

Corporate Civil Contingencies Policy

London Borough of Tower Hamlets

01/05/2021



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Protective Marking & Version Control

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1. Introduction

Under the requirements of the Civil Contingencies Act 2004 (CCA) Local Authorities, as Category One Responders, have a legal duty to prepare, exercise & update their Civil Contingencies arrangements and ensure that, whilst responding to an incident and / or business interruption, their core essential public services can continue to be delivered. Such arrangements must also consider essential services that are delivered by third party contractors alongside those delivered by directly employed staff. This policy aims to provide the framework for effective management during such emergencies.

The CCA also requires Local Authorities to ensure that the local community and businesses understand what the borough will provide during an emergency, also to provide local businesses with guidance on business continuity, particularly the need to plan for emergency events to aid their recovery from the impacts as soon as possible.

This policy requires the Corporate Leadership Team (CLT) and Directorate Champions to support the production and maintenance of these arrangements, for every function that is discharged within the areas of their control. The principals of this policy have been endorsed by the Corporate Leadership Team (CLT).

2. Aim

This policy provides a structure and framework with which the Council will discharge its duties under the Civil Contingencies Act 2004

- Assess the risk of emergencies occurring and use this to inform contingency planning
- Put in place emergency plans
- Put in place 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 with other local responders to enhance co-ordination
- Co-operate with other local responders to enhance co-ordination and efficiency

and

- Provide advice and assistance to businesses and voluntary organisations about business continuity management (Local Authorities only)

3. Scope

This policy applies to all Council services as they all play a role in supporting the Council's civil contingency arrangements during and following an emergency.

This policy also applies to partnering contractors appointed by the Council to undertake services and functions on behalf of them. Those responsible for the tendering process, appointing and supervising partnership contracts, are responsible for ensuring that the appropriate requirements are included in the contract documentation, so that the service provider is able to deliver an agreed standard / level of service during and following an emergency.

4. Application

The Corporate Leadership Team (CLT) will be responsible for the strategic overview of the development & maintenance of the Council's civil contingencies arrangements with the functions of such development & maintenance being undertaken through the Civil Contingencies Board (CCB).

The CCB will be made up of one representative (known as a 'Directorate Champions') from each directorate (at 2nd tier / Divisional Director level), along with nominated deputies. The Board will be chaired by the Corporate Director of Health, Adults and Community who has strategic responsibility for Civil Contingencies.

Directorate Champions:

- Will 'champion' business continuity management, crisis management and emergency planning issues in their Directorate.
- Act as a contact point for their Directorate in all policy and operational matters concerning business continuity & civil protection
- Provide Directorate information and contact details to the CPU as required
- Coordinate the information flow required to enable the CPU & Services to be able to update ClearView
- Promote and encourage general awareness training for staff and specific training for those with planned roles and functions within the Directorate
- Assist in identifying resources and the development of capabilities to deliver plans
- Co-ordinate the development of recovery plans for their Directorate critical services. Ensure that these plans are flexible & adaptable enough to cope with any foreseeable impact (including loss of IT, telecommunications, electricity etc.)
- Help co-ordinate the testing and review of plans and champion any resulting actions

There are also representatives from specific Council services that, whilst located in a Directorate, have a Council-wide role namely – ICT, Facilities Management, Communications, Public Health, Human Resources, and the Civil Protection Unit.

The Current CCB Membership:

CCB Chair:

Denise Radley - Corporate Director, Health Adult's & Community

Place Directorate:

Jennifer Peters – Divisional Director, Planning and Building Control (Directorate Champion)

Nicole Layton - Executive Support Team Leader (Assistant Champion)

Children & Culture Services Directorate:

Geraldine O'Donnell – Service Manager, Safeguarding & Quality Assurance Service (Directorate Champion)

Yasmin Ashley – Executive Support Team Leader (Assistant Champion)

Health, Adult's & Community Directorate:

Ann Corbett - Divisional Director, Community Safety (Directorate Champion)

Yasmin Ashley – Executive Support Team Leader (Assistant Champion)

Resources Directorate:

Amanda Marcus - Divisional Director - HR and OD (Directorate Champion)

Pam Cummins - Directorate Support Manager (Assistant Champion)

Governance Directorate:

Sharon Godman – Divisional Director, Strategy Policy and Performance (Directorate Champion)

Paul Burgess – Project Officer - Strategy Policy & Performance (Assistant Champion)

IT:

Adrian Gorst – Divisional Director IT

Melanie Rose – Head of IT Office

Owen Smith – IT Risk & Governance Manager

Facilities Management (FM):

Sam Brown – Acting Head of Facilities Management

Angela Dillon – Senior Facilities Manager

Communications:

Andreas Christophorou - Divisional Director of Communications and Marketing
Lucy Fordham – Senior Communications Officer
David Green – Head of External Communications

Public Health:

Somen Banerjee – Director Public Health
Keith Williams – Programme Lead-Commissioning

Human Resources Workforce Development (HRWD):

Amanda Marcus - Divisional Director of HR and WD
Catriona Hunt – Central Services Manager

Civil Protection Unit:

Charles Griggs – Head of Community Safety
Andrea Stone – Civil Protection & Business Continuity Manager
Jason Thomas – Civil Contingencies Officer
Alex Hurrell - Civil Contingencies Officer

- The CCB will meet on a quarterly basis (meetings arranged one year in advance) although extraordinary meetings will be called as required
- The Civil Protection Unit will be responsible for the administration of the CCB meetings
- Items for inclusion on the agenda must be submitted to the Civil Protection Unit ten working days prior to the date of the meeting
- Wherever possible, the names of officers deputising for any of the permanent members of the Board will be agreed in advance with the Chair. It is the responsibility of the permanent member to sufficiently brief the deputy on the agenda items and the minutes of the last meeting etc. to enable the deputy appointed to be able to fully contribute to the workings of the Board. Deputies must also be given delegated authority on behalf of their Directorate / Service Area whilst acting on the permanent members behalf

5. Objectives

- Embed ‘Resilience, its Everyone’s Business’ into the culture of the Council
- Promote the understanding, within Council services, of how the organisation will respond to an emergency and / or business disruption
- Raise awareness of the responsibility for resilience at all levels of management
- To identify relevant training needs and support the delivery of staff training

- Exercise, maintain and review organisational resilience through an agreed exercise programme
- Assist in the production & development of Council resilience guidance, procedures, and specific service responsibilities

6. Standards & Monitoring

The Council's resilience arrangements will be formulated in a manner so as to best deliver its statutory duties under the Civil Contingencies Act by following both statutory & non-statutory guidance and such standards include (not exhaustive):

- BS25999 – for Business Continuity arrangements
- Resilience Standards for London – set of standards as agreed by the Local Authority Panel (LAP)

Whilst the Council's Corporate Leadership Team (CLT) is responsible for ensuring the maintenance, development & review of the Council's resilience arrangements, these arrangements are also subject to:

- Internal & external audit (process managed by the Councils Risk Management service & results sent to CLT)
- Self-assessment or peer review of compliance with Resilience Standards for London (results sent to LA Chief Executives via the Local Authority Panel)
- Self-assessment via the national Resilience Capabilities Survey (process managed by Central Government's Civil Contingencies Secretariat)
- The Civil Protection Unit (CPU) will be responsible for producing an annual report on civil contingencies to CLT