



Council Overview and Scrutiny Committee
17 April 2012

Business Continuity

Purpose of the report: Scrutiny of Services and Management/Policy Development and Review

The report has been submitted to the committee to show the current progress the Council is making in meeting the Business Continuity requirements.

1. Introduction:

1.1 Part 1 of the Civil Contingencies Act 2004 (“the Act”) establishes a consistent level of civil protection activity across the UK.

1.2 The main civil protection duties fall on the Category 1 responders as follows:

- risk assessment;
- business continuity management (BCM);
- emergency planning; and
- maintaining public awareness and arrangements to warn, inform and advise the public.

2. Requirement for Business Continuity

2.1 The Act requires category 1 responders to maintain plans to ensure that they can continue to perform their functions in the event of an emergency, so far as is reasonably practicable.

2.2 This duty relates to all the functions of a Category 1 responder, not just its civil protection functions. For Category 1 responders to help others in the event of an emergency, they first need to be able to keep their own crisis response capabilities going. However, Category 1 responders also need to be able to continue to deliver critical aspects of their day-to-day functions (e.g., Safeguarding and looking after vulnerable people,) in the event of an emergency, if the impact on the community is to be kept to a minimum.

2.3 The Act requires Category 1 responders to maintain plans to ensure that they can:

- **Continue to exercise their civil protection functions:**

The legislation requires the Council to maintain plans to deal with emergencies and put in place arrangements to warn and inform the public in the event of an emergency. The BCM duty requires Category 1 responders to maintain plans to ensure that they can deliver these capabilities when they are required.

- **Continue to perform their ordinary functions:**

The Council perform a range of functions that are important to the human welfare and security of the community and its environment. This is particularly true in an emergency situation, where operational demands often increase and the operating environment can become more challenging. The legislation requires the Council to make provision for ensuring that their ordinary functions can be continued to the extent required.

It is an established tenet of BCM that organisations should not only look at the resilience of internal structures and processes, but also those of organisations they rely on, or deliver services through.

2.4 The Act requires the Council to put in place plans to ensure that they can continue their functions in the event of an emergency. This requires them to ensure that those organisations delivering services on their behalf (eg contracted-out services) or capabilities which underpin service provision (eg information technology and telecommunications providers) can deliver to the extent required in the event of an emergency. This is because services remain part of an organisation's functions even if they do not directly provide them.

2.5 The key deliverables for the business continuity are:

1: Understanding our business: Using business impact and risk assessments to identify the critical deliverables of the Council and to evaluate recovery priorities and assess the risks that could lead to a disruption to service delivery.

2: BCM strategies: Identifying the alternative strategies available to the Services to mitigate loss and assessing their potential effectiveness in maintaining the Category 1 responder's ability to deliver its critical functions.

3: Developing and implementing a BCM response: Developing the response to business continuity challenges and the plans underpinning this.

4: Establishing a BCM culture: Ensuring that staff and managers ensure that a continuity culture is embedded in their organisation by raising awareness throughout the organisation and its key stakeholders

5: Maintaining and auditing BCM: Ensuring plans are fit for purpose, kept up to date and quality assured on a periodic basis and at times of organisational change.

3. Delivering Business Continuity in Surrey County Council

3.1 The Emergency Management Team works across two broad work areas,

1. **Emergency Planning** – largely an external focused activity based on community risks, (update of current priorities in Section 5 of this report)
2. **Business Continuity Planning** - focused on internal organisational and corporate risk and the operational mitigation required to protect critical services.

3.2 It is the future intention for Business Continuity to report to the Overview and Scrutiny Committee, with emergency planning continuing to report to the Communities Select Committee.

3.3 With the support of the Corporate Leadership Team (CLT) Council and Cabinet Member for Safer Communities Surrey County Council has implemented a Business Continuity Programme to ensure that critical services are protected during times of crisis.

3.4 The Surrey County Council Emergency and Business Continuity Policy underpins the Business Continuity Programme. The Policy outlines the duties of both officers and managers in achieving and maintaining the level of Business Continuity and Resilience required to protect the critical functions of the Council.

3.5 The Assistant Chief Executive is the nominated CLT lead for the Business Continuity Programme and other Emergency Planning activities and oversees the work of the Emergency Management Team and other services in meeting the required standards. This is managed through the Council Risk and Resilience Steering Group.

3.6 The Corporate Risk and Resilience Steering have the role of ensuring improvements in the resilience of the council. One of the functions of the group is to ensure that the operational Risks raised on the Leadership and Directorate Risk Registers are mitigated against through establishing business continuity arrangements.

3.7 At a time of austerity, Business Continuity is seen as a critical function in ensuring that critical services in the Council are protecting in times of crisis.

3.8 The current Service status for with regards to Business Continuity is contained in Appendix 1.

3.9 The Council as a whole has made good progress in meeting the requirements for Business Continuity in the recent past. The areas where it is agreed that there will be a focus on in the next business planning year include,

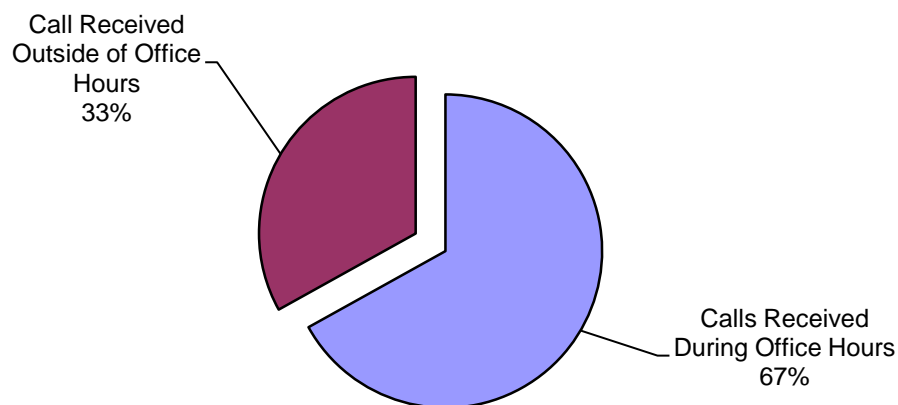
Olympic Planning – As part of the wider Olympic Delivery Programme there is a need to ensure that services critical to the community and the delivery of the Games in Surrey are protected. Work has been underway for sometimes, and the focus is on ensuring changing planning assumptions are included in the Business Continuity Arrangements.

Maintaining Business Continuity plans during changes to service structures – the biggest risk the Council faces in the current economic climate is reductions in overall spending. This is unavoidable, but it is essential that through good Planning, Services ensure that a Business Continuity Plans are updated in line with service structure changes. It is noticeable in related debrief reports from incidents in other organisations that service delivery would appear to be most vulnerable following periods of significant organisational change. This includes the maintenance of training and exercising of key staff in the process.

Supply Chain Resilience – Through the Business Impact Analysis interviews with a number of services the resilience of the Supply chain has been shown as a weakness. Joint work between Procurement and The Emergency Management team to identify where improvements can be made in ensuring that third party suppliers have in place the appropriate levels of contingency and resilience in relation to their criticality to Surrey County Councils requirements.

4. Operational incidents

4.1 During the Period of April 2011 to December 2011 the Emergency Management Team received a total of 254 calls.



■ Calls Received During Office Hours ■ Call Received Outside of Office Hours

A list of incidents supported by the Emergency Management Team is contained in appendix 2.

4.2 The Emergency Management Team provide a duty rota with an officer and manager on call on a 24 hour basis. The role is to provide the link between the Emergency Services and other bodies to the Local Authorities in Surrey

5. Current Emergency Planning Work Priorities

5.1 The Emergency Management Team are currently working on a range of tasks in support of both organisational, business and community resilience. Key areas of work included,

5.2 Preparing for the 2012 London Olympics,

5.2.1 The planned Olympic events and activities in Surrey during the summer of 2012 offer both businesses and residents with a unique opportunity to be part of 'the greatest show on earth'. The Emergency Management Team are working closely with the Surrey County Council 2012 Team and other partners. The team is currently leading on the following aspects,

- Establishing the required command, control and coordination structures to deliver the event and any emergency during the Olympic Period.
- Leading of the event safety scrutiny as chair of the Surrey Event Safety Group
- Working with Surrey County Council services deemed as critical to communities to ensure that services will continue to be provided during the events days in Surrey
- Working with the Surrey County Council 2012 Community Engagement programme to work with local business to allow them to prepare for disruption to their business the planned events will cause

5.2.2 Torch Relay (10th, 17th and 20th July 2012)

- The torch relay is entering Surrey on four occasions. The main Surrey torch relay day is the 20th July, where the relay will enter Surrey in the Godstone area and move through the County to Guildford where there will be a public event. The relay team has in its own security arrangements in place, and Surrey Partners will support these at a local level. The routes are currently being finalised which will allow for detailed planning to be undertaken.
- It is known that in past Olympic events the torch relay has been the focus of demonstrations that have disrupted the event and given the desire to have the public in close proximity to the torch carrier the risk of disruption remains.
- The Olympic Safety and Security Testing and Exercise Team (OSSTET) will include exercises and testing of these arrangements on a national basis to ensure that there is a sharing of information across all areas.

5.2.3 The Olympic Rowing Athletes Village and Royal Holloway (9th July to 12th September)

- The Olympic Rowing Athletes Village and Royal Holloway is expected to be in operation between the 9th July and the 12th September and will cover both the Olympic and Paralympic Games. There is a site specific security plan in place

to support LOCOG in their responsibility to provide the security arrangements. The current arrangements are for support to be provided by establishing site specific tactical command to remain in place at differing levels throughout this period.

- These arrangements are currently being assessed through testing and validation of plans, and will continue to be adapted in the period leading up to the establishment site security.

5.2.4 Road Race (28th and 29th July 2012)

- Both the Road Race and Time Trial offer unique safety and security planning demands on local resources. The majority of the route will not require tickets meaning that numbers of spectators is difficult to predict. The London/Surrey Cycle Classic has helped to identify locations where spectators are likely to be drawn to. Based on this learning and the understanding on there is crowd mapping being developed by the event organiser to support local level planning.
- The arrangements for the Box Hill area are likely to be significantly different to those for the London/Surrey Cycle Classic. LOCOG are proposing to increase the spectator numbers from 3,400 to 15,000 - 20,000 in the managed areas, this does not include areas on Box Hill not covered by the LOCOG arrangements. Currently LOCOG are not planning on providing the full security screening for these managed areas that would be in place for a stadium location, spectators will require ticket checks and there will be bag checks for approximately 1 in 5 visitors. There will not be the airport style screening. For areas outside the managed area the security arrangements will rely on a series of integrated 'layers' of security which when overlaid will provide an acceptable level of mitigation against the identified threats. These 'layers' will include such areas as local and national intelligence arrangements, public awareness, stewarding arrangements and of course a policing operation.

5.2.5 Time Trial (1st August)

- The time trials offer similar safety and security demands to those of the road race, with LOCOG managed areas planned for the Hampton Court area. The route has been finalised and agreed, with the expectation that the event plan will be created by 6th December 2011. Planning is already progressing with regards to the safety and security planning for the event and will be finalised based on the completion of the event plan.

5.2.6 Parallel Events

- Currently the planning for parallel and live events is underway within communities and key stakeholders. These events will undoubtedly enhance both the spectator and local business benefits across the county and will become part of the overall safety and security arrangements across the county.

5.3 Community Resilience

5.3.1 We know from the incidents that have been studied across the world that there is a need to include local people in the emergency arrangements for their communities. The recent Surrey County Council reports in to incidents and events such as the snow of 2010 have identified that communities lack the ability or willingness to support themselves during a time of crisis and are over reliant on the statutory bodies. This is not a purely Surrey issue, the Conservative Policy Green Paper, policy 13 titled, 'A Resilient Nation – National Security Green Paper' states,

'It is neither desirable nor affordable not to involve individuals in the safety and security of communities and business they know best'.

5.3.2 The Surrey Local Resilience Forum Partner is working to help building community resilience.

5.3.3 The Emergency Management Team is currently working closely with borough and district councils to encourage town and parish councils to develop emergency plans.

5.3.4 We have distributed a template emergency plan for town and parish councils to complete and have visited a number of parishes to talk in more detail about the benefits of having an emergency plan and what issues should be considered. Workshops have also been held for parish councils in Mole Valley and Tandridge; the response from those parishes that attended has been extremely positive.

5.3.5 Other than their civic leadership role, Town and parish councils have no statutory duties with regard to emergency planning under the Act. With this in mind it is encouraging that so many have been very keen to develop emergency plans in order to help their immediate communities.

5.3.6 Surrey County Council Emergency Management Team chair the Local Resilience Forum Community Resilience Group, membership consists of the following partner organisations –

- Surrey County Council Emergency Management Team
- Surrey Fire and Rescue Service
- Surrey Police
- South East Coast Ambulance Service
- Surrey PCT
- Environment Agency
- British Red Cross Society
- 2 x Representatives from the District & Boroughs

5.3.7 The role of the group is to coordinate the SLRF vision for building community resilience in Surrey. The objectives are –

- To coordinate warning and informing activities, specifically the development of education and resource packages.
- The group has worked with and assisted communities in forming a number of local groups focused on protection during emergencies. These groups include,
 1. The Surrey 4x4 Club
 2. The Chobham Flood Response Action Group (CRAG)
- To develop arrangements for a coordinated approach to local community emergency response on a “self-help” basis.

5.4 Providing the Capability to Respond to Emergencies

5.4.1 The Emergency Management Team works with partners from the Local Resilience Forum and national bodies as part of the National Capabilities Programme. This is the core framework through which the Government is seeking to build resilience across all parts of the United Kingdom.

5.4.2 'Capability' is a military term, which includes both personnel, equipment and training and such matters as plans, doctrine and the concept of operations. 'Resilience' is defined as the ability to detect, prevent and if necessary handle disruptive challenges.

5.4.3 This includes but is not limited to disruptive challenges arising from the possibility of a terrorist attack. Many elements of response to natural disaster require a similar capability to those of a terrorist attack, and vice versa. The scope of the programme accordingly extends to the full range of responses to the full range of risks likely to face the UK.

5.4.4 The aim of the Capabilities Programme is to ensure that a robust infrastructure of response is in place to deal rapidly, effectively and flexibly with the consequences of civil devastation and widespread disaster inflicted as a result of conventional or non-conventional disruptive activity and natural disasters.

5.4.5 The Capabilities Programme is run by the Civil Contingencies Secretariat and consists of a total of 22 capability 'workstreams'.

5.4.6 These fall into three groups:

- four workstreams which are essentially structural, dealing respectively with the central (national), regional and local response capabilities, and one which is an enabler of structural response capabilities, resilient telecommunications;

- six which are concerned with the maintenance of essential services: food and water; transport; health services; financial services; energy; and telecommunications and postal services;
- twelve functional workstreams, dealing with; chemical, biological, radiological and nuclear (CBRN) resilience; infectious diseases (human); infectious diseases (animal and plant); mass casualties; evacuation and shelter; warning and informing the public; mass fatalities; humanitarian assistance, flooding, recovery, site clearance and community resilience.

5.4.7 An important part of the work is to continually identify, challenge and monitor the current levels of resilience in each of the areas covered by the workstreams. This enables Ministers to decide what increased level of resilience they wish to achieve in each area, and then to plan and if necessary to allocate additional resources to achieve that increased level of resilience. Testing and exercising make an important contribution to this assessment. The delivery plan for each workstream explains how resilience is to be tested and exercised.

5.5 Statutory Work Streams

5.5.1 The Emergency Management team also work in the following statutory planning areas

5.5.2 **The Control of Major Accident Hazards (COMAH) Regulations**, to ensuring that businesses falling under the control of the regulation:

"Take all necessary measures to prevent major accidents involving dangerous substances

Limit the consequences to people and the environment of any major accidents which do occur"

5.5.3 **Major accident hazard (MAH) pipelines**, these are pipelines that carry a dangerous fluid and have the potential to cause a major accident.

5.5.4 **Animal Health Emergencies Planning**, the arrangements provide a generic response to Avian Influenza, Classical Swine Fever and Foot and Mouth Disease and a specific response plan for Rabies. This work is undertaken with Trading Standards

5.5.5 **Reservoir Regulations**, by working with partners the County Council is required to have in place specific off site plans for the four reservoirs assessed as 'high risk' in the recent DEFRA national reservoir risk assessment. The Council is also required to ensure that there is a generic plan in place for the remaining forty five reservoirs in Surrey with capacities exceeding 25,000 Cubic Meters, (this may be lowered to 10,000 cubic meters).

6.0 Financial and value for money implications

6.1 It is the expectation that Business Continuity will be addressed through Service Delivery and Budget Planning as a core activity.

6.2 Effective Business Continuity Management should be seen as part of an efficient organisation so ensuring the protection of services critical services. Effective Emergency Planning will assist in the protection of community assets ensuring that communities are able to recover following incidents, lessen the financial impact to communities.

6.3 The Current budget for the Emergency management Team is

Total	£430K
Establishment	£335K
Non-Establishment	£75K

6.34 The Current substantive establishment for the Emergency Duty Team is nine officers, with three temporary secondments to support the work required for the Olympic Games period.

7.0 Equalities Implications

7.1 Vulnerable people are one set of people to whom all contingency plans must have regard. Having regard to the vulnerable means that people who are less able to help themselves in the circumstances of an emergency must be given special consideration in plans. Frequently, a distinction is made between the self-reliant and the vulnerable. It is assumed generally that self-reliant people will be able to respond to the requirements of an emergency promptly, while the vulnerable are likely to require special assistance in taking appropriate actions.

7.2 It is not easy to define in advance for planning purposes who, would be vulnerable in an emergency and require special consideration response arrangements plans. Those who are vulnerable will vary depending on the nature of the crisis. For planning purposes there are broadly three categories, which should be considered:

- those who, for whatever reason, have mobility difficulties, including people with physical disabilities or a medical condition;
- those with mental health difficulties; and
- others who are dependent, such as children.

8.0 Risk Management Implications

8.1 It is important that Category 1 responders identify the significant risks threatening the performance of critical functions in the event of an emergency, as this will enable them to focus resources in the right areas, and develop appropriate continuity strategies.

8.2 In this context, there are two strands to risk assessment, relating to external threats (risk of an emergency occurring) and internal risks (business risks) that could cause loss or disruption of critical services required to control, reduce or mitigate the effects of an emergency.

8.3 The Act requires Category 1 responders to identify and assess significant risks of an emergency occurring in their area in accordance with their particular functions as

a basis for performing their other civil protection duties. The Regulations require Category 1 responders to have regard to assessments of risk maintained pursuant to the Act when developing Business Continuity Plans.

9.0 Implications for the Council's Priorities or Community Strategy

9.1 Effective Business Continuity Management is part of the protective measures in place to protect critical functions.

9.2 The Business Continuity Programme directly supports the following Council objectives,

Achieving more with our resources – at a time of austerity Business Continuity protects critical functions during period of change and limited resources

Improving partnership working – the business continuity planning assumption are built on the support to and from our partners and suppliers

Delivering the Highest Quality we can – the objective of Business Continuity is to ensure that the provision of critical services continue in a time of crisis and that services are recovered in as short a time as possible

Looking after our County and focussing on its future – both Emergency Planning and Business Continuity function focus on the protection of our services and communities in a time of organisational or community crisis with w high regard to vulnerable individuals and groups

Investing in you, our Team – supporting staff during period of disruption is a key management function and allows staff to perform. Business Continuity supports the One Team principles and build on a 'whole team' approach in the protection of our organisation.

10. Recommendations:

The Committee is asked

- To support the implementation of the Business Continuity Programme by ensuring that committees periodically monitor performance in relation to Business Continuity expectations.
- To note and comment on the content of the report.

11. Next steps:

There are current and challenges that are being addressed through the Business Continuity work programme. These include,

- That Service Business Continuity arrangements are maintain during any organisational changes
- Work is underway to ensure that the move of the Director for Public Health's team is incorporated into the Surrey County Council Business Continuity Management, the Emergency Planning functions will be incorporate as part of the 'soft hand-over' in the coming year
- The maintenance of the Business Continuity arrangements alongside the current changes in the estate and IMT portfolios
- Ensuring the services delivery is protected during the delivery of the Olympic Games in Surrey
- That Critical Services are protected during any periods of strike action by staff

Report contact: Ian Good, (Head of Emergency Management)

Contact details: 0208 541 9168 , ian.good@surreycc.gov.uk

Sources/background papers:

[Surrey County Council Emergency and Business Continuity Policy](#)

Emergency Planning and Business Continuity Peer Review - 2009/2010
(Held by Democratic Service for Reference)

Civil Contingencies Act 2004, Regulations 2005

BS25999 – British Standard for Business Continuity Management – Part 2
Specification

Strong Britain in an Age of Uncertainty: The National Security Strategy

[Full National Risk Register of Civil Emergencies 2010 edition](#)

Conservative Policy Green Paper, policy 13 titled, 'A Resilient Nation – National Security Green Paper

Appendix 1 – Service Business Continuity Management Status

Service Priority Level	Olympic Priority Level	Directorate / Service	Business Impact Analysis - BIA (in date)	BIA date for renewal	Business Continuity Plan - BCP (in date)	BCP due for review	BCP Last exercised	Date due for exercising
Chief Executive's Office								
1	1	Communications	Yes	Feb-13	no	Mar-12	21.Nov.11	Nov-12
3	3	Policy & Performance	no	Mar-12	Yes	Apr-12	21.Oct.10	Oct-12
3	3	Legal Services	Yes	Sep-12	yes	Apr-12	5.Oct.10	Oct-12
3	3	Democratic Services	Yes	Apr-12	Yes	Apr-12	5.Oct.10	Oct-12
1	1	Emergency Management Team	yes	Jan-13	yes	Feb-13	21.Nov.11	Nov-12
Environment & Infrastructure								
1	1	Operations, Highways & Countryside	Yes	Sep-12	Yes	Sep-12	21.Nov.11	Nov-12
2	1	Strategy, Transport & Planning	Yes	Sep-12	Yes	Mar-12	14.Nov.10	Nov-12
3	3	Change & Performance	Yes	Mar-12	Yes	Jul-12	31.Mar.11	Mar-12
2	2	Waste & Sustainability	yes	Feb-13	Yes	Feb-13	31.Mar.11	Mar-12
Adult Social Care								
2	2	Strategic Support	Yes	Feb-13	Yes	Mar-13	21.Nov.11	Nov-12
1	1	Personal Care & Support	Yes	Feb-13	yes	Aug-12	21.Nov.11	Nov-12
1	1	Service Delivery	Yes	Nov-12	Yes	Mar-13	21.Nov.11	Nov-12
2	2	Transformation	Yes	Apr-13	Yes	Mar-13	21.Nov.11	Nov-12
2	2	Commissioning	Yes	Apr-13	yes	Mar-13	21.Nov.11	Nov-12
1	1	Mental Health (SABP)	Yes	Apr-13	yes	Apr-13		
Childrens Schools and Families								
2	2	Schools and Learning	Yes		Yes	Jan-13	25.Mar.11	Mar-12
2	2	>LEOs	No	Sep-11				
2	2	> Commercial Services	Yes	Sep-12				
2	2	> Inclusion service	No	Nov-11				
2	2	> Strategic Risk Management	No	Aug-11				
2	2	> Early years and childcare services	Yes	Jan-13				
2	2	> Special educational needs	Yes	Sep-12				
2	2	> STEPS	No	Nov-11				
2	2	> Virtual school	No	Oct-11				
1	1	Children's Services & Safeguarding	Yes	Nov-12	Yes	Nov-12	10.May.11	May-12
2	2	Young People	Yes		No	Oct-11	25.Mar.11	Mar-12

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2	2	>Commissioning	No	Sep-11				
2	2	> Connexions	No	Aug-11				
2	2	>Youth Justice	No	Sep-11	yes	Oct-12	25.Jan.11	Jan-13
2	2	Strategy	yes	Jan-13	No			
3	3	Resources						
		Customers & Communities						
1	1	Fire & Rescue	Fire report outside of SCC BC programme for BS2599 standard					
1	1	Customer Services	No	Jun-11	Yes	Apr-13	21.Nov.11	Nov-12
2	1	Trading Standards	yes	Feb-13	YES	Jan-12	18.Oct.10	Nov-12
		Cultural Services	Yes					
1	1	> Registration Service	Yes	Feb-13	yes	Apr-13	21.Nov.11	Nov-12
3	3	> Library Service	yes	Feb-13	yes	Apr-13	n/a	
3	3	> Heritage	yes	Apr-13	Yes	Apr-13	n/a	
		> Adult Community Learning	yes	Feb-13	yes	Apr-13	n/a	
3	3	> Surrey Arts	yes	Apr-13	yes	Apr-13	n/a	
1	1	> Coroner	No	Sep-11	YES	Apr-13	21.Nov.11	Nov-12
1	1	> Olympics 2012 team	yes		yes	Apr-13		
		Change & Efficiency						
1	1	Information Management & Technology	Yes	Jul-12	Yes	Jul-12	21.Nov.11	Nov-12
2	2	Finance Team & risk	Yes	Mar-13	Yes	Mar-13	07.Feb.11	Feb-13
2	2	Procurement	No	Apr-11	No	Oct-11	11.Oct.10	Oct-12
2	2	Shared Services	yes	Mar-13	yes	Mar-13	17.Nov.10	Oct-12
1	1	Estates & Planning Management	Yes	Mar-13	yes	Mar-13	21.Nov.11	Nov-12
2	2	HR and Organisational Development	yes	Apr-13	yes	Apr-13	11.May.11	May-12
3	3	Transformational Change (none required)						
1	1	Public Health	No		No			
3	3	Surrey Police Authority (due April 2012)	No		No			

Appendix 2 Incidents overview – Quarters 1 to 3 2011/12
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Below is an overview of the call to the Emergency management Duty Officer that generated an incident response during the first three quarters of the 2011/12 financial year.

Incident: Fire in Ashford flats	
Date: 05/04/11	01:30
	SCC EMT stood down: 04:39

Incident: Fire and Evacuation, Worcester Park	
Date: 05/04/11	SCC EMT alerted: 20:15
	SCC EMT Stood down: 20:48

Incident: Fire Mayford Centre	
Date: 18/04/11	SCC alerted: 16:31
	SCC EMT Stood down: 17:07

Incident: Fire in Walton on Thames flats	
Date: 20/04/11	SCC alerted: 16:23
	SCC EMT Stood Down: 18:13

Incident: Police locked in school	
Date: 01/05/11	SCC alerted: 17:28
	SCC EMT Stood down: 17:52

Incident: Farm fire, Walton on the Hill	
Date: 03/05/11	SCC Alerted: 22:55
	SCC EMT stood down: 00:40

Incident: Fire at Bisley Camp	
Date: 04/05/11	SCC Alerted: 07:01
	SCC EMT stood down: 08:30

Incident: Fire at Weylands farm, Tatsfield	
Date: 08/05/11	SCC Alerted: 20:45
	SCC EMT stood down: 08:00

Incident: Contact Centre server failure	
Date: 14-15/05/11	SCC EMT Alerted: 0915
	SCC EMT stood down: 20:00 15 th May

Incident: Fire at Chertsey flats	
Date: 24/05/11	SCC EMT Alerted: 1130
	SCC EMT stood down: Assistance continued until a few days after the incident.

Incident: Golf Club Fire	
Date: 28/06/11	SCC EMT Alerted: 04:08
	SCC EMT stood down: 08:56

Incident: Road Traffic Collision	
Date: 14/07/11	SCC EMT alerted: 17:10
	SCC EMT stood down: 11:10 18 th July

Incident: Power Failure in EDT	
Date: 20/07/11	SCC EMT alerted: 18:25
	SCC EMT Stood down: N/A

Incident: M25 Clousure	
Date: 05/08/11	SCC alerted:
	SCC EMT Stood down: 1900 06/08/2011

Incident: Civil Unrest	
Date: 08/08/11	SCC Alerted :
	SCC EMT stood down: prolonged incident

Incident: IMT Failure to the Contact Centre	
Date: 20/08/11	SCC Alerted: 9:52
	SCC EMT stood down: N/A

Incident: Power Cut to Contact Centre	
Date: 01/09/11	SCC Alerted:14:30
	SCC EMT stood down: N/A

Incident: Fire in Residential Home	
Date: 01/10/11	SCC EMT alerted: 06:49
	SCC EMT stood down: 15:30

Incident: Fire in Residential Home	
Date: 01/10/11	SCC EMT alerted: 06:49
	SCC EMT stood down: N/A

Incident: Fire at Industrial Site	
Date: 03/10/11	SCC EMT alerted: N/A
	SCC EMT Stood down: N/A

Incident: Unexploded WW2 Bomb	
Date: 10/10/11	SCC EMT alerted: N/A
	SCC EMT Stood down: N/A

Incident: Property Flooding in Chertsey	
Date: 04/11/11	SCC alerted: 03:30
	SCC EMT Stood down: 04:30

Incident: Threat made to School by parent	
Date: 09/11/11	SCC Alerted : 10:48

	SCC EMT stood down: 14:10
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Incident: Industrial Action

Date: 30/11/11	SCC Alerted : 0600 (planned event)
	SCC EMT stood down: 23:59

Incident: Large property Fire In Godalming

Date:09/12/11	SCC Alerted: 17:49
	SCC EMT stood down: N/A

Incident: Gas Leak in Staines

Date: 18/12/11	SCC Alerted: 17:37
	SCC EMT stood down: N/A