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**TYNE AND WEAR FIRE AND RESCUE AUTHORITY  
EMERGENCY PLANNING UNIT**

***Committee Report***

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**Meeting: CIVIL CONTINGENCIES COMMITTEE: 5 JULY 2010**

**Subject: EPU PERFORMANCE REPORT – END OF YEAR 2009/10**

***Report of the Chief Emergency Planning Officer***

**1. INTRODUCTION**

1.1 The purpose of this report is to provide Members with a progress report on performance against targets for the financial year 2009/2010 as detailed in the EPU Business Plan for 2009/10.

**2. BACKGROUND**

2.1 Progress reports relating to the performance of the EPU are normally produced five times per year: i.e. one report is produced at the end of each quarter relating to the preceding quarters targets; and a final summary report is produced at the year end on the overall delivery outputs relating to stated business plan commitments.

2.2 Members will recall that, from a report tabled at the September 2009 Civil Contingencies Committee that the 2009 EPU business plan was delayed. This was due in part to a new way of working identified by the Strategic Management Board at the second annual SMB/EPU Business Planning workshop held in October 2008, where SMB Terms of Reference (TOR) were developed. The SMB comprises representatives from each of the five Tyne and Wear councils. In accordance with the Service Level Agreement (SLA), the CEPO formally reports to the SMB, on matters such as performance against targets.

2.3 This new approach aims to ensure a more effective use of resources between the Emergency Planning Unit and individual Councils, through better co-ordination and tasking of resilience staff.

2.4 Clearly, as a result of the delay in finalising the Business Plan there has been a degree of slippage in some areas of work identified in the Business Plan and this is discussed further in Section 4 below.

2.5 Section 6 of this report highlights a number of work streams that emerged during the year and which necessitated some re-prioritisation of planned activities.

2.6 Overall, however there has been significant progress in delivery of the objectives and priorities set out in the Business Plan.

### 3 SCHEDULED WORK COMPLETED TO QUARTER 4

- 3.1 The table appended to this report provides information on the work completed in 2009-10 by the EPU.

### 4 WORK NOT COMPLETED

- 4.1 Some work areas from the 2009-10 Business Plan have not been completed and are listed in the table below. Priorities are often revised throughout the year as a result of new tasks emerging. Where slippage has occurred and tasks have not been completed in 2009-10 these have been carried forward into the 2010-11 Business Plan.

Local Authority	Work Area	Reason for non-completion
South Tyneside	Supporting delivery of the Neighbourhood Risks, Neighbourhood Solutions project as part of the wider Community Resilience Strategy	Some challenges have arisen in defining the scope programming and resourcing of this innovative 3-year project resulting in its delayed commencement. These have now been addressed and delivery of this project remains a priority for 2010-11
South Tyneside	To engage with local businesses and the Third Sectors through the South Tyneside LSP	This work is being taken forward through South Tyneside's Community Resilience Sub-Group of the Safer and Stronger Communities LSP Priority Theme Group with appropriate input from the EPU
All	Disaster Education Project	This project was put on hold during the Swine Flu outbreak and will be reviewed in the 2010/11 business planning process
All	Develop BCM messages for Funeral Directors in the context of pandemic excess deaths planning	This work is being developed by the Northumbria LRF Excess Deaths Group chaired by Gateshead council (TWEPU provide the secretariat). The work has been rescheduled in light of the swine flu outbreak and lessons learned will need to be incorporated into future work.
All	Continued development of the LRF Excess Deaths plan	The LRF Excess Deaths Group is Chaired by Gateshead Council (TWEPU provide the secretariat). A plan framework has been developed however further work is required to progress this by the September deadline.
All <i>(originally North Tyneside's request)</i>	Engage with voluntary organisations to deliver community resilience messages	Due to receiving similar requests from other councils, this work will now take place in 2010/11 and will take the form of a large LA event to brief partners from the third sector and encourage more joint working in community settings. Discussions have since taken place as to whether this is an appropriate use of EPU resources and this item may be removed from the Business Plan.
Sunderland	Support to develop the 0300 number initiative	The work was taken forward by internal council staff
Sunderland	Identification of data at ward level about deprivation, economic activity and vulnerable people to use as a basis for risk profiling	This work has been re-prioritised by SCC for delivery in 2010/11 and replaced with work done on CONTEST and major incident planning

Sunderland	Local risk assessment undertaken and public risk register produced	This work has been re-prioritised by SCC for delivery in 2010/11 and replaced with work done on CONTEST and major incident planning
North Tyneside	Develop a multi agency public comms strategy to communicate risk and self help measures	This is being facilitated through the LRF Public Comms Group Chaired by Gateshead Council. Work is ongoing to develop a more detailed strategy and action plan to build on priority work done for Pandemic Influenza.
Sunderland	Develop a multi agency public comms strategy to communicate risk and self help measures	This is being facilitated through the LRF Public Comms Group Chaired by Gateshead Council
All	Mass Fatalities	Update and review of plan deferred to 2010/11 as new NEMA guidance has been issued for consultation.
All	Reservoir inundation considerations	No direct implications for EPU due to there being no top tier reservoirs in Tyne and Wear. However those identified as medium risk in Northumberland will have implications for T&W councils, and work is being progressed through the LRF Flooding and Public Comms subgroups.
All	Tyne and Wear wide evacuation arrangements or protocols	Issues being considered at regional level.
All	Scope out activities around utilities failure risks	Issue being considered at regional level
Gateshead	Development of Humanitarian Assistance Plan	Priority changed, a Rest Centre Plan and developing a staff handbook was completed instead. HA Plan will be addressed on 2010/11.
Gateshead	Further develop and update Gateshead MIP	Work is ongoing to complete the MIP, publication is scheduled for August 2101

## 5 UNSCHEDULED WORK COMPLETED TO QUARTER 4

5.1 In addition to work set out in the 2009/10 Work Plan a number of issues have emerged during the course of the year that have needed to be progressed and as such have required some re-prioritisation of the original work programme, examples include:

- Completion of the Community Resilience Strategy Action Plan in conjunction with Gateshead Council
- Completion of the Northumbria LRF Multi Agency Pandemic Influenza Plan in conjunction with the Northumbria LRF core planning group
- Delivery of multi agency pandemic influenza training sessions across Northumbria with the LRF group
- Working with Newcastle City Council to facilitate their Core Cities event in 2010.

- Working with Sunderland City Council in delivering elements of the CONTEST strand of work
- Working with Newcastle City Council in developing local level planning arrangements for mass fatalities
- Working with Durham University in developing a research project in the context of community resilience planning
- Working with Sunderland City Council to revise the Sunderland City Council Major Incident Plan
- Production of Logistics guidance (new workstream from the Cabinet Office), checklist for LA Operational Managers, delivery of briefing sessions to councils and production of a logistics planning template
- Chair and management of the new LRF Logistics Group
- Participation in the National Telecoms Exercise 'White Noise'
- A significant resource has been provided by both TWEPU and SMB members in the ongoing review of resilience arrangements in Tyne and Wear. Officers from councils and TWEPU have formed part of the Review Team which has worked to set out terms of reference for the review and conduct activity around developing alternative delivery models.

## **6 SUMMARY**

- 6.1 This report details both work areas that are completed and also those which, although they are longer term projects, have been commenced and are ongoing pieces of work.
- 6.2 Members will be pleased to note that in addition to the resilience work completed in 2009/10, the EPU has also successfully maintained its certification to both the ISO 9001:2000 standard and the Investors in People standard. Both standards were subject to external audit in 2009/10 and were achieved in August 2009 and February 2010 respectively.
- 6.3 Lessons learned while implementing a new approach to business planning during 2009 have been incorporated into the business planning cycle for 2010/11. Members have received a separate report outlining the draft work plan for 2010/11.

## **7 RECOMMENDATION**

- 7.1 Members are requested to note this report.
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## **BACKGROUND PAPERS**

The under mentioned Background Papers held in the EPU offices relate to the subject matter of the above report:-

- Business Plan 2008/10

**Strategic Objective : To ensure that robust arrangements are in place to enable an effective response**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Pandemic Influenza	LRF Multi Agency Plan completed. EPU officers involved in LRF core planning team and authorship of plan rests with EPU	LRF Multi Agency Pandemic Influenza Plan available on GONE website. This describes how partners from a range of sectors will work together to provide a coordinated response to current and future pandemics.	<b>Completed</b>
Excess Deaths	LRF Multi Agency Plan Framework produced by EPU.	The framework has been completed ready for the input of a range of partners, including HM Coroners, Health agencies and local authorities to enhance the response to fatalities arising from human infectious diseases.	<b>Completed</b>
Evacuation and Shelter	Metrocentre evacuation plan progressed with Metrocentre management, emergency services and Gateshead Council.	A multi agency evacuation plan has been signed off and provides response arrangements in relation to the MetroCentre	<b>Completed</b>
Radiation	Development of response protocols for nuclear train incidents in Tyne and Wear	Distributed to SMB members for inclusion in Emergency Response Plans	<b>Completed</b>
Radiation	Update and maintenance of RIMNET arrangements	Updated arrangements in place	<b>Completed</b>
Animal Health	Update and maintain Animal Diseases Plan	Updated plan in place and part of a review cycle	<b>Completed</b>
Animal Health	Update and maintain Rabies Plan	Updated plan in place and part of a review cycle	<b>Completed</b>

Animal Health	Develop animal health plans for Gateshead	Updated plan in place and part of a review cycle	<b>Completed</b>
CBRN	Establish local site specific planning arrangements	Plan produced via SSP Planning Group and awaiting consultation following completion of national evaluation scheme	<b>Completed</b>
Flooding	To update LRF multi Agency Flood plan in line with DEFRA/EA guidelines.	The plan has been updated with a range of partners, including Environment Agency, Health agencies, local authorities, Northumbrian Water, Northumbria Police, Highway Agency and utilities companies to enhance the multi-agency response of flooding. The plan was published in February 2010 and distributed to Flood Group members.	<b>Completed</b>
REPPIR	Update and maintenance of REPPIR plan and arrangements	Plan updated	<b>Completed</b>
COMAH	Carry out programmed exercises and reviews of 'off site' plans for top tier COMAH sites in accordance with COMAH legislation	Work undertaken as programmed 4 exercises completed (Rohm & Haas, Shell, SRM, Chemson) 1 'off site' plan reviewed (Shell)	<b>Completed</b>
Major Incident Plan	Support to revise Gateshead's MIP	Plan published	<b>Ongoing into 2010/11</b>
Major Incident Plan	Support to revise Sunderland's MIP	Plan published	<b>Ongoing into 2010/11</b>
Olympics	Attendance at Olympic planning meetings	Feedback given to councils on planning	<b>Completed</b>

	on behalf of councils	issues	
Multi Agency Response	Development of SCG flu activation protocol in line with CCA 2004 and ACPO guidance	Protocol completed	<b>Completed</b>

**Strategic Objective: To work with all communities to build their resilience and ability to cope with crises**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Community Resilience	Maintain awareness of initiatives and links to resilience to support council resilience teams to address community cohesion issues	Support as required	<b>Ongoing</b>
Public Information	To identify communication requirements of specific communities and develop a multi agency strategy to promote understanding of risk and self-help activities for communities	Support is being provided to the multi agency LRF Public Communications Group who will progress this work across Northumbria	<b>Ongoing</b>
Community Impact Analysis	Create a CIA for each neighbourhood management area to provide the planning assumptions to develop neighbourhood plans in Gateshead	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	<b>Ongoing into 2010/11</b>
Community Impact Analysis	Refresh and update information in the local risk register for Gateshead	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	<b>Ongoing into 2010/11</b>
Community Impact Analysis	Communicate the register to council staff	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	<b>Ongoing into 2010/11</b>



Community Impact Analysis	Develop a neighbourhood community risks register to identify risks specific to each NM area	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	Ongoing into 2010/11
Community Impact Analysis	Identify key infrastructure and major hazards by NM area	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	Ongoing into 2010/11
Community Impact Analysis	Develop framework for NM plans	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	Ongoing into 2010/11
Community Impact Analysis	Complete the NM area plans ready for consultation with communities and partners	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	Ongoing into 2010/11
Community Impact Analysis	Create an accessible public document to communicate risk and planning arrangements to communities	Phase 1 of this has been completed as part of the wider delivery of the Gateshead Community Resilience Strategy	Ongoing into 2010/11
Community Impact Analysis	Support with the next phase of CIA in Newcastle	Research and support provided	Completed

**Strategic Objective: To identify, quantify and treat risks and threats**

Subject	Aim	Outcome	Status
Community Risk Register (CRR)	Work with councils to coordinate the Tyne and Wear input to the LRF CRR	Tyne and Wear issues incorporated into CRR. This updated version was published in December 2009.	Completed

Community Risk Register (CRR)	Represent councils on LRF Risk Assessment Working Group	Feedback from meetings and identification of emerging issues	<b>Completed</b>
Horizon Scanning	Maintain horizon scanning activities to identify new and emerging risks.	Reports to SMB as required	<b>Completed</b>
Community Risk	Support to conduct risk awareness activity within a community which has specific risks	An initiative is being progressed with Durham University to trial this approach. This has been facilitated by the EPU.	<b>Completed</b>

**Strategic Objective: To develop robust arrangements to enable the rebuilding, restoring and rehabilitation of the community after an emergency**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Site Clearance	Development of site clearance protocols and arrangements	Scoping paper with SMB with recommendations for action	<b>Completed</b>
Business Continuity Promotion	To promote awareness and understanding of risks affecting businesses and promote the use of BCM planning in businesses	BCM Event hold on 24 <sup>th</sup> March 2010 with over 100 delegates attending. Feedback from the event has been excellent and a follow up event is due in 2010/11. A separate report has been submitted to the CC Committee	<b>Completed</b>
Business Continuity Promotion	To develop a refreshed BCMP strategy and review membership of LRF Group	This will be addressed within the LRF review.	<b>Ongoing into 2010/11</b>

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<b>Strategic Objective: To develop and maintain relationships and coordinated arrangements across agencies in preparing for, responding to and recovering from emergencies</b>			
<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
CBRN	Continue role as Regional CBRN Chair	Chair and direct the work of the multi agency regional group	<b>Completed</b>
CBRN	Continue role as North East representative for National CBRN Group	Contribute to the group and feedback and report back to SMB	<b>Completed</b>
Mass Fatalities	Continue to represent councils on Regional Mass Fatalities Group	Contribute to the group and feedback and report back to SMB	<b>Completed</b>
Mass Fatalities	Continue to represent councils on LRF Mass Fatalities Group	Contribute to the group and feedback and report back to SMB	<b>Completed</b>
Training and Exercising	Continue with role of Chair of LRF Exercise and Training Group	Contribute to the group and feedback and report back to SMB	<b>Completed</b>
CBRN	Chair and lead on Site Specific CBRN planning	Chair and direct the work of the multi agency regional group	<b>Completed</b>

<b>Strategic Objective: To develop and maintain appropriate skills to enable effective preparedness, response and recovery</b>			
<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Training and Exercising	Work with the chair of the LRF Pandemic Influenza Working Group to develop and deliver multi agency pandemic influenza awareness sessions	Two events took place in July 2009 in response to the onset of swine flu	<b>Completed</b>
Training and	Work with the Newcastle Resilience team to	Training completed in October 2009	<b>Completed</b>

Exercising	develop and deliver strategic level training to the Newcastle City Council Executive Leadership Team		
Training and Exercising	Following successful completion of national evaluation scheme, an EPU officer was invited to develop and deliver elements of the National Emergency Planning College SSP Training Course.	Start of delivery completed in November 2009. Future invitations are anticipated as part of ongoing programme.	<b>Completed</b>
Training and Exercising	Development and delivery of BCM awareness training to Gateshead Procurement Team	Session delivered in March 2009	<b>Completed</b>
Training and Awareness	Training in BCM principles and practice for procurement staff in Gateshead	Materials developed, training delivered.	<b>Completed</b>
Quality Management	To maintain the Investors in People standard for the TWEPU	Accreditation against the standard was achieved in February 2010 as part of the three year review period. Recommendations for improvement have been noted in the TWEPU QMS Continuous Improvement Plan	<b>Completed</b>
Quality Management	To maintain TWEPU's certification to ISO 9001:2000	Certification against the standard was achieved in August 2009 as part of the annual review cycle. Recommendations for improvement have been noted in the TWEPU QMS Continuous Improvement Plan	<b>Completed</b>

**Strategic Objective: To validate and test the integrity of arrangements**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
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Training and Exercising	Continue as leading member of Norland Series Planning and Steering Groups	Agreement of members, EPU input	<b>Completed</b>
Training and Exercising	Delivery of Norland exercise calendar for the five councils in Tyne and Wear	All Norland exercises completed for 2009/10	<b>Completed</b>
CBRN	Successful completion of phases 1 and 2 of the national evaluation process for SSP's	Evaluation successfully completed. Plan ready to move to phase 3 in 2010/11.	<b>Completed</b>
CBRN	Development and delivery of SSP awareness sessions to regional resilience partners	Completed courses to TW FRS, EA, NCC, Regional CBRN Partners (including initial awareness session to enable Cleveland to start the SSP planning process.	<b>Completed</b>

**Strategic Objective: To ensure effective communication before, during and after an emergency**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Resilient Communications	Maintain updated MTPAS registrations	Update completed and part of a regular review cycle	<b>Completed</b>
Resilient Communications	To take part in Exercise White Noise	Contributed to exercise and feedback to SMB	<b>Completed</b>

**Strategic Objective: To ensure that arrangements are in place to support vulnerable people before, during and after an emergency**

<b>Subject</b>	<b>Aim</b>	<b>Outcome</b>	<b>Status</b>
Vulnerabilities	Work with the chair of the LRF Vulnerabilities Group to create a list of lists	List of list being prepared with information from responding organisations.	<b>Ongoing into</b>

	to enable responders to identify individual needs in an emergency		2010/11
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<b>Strategic Objective: To effectively respond to emergencies</b>		
<b>Date</b>	<b>Area</b>	<b>Emergency</b>
04-Jun-09	Sunderland	Water Loss at Sunderland Civic Centre
23-Jun-09	Sunderland	Sulphuric Acid Spillage
08-Jul-09	South Tyneside	Garage fire in Hebburn - Gas Cylinders involved
17-Jul-09	Tyne & Wear	Flood warning, excessive rainfall
18-Jul-09	Tyne & Wear	Flood warning, excessive rainfall
01-Aug-09	Newcastle	Loss of 999
06-Sep-09	Sunderland	Loss of 999
18/19/20- Nov-09	Tyne and Wear	Flood Warning, excessive rainfall
26-Feb 10	Newcastle	Surface water flooding