



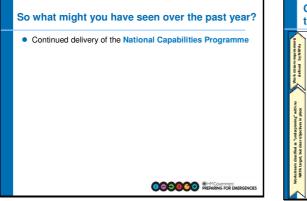




# National Risk Assessment: headlines UK risk profile unlikely to change: diverse, with no single risk dominating; complex & unpredictable, with links randomly & suddenly emerging between events. Risk profile affected by climate change; global instability, increasingly networked, interdependent, complex society – and the risk of cascade failures. National Risk Register <a href="http://www.cabinetoffice.gov.uk/resource-library/national-risk-register">http://www.cabinetoffice.gov.uk/resource-library/national-risk-register</a>







	Capabilities Programme - delivering against he National Resilience Planning Assumptions					
Work stream require men b defined by NRP As	CBRN         Mass Casualties         Mass Fatalities         Animal Diseases         Infectious Diseases         Evacuation & Diseases         Food & Shelter					
Work streem defined	Flooding Site Clearance Health Energy Finance Transport Telecoms & Postal					
ks tream dassified as "underpinning" with no NRPA target, but diea robjectives in place	Warning & Informing					
	Recovery					
	Humanitarian Assistance					
dassified a	Resilient Telecommunications					
Works tream class ified as NRPA target, but clea	Central, Regional & Local Response					
~	Community & Corporate Resilience					



- Continued delivery of the National Capabilities Programme
- CCA Enhancement Programme: consultation & publication of revised chapters of *Emergency Preparedness*; London legislative changes – one LRF, GLA becoming a Category 1 responder
- Community Resilience: launch of programme; publication of Strategic National Framework & Community Emergency Plan Toolkit
- Critical Infrastructure: Publication of Keeping the Country Running: Natural Hazards and Infrastructure
- Resilience Telecommunications: continuing work on rollout of NRE & HITS; feasibility study on cell broadcasting
- Creating a common language: Lexicon & Symbology projects
- Organisational changes: More later....



#### ....and the landscape is still shifting ....

- Reducing money: obtaining efficiencies whilst not compromising effectiveness
- Localism and the Big Society: devolution to the lowest possible level
- Openness and transparency: greater sharing of information with the public
- Structural changes, including:
- Government Office closure (complete) James Cruddas
  - Proposals for changes to Health orgs Helen Shirley-Quirk
  - Maritime & Coastguard Agency proposals for some closures
  - Regional Development Agencies closing by March 2012
     Proposals for single Police Force & Fire Service in Scotland

#### So what next? The year ahead....

- Olympics we need to be 100% prepared & world-class during
- Supporting the organisational changes underway
- Continuing to get the basics right robust risk assessment; building generic capabilities at all levels to meet most of the risks we face; providing clear doctrine & legislative frameworks for the responder community & ensuring the necessary training & exercising takes place
- Ensuring robust plans are in place for more significant risks – wide-scale flooding, high-end terrorist attack, plus for new & emerging risks: effusive volcanic eruption, solar weather

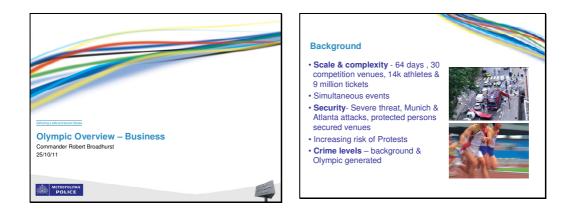
#### So what next? The year ahead....

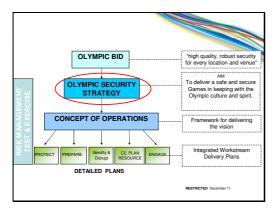
- Providing light-touch support to businesses, communities & individuals to help them improve their resilience: getting the Dummies Guide to Business Continuity published; producing guiding principles for supporters of community resilience & sharing good practice case studies; updating the National Risk Register
- Making demonstrable progress in other areas highlighted in the SDSR / NSS & CONTEST: multi-agency interoperability; improved & innovative telecommunications (e.g. cell broadcasting)
- And of course, dealing with any emergencies as they arise.

# More immediately – Get Ready for Winter!

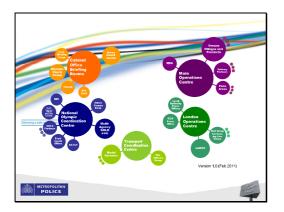
- Joint working with departments & agencies, private & voluntary sector organisations
- Purpose to join up messages to individuals & communities on getting ready for winter:
- Raise awareness of winter risks & their consequences
  - Highlight very simple & straight forward advice & top tips for travelling, health & wellbeing & preparing your home
- Provide access to a webpage on Directgov, which will contain relevant information & links.
- Voluntary sector partners fully engaged & supportive of the campaign. Particular thanks to WRVS, British Red Cross, St John Ambulance & Salvation Army for their involvement
- The Minister will say more on this later.....





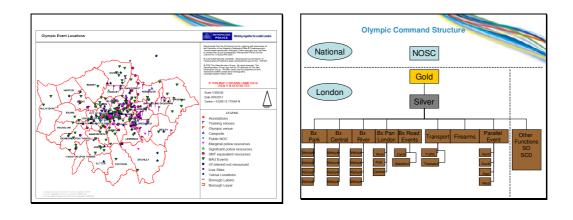


Architecture			
PROTECT  Description Descripti	PREPARE - Resilience & Consequence Management Planning - Specialist Response (CT) - Critical Olympic Infrastructure	IDENTIFY & DISRUPT Olympic Intelligence Centre Covert Serious & Organised Crime Volume Crime CCTV & ANPR	C2, PLAN & RESOURCE • National Demand Profile • Meeting Demand • Training • Operational Logistics Infrastructure • Coordination Room • Operational Control Infrastructure • Command Doctrine
	ENG	AGE	
International     Belations	<ul> <li>Community Relationships Equalities Management</li> </ul>	& • Volunteers	Prevent      Industry

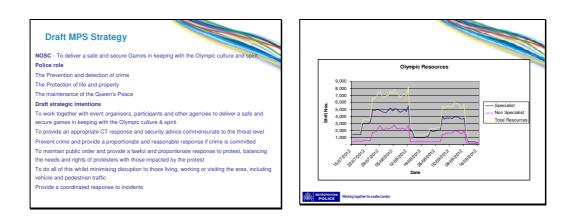




- Emergency service FCPs at venues co-located with Event Control and Venue security
- Venue resource dedicated when open to public, zonal when closed LOCOG liaison
  in SOR for response
- Internal links to Specialist Operations, Serious Crime Directorate, Territorial Policing
   and Transport
- Link between Central Command Complex 999 system (CCC) and SOR







# **Olympic Footprint**

Core Functions meet Olympics business

Agree venue and functional footprints

Potential for critical incidents to escalate beyond capability

BOCU resources in between normal and Bank Holiday levels





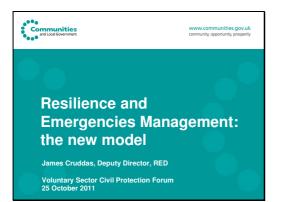
- International Liaison Team (ILU) links to all international partners (Govt, Business and sport teams)
   Bx Community deals with Local Community engagement (including business) through CTSET community impact

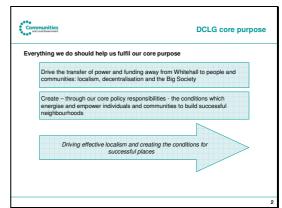
- and tensions
- Ouring games engagement
   Griffin & Argus deliver security advice to businesses
   Travel advice via TfL
- Strategic Briefing Cell (SBC) will collate multi agency update on London twice per day and pass to NOCC and redistribute to contributing agencies

#### Impact

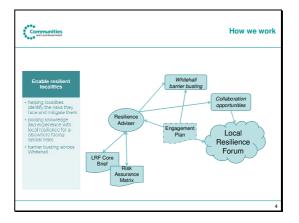
- 5 million extra visitors only 500,000 have tickets each day = 4,500,000 extra tourists
- Parallel events 150 events per day in peak period. Limited resources for the events encouraging smaller events with less security risk or impact
- Local Area Traffic Management plans around venues Traffic Management Orders and Vehicle Permit Checks

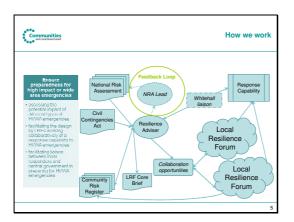
- The provision of services which require travel
   Travel Advice to Business is also launching fortnightly workshops
   for SMEs and multi-site organisations in August 2011
   For more information see.<u>www.London2012.com/traveladvicetorbusiness</u> Particular emphasis on freight impact on roads and managing times/access

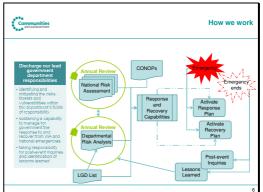


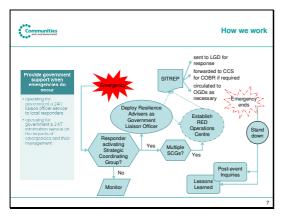


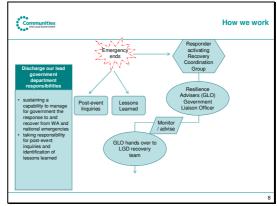
Communities Successful places are also resilient place						
Enable resilient localities	Ensure preparedness for high impact or wide area emergencies	Discharge our lead government department responsibilities	Provide government support when emergencies do occur			
<ul> <li>helping localities identify the risks they face and mitigate them</li> <li>pooling knowledge and experience with local resilience for a elsewhere facing similar risks</li> <li>barrier busting across Whitehall</li> </ul>	<ul> <li>assessing the potential impact of different types of HUWA emergencies</li> <li>facilitating the design by LFRs working collaboratively of a resporse capability to HUWA emergencies</li> <li>facilitating liaison between local central government in preparing for HUWA emergencies</li> </ul>	<ul> <li>identifying and mitigating the risks, threats and vulnerabilities within the department's fields of responsibility acapability to manage for government the response to and recover from WA and national emergencies</li> <li>taking responsibility for past-event ingentification of lessons learned</li> </ul>	<ul> <li>operating for governmet a 24/7 liaison officer service to local responders</li> <li>operating for governmet a 24/7 information service on the impacts of emergencies and their management</li> </ul>			

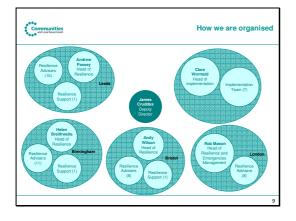


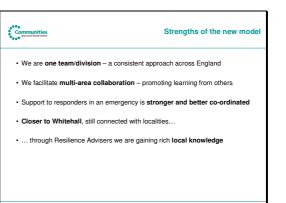


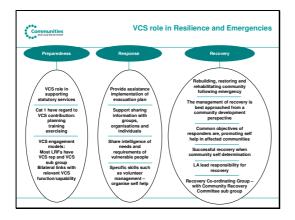


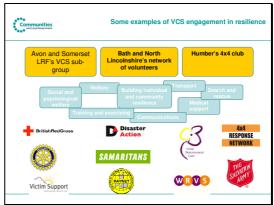






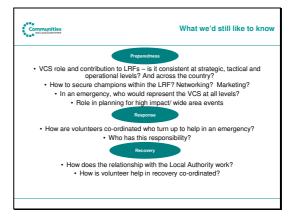






#### What you've told us about challenges for VCS engagement in resilience

- · Pressure on LA resources has led to potential reduction in support
- In some areas partners failure to fully engage with VCS in training and exercising
- Delays with service providers re-imbursing costs to VCS partners from emergencies (e.g. last winter's severe weather)
- The role of faith communities in resilience more recognition?
- Willingness to support new and emerging policies (e.g. localism/ community resilience) but need more clarity on aims and opportunities for the VCS
- · Communication and information flows issues
- Role and representation of VCS at multi-LRF level





# DH Department of Health Changes to the health system in England

- Headlines: Secretary of State for Health remains ultimately accountable for the NHS · PCTs and SHAs to be abolished from 1 April 2013
- NHS care commissioned by Clinical Commissioning Groups (CCGs) from appropriate providers; increased role for voluntary sector and social enterprises Local authorities to have stronger role in shaping health services

- Directors of Public Health to be employed by Local Authorities
   NHS Commissioning Board to allocate resources, commission certain services and support
  CCGs
- Greater freedom for providers of hospital and other services · Care Quality Commission to provide consistent regulation for all providers
- Monitor to promote efficiency, power to set prices and ensure competition works in patient
- NICE to continue to provide independent advice and guidance
- · Creation of a new public health service: Public Health England

#### Health sector emergency preparedness, DEP Department of Health resilience and response (i)

- · Secretary of State to have a direct line of sight to the frontline
- The way responders to emergencies (ambulances, hospitals etc) carry out their work largely unchanged
- NHS CB responsible for ensuring a comprehensive NHS emergency preparedness and response system, and for leading mobilisation of NHS for an emergency
- PHE responsible for providing public health EPRR leadership and independent scientific & technical advice
- · Directors of Public Health to ensure plans are in place to protect the health of the population and to respond to . emergencies

#### Health sector EPRR (ii)

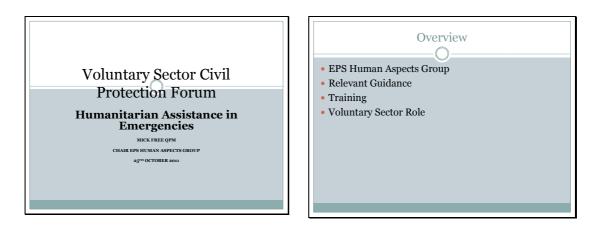


- NHS acute trusts, ambulance trusts and PHE to continue as Category 1 providers, NHS CB and CCGs likely to be Category 2 providers, subject to passage of the Bill
- · Clearer obligations for all NHS-funded units to prepare for and respond to emergencies
- NHS CB and PHE to work together at all levels to ensure joint planning and response
- NHS CB sectors aligned to CLG resilience hubs
- · Formalised arrangements for co-ordination at LRF level across the health sector, including other relevant organisations

#### Managing the transition

- Subject to legislation
- · Essential to maintain resilience and preparedness
- Statutory duties remain as now until 1 April 2013
- 'Clustering' of PCTs and SHAs
- · Formal transition programmes to create the new structures
- Detailed work on implementation of EPRR framework at all levels

DEP Departmen of Health



# EPS Human Aspects Group $\bigcirc$

#### Membership

Local Authorities, BRC, Health, mental health specialists, ACPO, NPIA, charities (Foundation for Peace), academic representation, independent consultants

#### Overall aim:

- To ensure that humanitarian assistance is a priority in the emergency planning, response, recovery and resilience arrangements within the UK.
  - **Objectives:**
- To facilitate a co-ordinated approach to humanitarian assistance amongst the emergency response and resilience community
- 2. Ensure clarity in the role and responsibilities of those organisations with a position in the humanitarian response to an emergency

# EPS HAG Objectives (continued)

- 3. Work with the Cabinet Office Emergency Planning College and other appropriate training organisations to develop and facilitate the most appropriate training related to the humanitarian aspects of an emergency
- 4. Support the development and publication (through EPS Share Point) of the most up-to-date relevant guidance on humanitarian assistance and community resilience, which considers the short, medium and longer term impact of emergencies on people.
- 5. To represent the Emergency Planning Society regarding good practice when responding to the human aspects of major emergencies.
- 6. To report to the Emergency Planning Society via the Professional Working Group, regarding human aspects

#### Guidance $\bigcirc$

- Emergency Response & Recovery
- · Cabinet Office National Recovery Guidance
- DCMS/ACPO Humanitarian Assistance in Emergencies. Guidance on establishing Humanitarian Assistance Centres
- Humanitarian Assistance Strategic Guidance National Strategic Framework on Community
- Resilience
- Preparing for Emergencies guide for communities

# Training

- $\bigcirc$ Cabinet Office Emergency Planning College
- Introduction to Humanitarian Assistance in
- Emergencies (Developing a capability)
- Planning for Emergency Assistance Centres
- Details on www.emergencyplanningcollege.com



Identify the component parts of a framework to deliver a humanitarian assistance capability

# Planning for Emergency Assistance Centres :0

#### Aim

- To enable delegates to prepare for and deliver humanitarian assistance through the provision of emergency assistance centres Objectives Identify the needs of people affected by emergencies
- Identify the different types and planning requirements for emergency assistance centres
- Develop a framework for the effective management and co-ordination of resources deployed to assistance centres
- Identify the roles and responsibilities of organisations involved in the response
- Identify the operational considerations for assistance centres and assess their ongoing

Develop a framework to integrate assistance centres into a longer-term recovery plan

# Voluntary Sector? 0

- Multi-agency integrated response
- What is your intended/anticipated role in an emergency
- Where appropriate which organisation will you represent in an emergency
- Active engagement as part of the LRF planning arrangements
- Community Resilience Programme
- Training & exercise opportunities assisting to 'professionalise' the Voluntary Sector response

# National Civil Protection Forum

People Centred Recovery After Flooding

Alan Purdue

Judi Evans

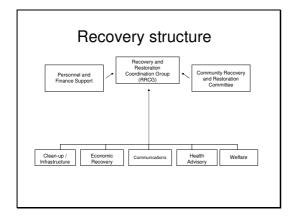
Many people had their homes, businesses and in some cases their lives devastated

# Response

- · Response by emergency services undertaken
- Stand down and hand over to recovery
- Recovery structure planned and well defined
- · Initial set up vindicates the plan
- · Multiple needs and usually multiple offers of help
- Recovery Plan fits the needs but is there clarity about the resources to implement

# Recovery

- CMBC had a recovery document with relevant working groups and had contributed to the National Guidance
- CMBC had a strong partnership ethos





# **Recovery & Resources**

- · Clear handover from Police to local authority
- Named individuals to lead various working
- groups from a number of partner organisations • Voluntary sector to take a full role as partners
- Council response was Facilitative leadership
- Wide representation on all recovery Groups
- Co-ordination of the Voluntary Sector

# Recovery

- Practically
  - The flood information point grew with participation from partner agencies and voluntary groupsnotably Red Cross, CAB, Lions and Rotary, Statutory Partners Northumberland County Council, Care Trust, Children's Services etc
  - Churches opened a welfare drop in centre
  - National Flood Forum gave advice and support to flood victims
  - Red Cross put in volunteers
  - Lions raised cash
  - Rotary opened furniture store
  - Citizens advice provided extra benefits advice

- This created a 'buzz'
- Accepting recovery as huge challenge but not being overwhelmed as a community
- Welcoming and channelling efforts of the unaffected community
- · Supporting those who need it

- · It is really important to recognise that
  - The community recovers
  - The local authority can help and support (facilitative leadership)
  - Remove obstacles
  - Facilitate not legislate
  - Without the tremendous efforts of volunteers recovery will falter

# Business Case

- Robust business case for involving as full partners the voluntary sector
- Council budgets are hard pressed
- Volunteers will work at unsocial hours and in total put in far more hours than any Council can hope to do
- Some will bring knowledge, expertise and experience gained from being national players over many years
- This can range from the practical (how to get insurance sorted) to legal, emotional and policy
- We must nurture and sustain volunteers – Remove obstacles
  - Facilitate not legislate

# **Business Case**

- Bellwin
- Obviously dependant on your threshold
- In two tier areas Districts should take advantage of scheme
- In our case we backfilled posts, bought in support all eligible

Partnership Local Authority should not seek to be pre-eminent

- balance needs of partners

Voluntary and community sector is key to assisting the Community to recover

Nurturing and sustaining this effort is crucial

# Recovery

- Prompt
- Practical
- People centred
- Partnership

# Public Weather Service Customer Group

Dr Claire Goldstraw Department for Business, Innovation and Skills

# Public Weather Service Customer Group

• The PWSCG acts as the customer for free-atpoint-of-use weather information and severe weather warnings for the UK, including the general public and resilience community.

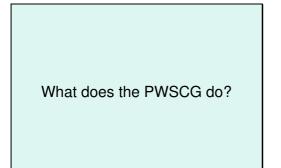
> PWS Customer Group Champions on behalf of the Public

# Public Weather Service Customer Group

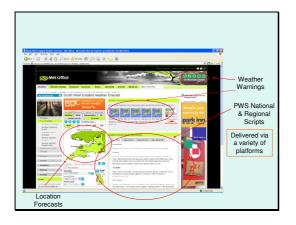
- The PWSCG acts as the customer for free-atpoint-of-use weather information and severe weather warnings for the UK, including the general public and resilience community.
- Provides an independent and impartial body to collectively act as intelligent customer, watchdog and guardian of the PWS.

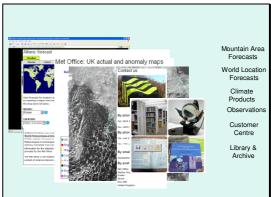
PWS Customer Group Champions on behalf of the Public





Set the Public Weather Service outputs







# **PWS** Performance

- Nine out of ten think weather forecasts are useful (very or fairly)
- Between seven and eight out of ten think that weather forecasts are accurate (very or fairly)
- Most (83%) consider severe weather warnings to be very or fairly accurate and more (90%) think they are very or fairly useful.

# **PWS** Performance

- 73% of emergency responder community are very satisfied with its services and 97% either satisfied or very satisfied.
- Satisfaction with the last weather warning received is high, with 62% of responders saying that they are very satisfied.
- Satisfaction with the service provided by PWS Advisors very high; 90% of those who have had contact with them are very satisfied.

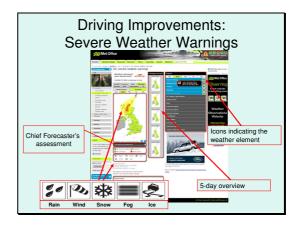
**Drive Improvements** 

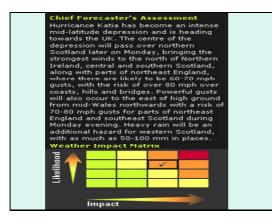


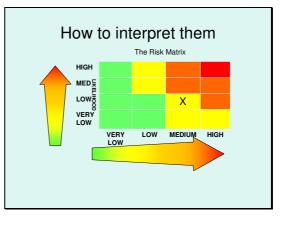


# - Simplified language, to make it less technical

- The language and colours used in warnings will be consistent with the terms used by others (e.g. Environment Agency)
- New categories, 'Alerts' (issued more than 24 hours ahead) and 'Warnings' (issued less than 24 hours ahead)
- Warnings based on both the expected weather conditions and the potential impact(s) they may cause







#### NSWWS –Decoding the colours NO SEVERE WEATHER EXPECTED Keep up to date with latest forecast

#### BE AWARE

Remain alert and keep up to date with latest forecast

#### BE PREPARED

Remain vigilant, keep up to date with latest forecast and take precautions where possible

Remain extra vigilant, keep up to date with latest forecast. Follow orders and any advice given by authorities and be prepared for extraordinary measures

# **Capture Requirements**

# **Community Resilience**

- Consultation Overall Aim:
- Capture requirements for weather forecast and warning information by community resilience groups in the UK

Pre, during and post event
 Impacts
 Communication channels

# **Community Resilience Consultation**

Questionnaires for:

- Emergency Responders https://web.guestback.com/metoffice/communityresilience/

– Public

https://web.questback.com/metoffice/communityresilience2/

# Community Resilience Consultation

#### · 1:2:1 interviews

- PWSCG
- Prof. David Demeritt, Kings College London

# Community Resilience Consultation

· Contact me:

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