

## Appendix 2

### Emergency Planning Team (EPT)

#### COVID-19 Emergency Response Arrangements

##### Virtual COVID-19 Borough Emergency Control Centre (BECC)

The response to an emergency affecting the community (and/or a business continuity disruption to Council services) is managed from the **Borough Emergency Control Centre** (BECC). The primary physical location for the BECC at 43 Beavor Lane could not be stood up due to the **COVID-19** lockdown regulations, therefore a virtual BECC was established on the Teams application.

Through the virtual BECC, the Emergency Planning Team (EPT) managed eleven volunteer BECC officers who were trained via Teams. EPT provided a fortnightly BECC rota of BECC officers, three Silver Directors and two BECC Manager duties, with contact information and a summary of their duties.

EPT and nine of the BECC officers processed all BECC emails, which were triaged and distributed accordingly. The emails are logged under the RAG system on the incident logging site on SharePoint. Each BECC officer had a morning shift from 08:00 to 13:00hrs or afternoon shift from 13:00hrs to 18:00hrs. At the end of each shift, a handover form listing Red and/or Amber status was emailed to the officer taking over the shift.

The virtual BECC is open every day from 08:00hrs to 18:00hrs. From 8 June 2020, the weekend hours were scaled down to 09:00hrs to 12:00hrs.

##### Silver Co-ordinating Group

**A Silver group** was established in March 2020 and consisted of departmental service leads, chaired by a Silver Director. The group met twice a day via Teams, at 10:00hrs and at 17:00hrs, Monday to Friday, with one morning meeting at 11:00hrs each Saturday and Sunday. As services returned to business as usual, the frequency of meetings were gradually scaled down.

These meetings now take place twice weekly week due to the **COVID 19 2<sup>nd</sup>** wave and possible local outbreaks.

Silver group meetings are an opportunity to exchange information, get updates, discuss service issues, take actions and horizon scan. Minutes are distributed after each meeting and actions chased for the follow up meeting.

From 18 April 2020, EPT submitted a weekly BECC email log report to the Silver Director, providing details about type of emails received, weekly amount of emails and highlighting any issues. The volume of emails in and out of the BECC was quite high but now reduced, therefore the report is emailed on a fortnightly basis. EPT

now manage the logging system and to date over, over 3500 emails have been received since the incident logging site was opened on 18 March 2020.

## Reporting

EPT and two of the BECC officers were responsible for obtaining data about various Council services in order to provide situation reports (sit reps) about the impact of the emergency on Council services to the London Local Authority Centre, managed by the London Resilience Group. The data is based on a score systems and spans across specific services in:

- Housing Services
- Adult Social Care
- Children's Social Care
- Refuse services
- Bereavement services
- Shielded/non-shielded services
- Various corporate services such as IT, Communications, People & Talent etc.

EPT established a procedure for collating the data, setting deadlines and contact information, in order to provide the collated data in the form of spreadsheets to the Chief Executive, the **COVID-19** Director and the Silver Director for authorisation, before submitting online to the London Local Authority Control Centre (the LLAC). The sit reps were submitted by specific deadlines, so it was vital for EPT to take a structured approach in collating data. The LLAC collated sit reps from all 33 London boroughs and reported a summary to central Government on a weekly basis.

The sit rep data submitted online to the LLAC was in the form of position statements that EPT collated each week from Environment Services, Finance and Economy. This was carried out in a structured manner, following our procedures to meet the London Resilience deadline. At the end of January 2021 London Resilience ceased to require sit rep submissions from London Boroughs only requesting specific information on an ad hoc basis.

EPT have continued to collate the sit rep scores for internal use as the Silver Group and SLT have found the summary of scores useful when giving an overview of services. This is submitted internally on a weekly basis.

## Lessons learned

Due to **COVID-19** restrictions and the length of this emergency, we have reviewed how we liaise with incident response officers, how we train response officers and engage, and how we can respond to an emergency via a virtual BECC. Procedures and guides have been created and updated to incorporate the virtual BECC and its use in the "new normal" response when dealing with emergencies.