements
- put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- share information and co-operate with other local responders to enhance co-ordination and efficiency
- provide advice and assistance to businesses and voluntary organisations about business continuity management

4. H&F's EMERGENCY RESPONSE STRATEGIC PRIORITIES

- 4.1 The council's Strategic Priorities for any emergency are to:

- provide support to incident responding agencies as required
- support the vulnerable
- maintain continuity of council service provision

- provide assistance and information to Hammersmith and Fulham's businesses and communities
- provide community leadership
- and assist the return to 'normality'

These may be amended by the Council strategic lead (Gold) in consultation with Council response lead (Silver) once the details of a specific incident become clear.

4.2 The council's Strategic Priorities for recovery from an emergency are to:

- provide strong and visible leadership during the recovery phase
- support the health and welfare of the borough's communities
- assist in the restoration of the built and natural environment
- assist communities and business to return to normality
- monitor financial matters and pursue funding and other assistance

4.3 Building Community Resilience to ensure our communities are prepared and can respond and recover quickly in times of emergency is a priority for the borough.

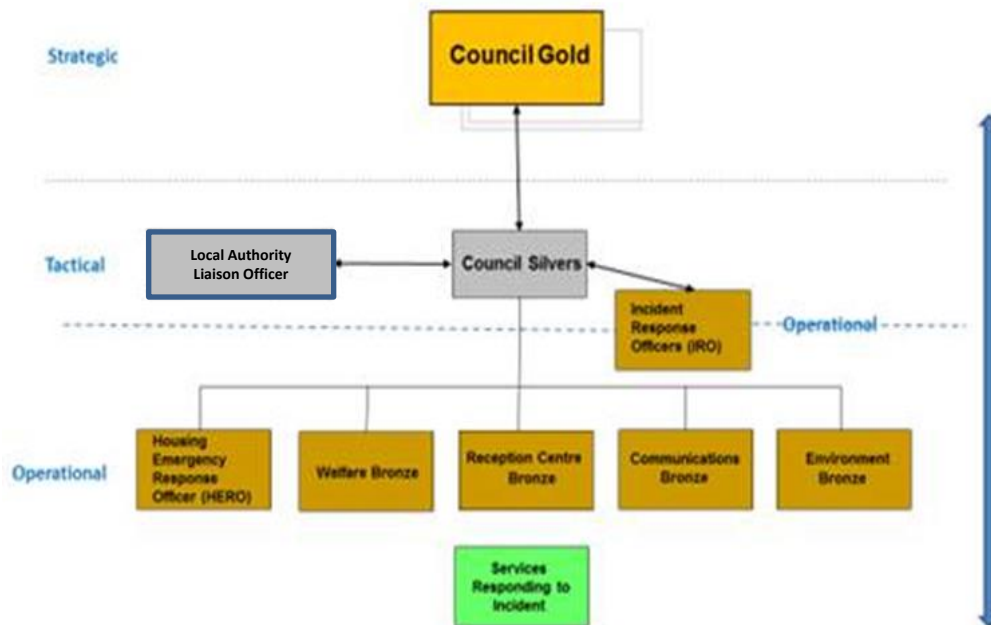
5. EMERGENCY RESPONSE ARRANGEMENTS

5.1 Our emergency planning aims, where possible, to prevent emergencies occurring, and when they do occur good planning should reduce, control or mitigate the effects of an emergency. It is a systematic and ongoing process which evolves as lessons are learnt and circumstances change.

5.2 Emergency planning should also look beyond the immediate response and long-term recovery issues and look also at secondary impacts. For example, the wave of reaction to an emergency can be quite overwhelming in terms of media attention and public response. Plans need to consider how to handle this increased interest.

5.3 The emergency planning procedures in H&F are quite clear. This is set out in the diagram below. In this structure, Gold is the strategic lead (the Chief Executive or nominated deputy), Silver the tactical lead (selected from an established rota of trained staff on call) and Bronze the operational lead.

H&F Emergency Response Structure



5.4 If an emergency requires an evacuation, a Welfare Bronze is appointed from Social Care to examine council records for premises within the cordon to identify any needs or vulnerabilities. A Fire Brigade (LFB) trained Local Authority Liaison Officer (LALO) is deployed to a rendezvous point. The LALO attends on site Silver meetings and reports back to the council Duty Silver on what is required. The LALO shares the information to the police, fire service and any other authorities providing emergency services to inform the response

5.5 The Emergency Planning Team for our Council consists of one full time Emergency Planning Manager, one full time Emergency Planning Officer and full time Business Continuity Manager.

A Community Resilience Officer (secondment) will be joining the team to concentrate solely on Community Resilience projects, date to be confirmed, duration six months, with a possible extension to nine months.

5.7 The wider emergency response team is made up of officers across the Council who are trained in emergency response roles. They are supported by on call staff responsible for rest centres, welfare, housing and communications among others.

5.8 H&F has a number of officers on call 24 hours a day, 365 days a year. A rota of 8 on-call Duty Silvers are responsible for leading the Council's tactical response to emergency incidents.

5.9 Actions are being taken to increase and maintain the number of key personnel who can act as on-call Welfare Bronzes (currently there are four vacancies out of eight

roles) and on-call Rest Centre Managers (currently three vacancies out of eight roles) to ensure there are at least eight trained officers per role who are on call 24 hours a day, 365 days a year.

- 5.10 Supporting these on-call roles is a wider team of 77 other trained responders, Local Authority Liaison Officers, Borough Emergency Control Room Officers, and Loggists. Additional recruitment and training of new staff is ongoing, Housing Services have expanded their rota of on-call Emergency Response Officers. The Communications team also have a rota of on-call officers in place.
- 5.11 The Emergency Planning team circulates a confidential **Weekly Orders** document to selected senior officers and officers on the emergency response rotas, who may need to respond to an emergency or business continuity disruption. The document sets out which officers are responsible for different levels of command and control in the event of an emergency incident and includes key contact numbers.
- 5.12 This document is updated and circulated each week and includes an Incident Response Checklist which is to be completed in the event of an incident. The circulation list has been reviewed and streamlined during the year in response to feedback received.
- 5.13 The **Council's Emergency Management Plan** consists of the following documents: Emergency Management Plan, Emergency Contacts, Aide Memoirs and role cards.
- 5.14 These documents had been compiled to assist in the event of an emergency to provide relevant operational information regarding roles, departments and partner agencies who may be required to assist in a variety of situations, so that the correct tactical decisions can be made, and the correct resources applied/deployed. These documents are subject to a formal review every year or following any major emergency or major service disruption and these documents were last reviewed in April 2018 and are currently being reviewed to take into account organisational changes across the Council.
- 5.15 During an emergency or a major business continuity disruption, a number of Council meetings may be called to support decision making and response activity at strategic and tactical levels. The key groups which may need to convene are the Gold Strategic Group, the Service Resilience Group (SRG), and the Recovery Coordination Group. The roles of these groups are detailed within the Emergency Management Plan.
- 5.16 The **Borough Emergency Control Centre** (BECC) acts as the hub for managing and coordinating activities during an incident by gathering, verifying, displaying and sharing intelligence/information from the Council and other partners. The BECC team will operate and support the Strategic Leadership Team (SLT), Core SRG, Departments and outside agencies. A new location for the Borough Emergency Control Room has been identified at 43 Beavor Lane as part of the Hammersmith Town Hall decant project, date to be advised.

- 5.17 Under London's local authority Gold arrangements, any borough can request mutual aid when facing an emergency incident. A request is submitted to the London Resilience Group (LRG) and signed off by London Local Authority Gold (LLAG).
- 5.18 H&F Gold is the Chief Executive, who is also on the London's local authority Gold rota for major incidents in London. The Chief Executive was standby LLAG from the 30th January to the 13th February 2019 and will be on call duty LLAG from December 18th to December 25th 2019. The Chief Executive also chairs the Pan London Community Resilience Group.

New Resilience Standards for London

Background:

- 5.19 Up to 2017, London boroughs used the Minimum Standards for London (MSL) to measure resilience. The MSL comprised sixteen standards designed to ensure that all local authorities had the appropriate procedures and policies in place to support the London Local Authority Gold (LLAG) arrangements. These standards were measured using the RAG process (Red, Amber Green) to use as a benchmark across London.
- 5.20 In the latter part of 2018, Boroughs completed an Interim Assurance Process (IAP), while the new Resilience Standards were being developed. The aim of this process was to ensure that London Local Authorities had the base level capacity and capability to provide an immediate response to civil emergencies, while a longer-term, strategic view of resilience standards was in development.

Going forward:

- 5.21 The new Resilience Standards for London are significantly different to the Minimum Standards for London and the IAP and provide a very different approach to assurance. The standards are designed to lead to good outcomes and leading practice across the organisation, in exercising emergency plans, whilst supporting compliance with the Civil Contingencies Act 2004.
- 5.22 The new standards do not have any measurable benchmarks, but serve as best practice guidance documents, with points that can help us to achieve good or leading practice in each area. They are designed to be embedded across the organisation.
- 5.23 The new Resilience Standards for London cover the following areas:
- a) Risk Assessment
 - b) Governance Arrangements – Political Leadership
 - c) Governance Arrangements – Managerial & Leadership
 - d) Culture – Organisational Engagement
 - e) Capabilities, Plans & Procedures
 - f) Resources, Roles & Responsibilities, 6.a – Quantitative data sub-set
 - g) Partnerships
 - h) Training, Exercising & Evaluation

- i) Business Continuity
- j) Community Resilience
- k) Recovery Management

5.24 The Chief Executive, Chief Officer and the Strategic Lead for Safer Neighbourhoods & Regulatory Services attended the Pan London Launch of the New Resilience Standards at the Guildhall on the 19th July 2019.

5.25 Key actions identified with regard to implementing the above standards are outlined in the Emergency Planning workplan (Appendix 1) at the end of this document.

5.26 The local authority is required to carry out a self-assessment each year and attend West London workshops to discuss progress and how we are doing. The first self-assessment will be due to be submitted by 31st December 2019. Each borough will be audited by an external organisation, e.g. a county council, every four years.

6. REVIEW AND CONSULTATION

6.1. As part of the internal audit plan for 2018/19, agreed by the Audit, Pensions and Standards Committee, Mazars undertook an audit of Emergency Planning in the London Borough of Hammersmith and Fulham and gave a substantial assurance marking. There were no subsequent recommendations as a result of this audit.

7. INCIDENTS WITHIN THE BOROUGH

7.1. Hammersmith & Fulham have not had to deal with any large-scale incidents since June 2018 but have responded to smaller local incidents throughout the year. It is also conscious of the previous terror threats that took place in London, one at Parson's Green, and the tragic fire at Grenfell. Most of these incidents require coordination at a tactical level by the Council's Silver with input from other Council departments or on call emergency staff as appropriate. Brief details of some of these are below:

Date	Incident	Response
23/08/2018	RTA - A car mounted the pavement in Goldhawk Road W12, ploughed into chairs and tables outside the Brew Dog Pub in Goldhawk Rd, 3 casualties, 1 thought to have life changing injuries	Duty Silver activated LALO sent to scene Co-ordination with police
03/11/2018	Fire at Zaman Lounge, Goldhawk Road, 5 Flats evacuated	Duty Silver, activated, Welfare Bronze, Rest Centre set up at HTH
26/12/2018	WW2 unexploded bomb, in river near Bishops Park	Duty Silver notified, Co-ordination with Police
01/01/2019	Public Disorder, Violence at a New year's Party at Hammersmith Town Hall. Police attended at approximately 02:50 hours. Police arrested 6 individuals for affray. LAS treated numerous victims. 2	Duty Silver activated, co-ordination with blue lights

	victims were hospitalised. Both were alleged to be in critical condition.	
01/02/2019	Area sub-station down causing a power outage at No 1-48 Thackery Court	Duty Silver & Welfare Bronze activated, prepared for possible rest centre. Fixed so not necessary
02/02/2019	Failure of Gas System at Michael Stewart House, Clem Attlee Estate - Sheltered Housing - 100 flats affected	Duty Silver & Welfare Bronze activated, prepared for possible rest centre. Fixed so not necessary.
15/05/2019	Block at 1 Vereker Rd W14, affected by a burst water tank on the roof which affected all the electrics and flooded some properties. Possible rehousing / temporary relocation of up to 35 people.	Full Council Emergency Response activated, Silver, Welfare, Rest Centre, LALO, Fire Brigade, 3 Residents decided to stay put

SERVICE CONTINUITY INCIDENTS

7.2. Whilst there have been no major service continuity incidents since the publication of the previous Cabinet report, there have been a few minor localised incidents have been handled as 'business as usual' for example the change of H&F Firewalls on the Council's network. This follows a response led by the Strategic Leadership Team to enhance Business Continuity Planning and being prepared for Brexit, in-sourcing of services, decanting from the Town Hall. New threats have emerged, for example in the supply chain there have been a number of well- publicised Private Sector corporate failures e.g. Carillion, Interserve. The service is always aware of new cyber-based threats that emerge, mitigated by our IT service. As a result, there are no concerns London-wide or locally.

8. BUSINESS CONTINUITY

8.1. The council's Service Resilience Group, Directors / Deputies, meets quarterly to monitor service resilience issues, such as supply chain, cyber-attacks and other impacts that can affect service delivery. The group also meets to respond to incidents as required.

8.2. To help departments in their planning the Business Continuity Manager continues to offer assistance in writing and testing plans. Below is a table detailing the status of plans on 31 December 2018.

Department	Status	RAG
The Economy Department	Plans Reviewed & Tested by 17/12/18	Green
The Environment Department	Plans Reviewed & Tested by 17/12/18	Green
Children's Services	Plans Reviewed & Tested by 17/12/18	Green
Social Care	Plans Reviewed & Tested by 17/12/18	Green
Corporate Services	Plans Reviewed & Tested by 17/12/18	Green
Finance & Governance	Plans Reviewed & Tested by 17/12/18	Green

Public Services Reform	Plans Reviewed & Tested by 17/12/18	Green
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8.3. As part of the internal audit plan for 2018/19, agreed by the Audit, Pensions and Standards Committee, Mazars undertook an audit of Business Continuity in the London Borough of Hammersmith and Fulham and achieved a 'satisfactory' assessment.

8.4. A draft **Corporate Business Continuity Strategy** covering the period 2018-2021 is in place that defines the Council's approach to Business Continuity. The Strategy defines roles and responsibilities for Business Continuity Plans (BCPs) of individuals and groups within the Council, including the Chief Executive, SLT, Directors and Heads of Services.

This is now being reviewed due to organisational changes, Town Hall Campus project and the major moves currently taking place. The new Strategy will cover the period July 2019 to June 2022, and was approved by SLT in July 2019.

8.5. A **Corporate Business Continuity Plan** is in place that provides guidance to management on how to respond to business interruptions. The plan defines roles and responsibilities of individuals and groups such as the Service Resilience Group, SLT, Incident Management Team, the Communications Team and the Department Management Teams. The Plan also describes the various stages of dealing with disruptions:

- Business Continuity Response and Escalation
- Damage Assessment and Invocation
- Crisis Management
- Service Recovery.

8.6 The Terms of Reference (ToR) are updated on an annual basis. The current ToR covers the period December 2018 to December 2019 and will be reviewed in line with the Strategy and Corporate Plan.

8.7 The following guidance documents are up to date and available on SharePoint:

- Why and How Services are Prioritised
- Service Continuity Plan Guide and Templates
- Guide to Building Resilience in the Supply Chain
- Business Continuity Self-Assessment Tool.

8.9 The business case for Business Continuity software has now been approved, which is currently being finalised.

8.10 Contract Managers workshops organised by Procurement commenced in July 2019 and contain a Business Continuity element.

8.11 The Council's Service Resilience Group completed reviews of existing Service Continuity Plans and completed Brexit Plan appendices to the main plan. Liaison with the Metropolitan Police took place on a fortnightly basis with the Public Disorder

Division. The Business Continuity Manager continues to actively monitor the situation. The Business Continuity Manager is continuing preparing contingency plans for a potential no-deal Brexit scenario. Weekly impact reporting recommences in September 2019.

9. TRAINING AND EXERCISING

Business Continuity

- 9.1. A Business Continuity presentation was given to all departmental management teams to explain the importance of compliant service continuity plans early 2019
- 9.2. Two business continuity (Coffee with Cairns) drop in sessions per month are scheduled to discuss any service issues. The last sessions taking place in Hammersmith Town Hall are the 5th & 7th August 2019. The sessions are designed to assist individuals with plan writing, increasing resilience and general business continuity matters. The Business Continuity Manager is walking the floors of the new buildings as people relocate. Meeting the teams and addressing any issues they may have.
- 9.3. A workshop was held for Public Sector Reform (PSR) to address contract management and supply chain resilience on the 12th July 2018.

Emergency Planning

- 9.4. A Multi Agency Burst Water Main exercise was held on the 18th January 2019 which was designed to test and improve the Borough's response in the wake of the two large burst watermains in King St and Goldhawk road in 2018.
- 9.5. Emergency planning staff attended two West London Workshops, one dealing with Water Supply Disruptions and one dealing with Severe Weather and Natural hazards.
- 9.6. A London wide Exercise Safer City held on the 1st and 2nd May 2019 was held to test the communication and capacity to respond across London, liaising with London Resilience and London Gold. H&F played a full part in the exercise and used the opportunity to test newly trained staff in the Borough Emergency Control Centre, run a Council Gold Group and test communications. The Chief Executive, Strategic Leadership Team and Lead Officers from across the council were involved.
- 9.7. Further training and exercises are planned and included in the work plan for the forthcoming year, Appendix 1,
- 9.8. Training requirements outlined in the London Wide Standardisation project are ongoing. The number of existing Council emergency response officers trained to the new standards so far are as follows:

Local Authority Liaison Officers (LALOs)
Loggists (ready to document key decisions
and assumptions of lead officers in an

emergency)	12
Rest Centre Officers	24
Rest Centre Managers	7
On-Call Duty Silvers	7
Borough Emergency Control Room Officers	6

RESOURCES AND STAFFING

- 9.9. Our emergency response rotas, Silver, Welfare Bronze and Rest Centre Managers should all have 8 people who rotate each week to ensure there is a 24/7/365 day response cover for emergencies in borough. We are currently recruiting additional Welfare Bronze (4) and Rest Centre Managers (3) to bring the rotas back to capacity.

10. COMMUNITY RESILIENCE AND INNOVATION

- 10.1. Community resilience is about communities using local resources and knowledge to help themselves during an emergency in a way that complements the local emergency services.
- 10.2. Building Community Resilience is a priority for H&F to ensure our communities are prepared and can respond and recover quickly in times of emergency. We want to ensure that our communities are able to help themselves during an emergency in a way that complements emergency services and reduces the impact of an emergency on our community both in the short and long term.
- 10.3. As a result, H&F launched the Emergency Response extranet website online to allow us to liaise directly with community organisations to share information and best practice and to provide a networking platform for those organisations to work closer with the Council and each other. Using communications channels and ensure the right information goes out and updates in a live incident can be provided. Organisations can provide the Council with details of what they can provide, such as people, places or things (transport, facilities etc.). H&F is the first Council to launch such a site and our approach has generated interest from councils across London.

The Emergency Response Extranet is a shared platform for the community to communicate and offer & receive support. It has the features below:

- Emergency message board
- Can build capacity & business continuity
- Register of all the various resources
- Allows connection to a wider network
- Access to useful information
- 75 organisations signed up and growing

- 10.4. A community training event took place on the 7th July 2018 to show organisations how we manage rest centres, liaise with emergency services and have further discussions on how we can assist each other in emergencies. A further Community Event is being organised this year.

10.5. In March 2019, Emergency Planning achieved success in the LGC Awards, by winning the Innovation Category for our ongoing Community Resilience work.

11. LOOKING FORWARD

11.1. For 2019/2020 the focus for Emergency Planning and Business Continuity is to embed emergency response and planning throughout the organisation. Training and exercising with staff, volunteers and external organisations throughout the year.

11.2. London Resilience created a standardisation programme for roles and responsibilities across London. This was highlighted as an issue following the Grenfell Tower tragedy. H&F are working with London Resilience and other boroughs to ensure our plans and training fit with the new standardised processes as they are completed.

12. EQUALITY IMPLICATIONS

12.1. There are no negative impacts on any groups with protected characteristics, under the terms of the Equalities Act 2010, from Cabinet accepting this annual Emergency Planning Report.

12.2. Vulnerable people, including those with protected characteristics, may be less able to help themselves in an emergency than non-vulnerable people. Those who are vulnerable will vary depending on the nature of the emergency, but where appropriate plans should consider issues such as those with mobility difficulties; those with mental health difficulties; and others who are dependent, such as children. The Council has a rota of on-call staff whose remit is to identify and deal with any of the above issues as and when they arise in an emergency.

12.3. Implications completed by: Fawad Bhatti, Social Inclusion Policy Manager, tel. 07500 103617.

13. LEGAL IMPLICATIONS

13.1. The legal implications for the Council in planning for and responding to emergencies remain the same. Section 2 of the Civil Contingencies Act 2004 requires the Council as a category one responder to carry out risk assessments, and to complete emergency plans and business continuity arrangements.

13.2. Implications verified by: Kevin Beale, Senior Corporate Solicitor, Tel 020 8753 2740

14. FINANCIAL IMPLICATIONS

14.1. Total expenditure in the Emergency Planning service area in 2018/19 was £360,500 compared to a budget of £346,500; an overspend of £14,000. This was after drawdowns from reserves to mitigate overspends in Silver Rota (£21,300) and Civil Protection (£19,500).

14.2. There is a forecast budget pressure of £130,000 in the Emergency Planning service for 2019/20 comprised of: salary overspends in Civil Protection of £80,000, additional

expenditure on the London Resilience Fund of £15,000 and a £35,000 overspend on the Silver Rota. The latter pressure is the result of an unachieved MTFs saving implemented in 2016/17 expected to be delivered by reducing rates paid to officers covering the rota; the budget was reduced but it was not possible to attract enough staff to fully implement the rota at reduced rates, so payments reverted back to the original levels resulting in an ongoing budget pressure.

- 14.3. As these pressures are expected to be ongoing, they would need to be managed by budget growth or action taken to reduce expenditure to stay within budget.
- 14.4. Implications verified by: Lucy Varenne, Finance Manager, Tel: 020 7341 5777 and Emily Hill, Assistant Director, Corporate Finance, tel: 020 8753 3145.

15. IMPLICATIONS FOR BUSINESS

- 15.1 Small and Medium Sized Enterprises (SMEs) often suffer disproportionately from disruptions of all kinds, including bigger emergencies, because many haven't realised the impact to their business and their wider markets from disruption. Understanding the importance of business continuity and getting it right, early, means they can be up and running again quickly after an incident and the quicker whole communities can recover.
- 15.2 Consideration in forward plans will be given to the following points:
 - Specific measures and plans will the Council put in place to support local businesses – communications, relevant stakeholder engagement, clear response targets, hardship support, etc.
 - How will impact be measured and continuous improvement ensured
 - Evidence of any prior learning feeding into the policy
 - Specific additional processes to be considered when dealing with SME and micro businesses (as their needs are often more acute and they do not have the support structures and resources that many large businesses do)
- 15.3 Implications verified/completed by: Albena Karameros, Economic Development Team, tel. 020 7938 8583.

16. IT IMPLICATIONS

- 16.1. The Council have been given notice on our Joint Network service which is currently shared with RBKC. From April 2020 the service will disaggregate and will require a H&F focussed Network Manager and technology strategy as part of a new operating model. There will be additional costs to H&F in the form of one-off project costs to migrate some services; and expected increased annual costs from having to provide network and telephony resilience ourselves.
- 16.2 All IT risks continue to be monitored and any risks are flagged that have the potential to affect service resilience and emergency planning arrangements.
- 16.1. IM implications: (the) Privacy Impact Assessment(s) (PIA) for any personal data processing activities affected as a result of implementing our Annual Emergency and Business Continuity work plans will need to be updated to reflect any changes to the

way that data is processed and stored (e.g. the Business Continuity Management system; the Emergency Response Extranet). This will ensure all potential data protection risks are properly assessed with mitigating actions agreed and implemented. If (a) PIA(s) is/are not yet in place to cover the relevant data processing activities, one/these will need to be completed.

- 16.2. Any contracts arising from these activities will need to include H&F's data protection and processing schedule if this is not yet the case. This is compliant with the General Data Protection Regulation (GDPR) enacted from 25 May 2018.
- 16.3. Any suppliers engaged in connection with implementing our annual work plans in this area will be expected to have a Data Protection policy in place and all staff will be expected to have received Data Protection training.
- 16.4. Implications verified/completed by: Tina Akpogheneta, Interim Head of Strategy and Strategic Relationship Manager, IT Services, tel 0208 753 5748.

17. RISK MANAGEMENT

- 17.1. The Emergency Planning and Business Continuity response requirements are vital to maintaining a safe and resilient environment for the local community, its businesses and visitors. Failure to have an effective and efficient Emergency Planning and Business Continuity Service may severely impact on the safety and welfare of people, continuity of services, physical assets, information we process, finance, the built and natural environment and the reputation of the Council, Members and Officers.
- 17.2. Implications verified by: Michael Sloniowski Risk Manager, tel 020 8753 2587, mobile 07768 252703.

20. OTHER IMPLICATIONS PARAGRAPHS

- 20.1. In the wake of a terrorist attack in the United Kingdom, London Local Authority Prevent teams undertake community tensions monitoring and increase community engagement efforts. As it runs the London Prevent Network, the local Prevent team is the London lead for this process. In this capacity, the Prevent team produces the Local Authority Prevent Incident Response and Activity Monitor for London and engages with London Resilience.
- 20.2. Implications verified/completed by: David Chapot, Prevent Manager, tel: 0208 753 5231.

BACKGROUND PAPERS USED IN PREPARING THIS REPORT

None.

LIST OF APPENDICES:

Appendix 1 – Emergency Services Workplan 2019/2020

Appendix 1 – Emergency services workplan

Emergency Services Workplan 2019/2020

INTRODUCTION

The council's Strategic Priorities for any emergency are to:

- provide support to incident responding agencies as required
- support the vulnerable
- maintain continuity of council service provision
- provide assistance and information to Hammersmith and Fulham's businesses and communities
- provide community leadership
- and assist the return to normality'

Recovery

The Council's, Strategic Priorities for recovery from an emergency are to:

- a) Provide strong and visible leadership during the recovery phase
- b) To support the health and welfare of the borough's communities
- c) To assist in the restoration of the built and natural environment
- d) Assist communities and business to return to normality
- e) To monitor financial matters and pursue funding and other assistance'

GOVERNANCE					
	Action	Action that can be taken to improve and/or resolve the issue	By whom	By when	RAG
1	An annual Emergency Planning Report, is presented to Cabinet	Report presented to Cabinet July 2019	Emergency Planning Manager	July 2019	Green
2	Twice yearly reporting to SLT	Dashboard of Emergency Planning, Community Resilience and Business Continuity updates, training, exercises and incidents to be presented to SLT Assurance twice a year.	Emergency Planning Manager	February 2019 October 2019	Green Amber
EMERGENCY RESPONSE ARRANGEMENTS					
4	Contacts are reviewed twice yearly and when changes in staffing occur.	Liaison between Emergency Planning Team and Chief Executive's Office to identify changes in staff and update Plan Miscellaneous changes are implemented throughout the year	Emergency Planning Manager and Chief Executive's Office.	April and October 2019 Ongoing	Green Green

5	The Council takes full part in the standardisation project led by London Resilience	Attend standardisation workshops held by London Resilience Implement changes to the relevant plans and guidance documents as standards are agreed by Local Authority Panel	Emergency Planning Manager/Officer	Attended Ongoing until September 2019	Green Amber
	Action	Action that can be taken to improve and/or resolve the issue	By whom	By when	RAG
6	Borough Emergency Control Centre location to be reviewed and space identified within the Hammersmith Town Hall refurbishment	Review of current BECC in room 317 to be reviewed. Space identified in town hall as an alternative location and equipment provided to run a BECC during an emergency response. A new space has been identified in new location at 43 Beavour Lane	Emergency Planning Manager and Corporate Property HTH Decant Team, part of the CCTV relocation project	June 2018 August 2019	Green Amber

7	All departments to consider rotas of staff to be able to respond to incidents.	Due to the Councils extensive restructuring of departments, roles & responsibilities, staff and disaggregation. Action has been postponed and a new proposed date has been set	Directors	September 2019	Amber
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TRAINING AND EXERCISING					
	Action	Action that can be taken to improve and/or resolve the issue	By whom	By when	RAG
12	Mass Fatalities exercise to test Coroner, Mortuary and liaison with agencies including Heathrow	Live Mass Fatalities exercise at Heathrow airport. Mass Fatalities Group activated as part of exercise with Senior Coroner as chair.	Emergency Planning/Coroner/Mortuary	May 2018	Green
14	Community Resilience Exercise	Community Resilience exercise with voluntary organisations and business to increase liaison between Council and organisations in emergency response.	Emergency Planning Manager/Officer	July 2018 End June 2019, postponed, new date TBA	Green Amber

15	Loggist Training	Loggist training for an increased pool of staff across the Council capable of acting as a loggist for the CEO (Gold) in an emergency.	Emergency Planning Officer	April 2018 August 2018 February 2019 March 2019 Sessions ongoing throughout year	Green Green Green Green
16	Borough Resilience Forum Multi Agency Burst Watermain (Surface Water Flooding exercise)	Exercise with Multi-Agency partner agencies to our response to major burst watermain incidents	Emergency Planning Manager/Officer	January 2019	Green

17	<p>Members to understand their role in responding to emergencies</p> <p>A training package for Members developed by the London Resilience Team as part of the London Wide Standardisation Project will be available to deliver locally from the beginning of 2020</p>	<p>Members induction following elections</p> <p>Members training package, responding to emergencies</p>	<p>Head of Emergency Services</p> <p>Emergency Planning Team</p>	<p>July 2018</p> <p>Early 2020</p>	<p>Green</p> <p>Amber</p>
RESILIENT COMMUNITIES					

18	Skills audit of community organisations and businesses	<p>Skills audit of community organisations and businesses in borough to identify what could be provided in an emergency.</p> <p>Liaison with organisations to identify their skills, personnel and equipment that could be utilised in an emergency,</p> <p>Agreements in place with organisations who can provide emergency rest centre spaces in the borough when the HTH is no longer available.</p> <p>75 Organisations so far have allowed us to hold information on what they have available in an emergency on the Council's Emergency Response extranet, organisations will continue to be added</p>	Emergency Planning Team Good progress made on all items so far.	<p>2019/2020 Ongoing</p> <p>2019/2020 Ongoing</p> <p>March 19 Ongoing</p> <p>July 2019 Ongoing</p>	<p>Green</p> <p>Green</p> <p>Green</p> <p>Green</p>
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RESILIENCE STANDARDS FOR LONDON

19	<p>All Boroughs are to be measured in the future by the new standards. There are 11 key assessment areas.</p> <ul style="list-style-type: none"> a) Risk Assessment b) Governance Arrangements – Political Leadership c) Governance Arrangements – Managerial & Leadership d) Culture – Organisational Engagement e) Capabilities, Plans & Procedures f) Resources, Roles & Responsibilities, 6.a – Quantitative data sub-set g) Partnerships h) Training, Exercising & Evaluation i) Business Continuity j) Community Resilience k) Recovery Management 	<p>Local action plans will need to be developed for each assessment area</p> <p>Borough Self-Assessment to be completed and submitted to the London Resilience Team by end December 2019</p> <p>Ongoing work to imbed Resilience Standards across the organisation</p>	Emergency Planning Team	<p>August 2019</p> <p>End December 2019</p> <p>2019/2010 ongoing</p>	<p>Amber</p> <p>Amber</p> <p>Amber</p>
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