

Emergency Management and Business Continuity Policy



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Part 5
Emergency Management and Business Continuity Policy
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Part 1 Overview of Policy

1. Vision Statement

We will provide a safer, stronger community and better quality of life in Surrey through a professional and effective emergency management and business continuity process.

2. Values

The Emergency Management and Business Continuity Policy is based on the following key values.

- Protecting health, safety, quality of life and economic vitality.
- Building and maintaining partnerships and collaboration across Surrey, including community, industry and public sector, and voluntary sector in all aspects of emergency management.
- Protecting our natural and built environments.
- Respecting the diversity of Surrey's communities.
- Ensuring accountability and transparency of the Surrey County Council emergency management arrangements.

3. General Principles of Emergency Management

This Policy is underpinned by the following general principles:

- A comprehensive, risk based, all hazards, all agencies approach by achieving the right balance of prevention, preparedness, response and recovery, regardless of the nature of the hazard, working through established partnerships.
- Prepared communities who understand their role in an emergency.
- Consultative decision-making.
- A transparent, systematic and consistent approach to emergency risk assessment and management.
- Surrey County Council applies effective corporate governance and is committed to continuous improvement of policy, programmes, practices and service delivery to improve community safety which is underpinned by performance management.

4. Introduction and Purpose

Surrey County Council has the duty to provide various services to the communities of Surrey. Many of these duties are set by legislation and other duties come from common law. Many have a direct impact on the health and quality of life of the citizens of Surrey.

The Civil Contingencies Act 2004 places a duty on Surrey County Council to ensure adequate resilience is in place to be able to deal with disruptive events.

The purpose of this policy is to ensure:

- That Surrey County Council has a planning process in place that encompasses **anticipation, assessment, prevention** and **preparation** so we are ready to deal with rapid increased demands for services caused by emergencies.
- That Surrey County Council **responds** to these increased demands for service efficiently and effectively,
- That Surrey County Council will have a **business continuity** process in place to enable vital services to be maintained in the face of a serious and / or widespread disruptive incident, including disruption to services during an emergency,
- That Surrey County Council will have in place business **recovery** plans and community recovery plans to ensure a rapid return to normal or a new normal.

This Corporate Emergency Management and Business Continuity Policy is published on the County Council intranet and Internet website, and can be provided in other languages and Braille on request.

The Chief Executive will ensure on behalf of the Council that the provisions of the Policy are fulfilled.

This Policy will be reviewed annually and if necessary amended to take into account new legal requirements, non-statutory guidance from central government and revisions and implementation of relevant British Standards.

This Policy also covers other statutory Emergency Planning functions the County Council has, as outlined in the following legislation and regulations.

- Local Government Act 1972, Section 138
- Notification of Installations. Handling Hazardous Substance (NIHHS) Regulations 1982
- Reservoir Act 1975
- The Pipelines Safety Regulations 1996
- The Control of Major Accident Hazards (COMAH) Regulations 1999

- The Radiation (Emergency Preparedness & Public Information) Regulations (REPPIR) 2001

5. Scope of the Policy

This policy applies to all activities for which the Council has direct responsibility. We will also seek to promote this policy with all partners, stakeholders and contractors. In the case of School Governing bodies for example we will promote practices and procedures, which are consistent with this policy.

6. The Council's Resilience Commitment

The Council accepts its responsibilities for the provision of services to the citizens of Surrey and acknowledges that many of these services are critical to health and quality of life within Surrey.

The Council is committed to ensuring critical services will continue to be delivered and that increased demand for services due to emergencies are met.

The Council will comply with the Civil Contingencies Act 2004, regulations and statutory guidance.

The Council will adopt and promote best practice for preparedness, response and resilience, including minimising the impact of emergencies on the Council and the communities of Surrey.

The Council will regularly assess its business continuity arrangements through internal audit, and seek to align itself against British Standard BS25999.

The Council will provide information, instruction, training and supervision for employees to help them understand their role in the resilience processes of the County Council and to allow them to contribute positively towards the preparedness and resilience of the organisation.

The Council is committed to the effective management of contracts and their performance to ensure preparedness and resilience standards in their business arrangements with and on behalf of the Council.

The Council is committed to working closely with all staff to develop and implement preparedness and resilience measures that ensure the Council is able to deal with disruptive events.

PART2 – RESPONSIBILITIES FOR EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY

1. Responsibilities of County Council Officers and Elected Council members.

1.1 Elected Members

The Elected members are seen as crucial in the scrutiny of the Civil Contingencies Act 2004 duties in line with the expectation of the wider community of Surrey.

Elected members will monitor the overall preparedness and resilience of the Council and compliance with relevant legislation, and ensure that decisions taken when developing Council policies and services reflect the County Council's Preparedness and Resilience commitment. The Safer and stronger Communities Portfolio has responsibility for leading member activity on this issue. The Cabinet will:

- Receive annual reports on preparedness and resilience,
- Ensure that adequate resources are available to discharge the Council's preparedness and resilience commitments.
- Consider overall preparedness and resilience trends and issues likely to affect the Council.
- Promote a positive preparedness and resilience culture within the Council.

The Safer and Stronger Select Committee will receive reports on this work and scrutinise the response of the Council to its Category 1 responsibilities under the Civil Contingencies Act 2004 .

1.2 Chief Executive

The Chief executive of Surrey County Council has the overall responsibility for achieving this Emergency Management and Business Continuity Policy and accounts to the elected members for the operations of the County Council complying with all Civil Contingencies legislation and standards.

The Chief Executive is responsible for ensuring that all statutory requirements are adhered to, and for reviewing the effectiveness of this policy. The Chief Executive will:

- Attend the Surrey Local Resilience Forum.
- Ensure members of the Corporate Leadership Team establish and demonstrate commitment to the emergency management and business continuity policy.

- Appoint the Assistant Chief Executive to be accountable for the Emergency Management and Business Continuity Policy
- Promote a positive preparedness and resilience culture embracing and encouraging positive attitudes amongst all staff and in the interface with other agencies and the community.
- Ensure appropriate priority is given to emergency management and business continuity in County Council strategic planning.
- Ensure that emergency management and business continuity performance is reviewed annually and at other times when necessary.

Ensure that the Emergency Response and Business Continuity arrangements are included in the business planning process, other strategic plans and job descriptions and objectives as appropriate.

1.3 Strategic Directors and Assistant Chief Executive

Strategic Directors are responsible for ensuring adequate emergency management and business continuity arrangements are in place for their Directorates .

The role of Strategic Directors and assistant Chief Executive is to:

- Promote a positive preparedness and resilience culture.
- Ensure the Corporate Emergency Management and Business Continuity Policy procedures and guidance is followed.
- Prepare a statement of their Directorate's emergency management and business continuity arrangements, explaining the requirements of Head's of Service and other managers and staff.
- Appoint a Preparedness and Resilience Liaison Officer from within their directorates to sit on the Corporate Resilience Steering Group and have the responsibility for ensuring emergency preparedness and business continuity arrangements are in place within their Directorates.
- Ensure that emergency management and business continuity responsibilities within their Directorate are properly assigned and fulfilled with the support of the Emergency Management Team.
- Ensure resources are made available as necessary for fulfilling the Council's commitment to Emergency Management and Business Continuity in their Directorate.
- Ensure emergency preparedness and business continuity is adequately reflected in service business plans and risk registers.
- Sign off the documented list of key services, the business impact analysis and risk assessment to ensure that the work has been appropriate
- Ensure that service specific risks relating the risk of service disruption through either an external risk impact on the communities of Surrey or an internal business continuity crisis are reflected in the directorate and

service risk registers as per the Risk Management Strategy and Corporate Governance.

1.4 The Head of Policy and Performance

• The Head of Policy and Performance is central to monitoring the success of the Business Continuity Management System. The Head of Policy and Performance shall ensure internal audits are conducted at planned intervals to determine:

- The Council conforms to planned arrangements for Emergency Management and Business Continuity.
- The Emergency Management and Business Continuity programme is properly implemented and maintained.
- Is effective in meeting the Emergency Management and Business Continuity policy.
- Provide information on results of audits to Corporate Resilience Steering Group.

1.5 The Risk and Governance Manager

The Risk and Governance Manager will ensure that the identification, control and treatment of risks that could affect the Council's Resilience are assessed and included on the corporate risk register as appropriate, and for ensuring that where appropriate treatment plans are in place for identified risk as per the Risk Management Strategy and Corporate Governance.

1.6 Responsibilities of the Head of Emergency Management

The Head of Emergency Management will:

- Advise and brief the Corporate Leadership Team to assure the achievement of the Council's Emergency Management and Business Continuity commitment.
- Maintain the County Council's Emergency Management and Business Continuity Policy, and ensure that the most up-to-date version is available to all staff.
- Develop Corporate Emergency and Business Continuity Plans that outline corporate response procedures.
- Develop and manage the emergency planning process.
- Through the Emergency Management Team provide professional and specialist advice, support and guidance to Cabinet Members, Chief Executives Board, Preparedness and Resilience Liaison Officers, Heads of Units and other managers and supervisors.
- Ensure that the corporate training programme makes adequate provision for the development of emergency management and business continuity skills.

- Maintain adequate records, which reflect staff training and skills.
- Ensure that adequate arrangements are made for consultation with staff, including representatives and unions.
- Liaise with nominated Emergency Management and Business Continuity representatives from service units.
- Undertake performance measurement in emergency management and business continuity.
- Represent the Chief Executive in Local Resilience Forum inter-agency groups, regional and national activities.
- Be responsible for the activation of the Major Civil Emergency Plan or the County Council Corporate Business Continuity Plan.
- On behalf of the Chief Executive, coordinate the corporate response of Surrey County Council to emergencies and business continuity events.

1.7 Responsibilities of Service Heads

Heads of Service are responsible for the provision of emergency preparedness and business continuity arrangements in their Service. The Emergency Management Team will assist them with this activity. They need to ensure that they are prepared to deal with rapid increase in demand for services resulting from an emergency and to deal with disruptive events that will impact on the performance of their unit. This should be reflected in the performance management processes.

The role of each Head of service is to:

Promote a preparedness and resilience culture within their unit, encouraging activities that develop the resilience of the unit and requiring consideration of preparedness and resilience in the provision of their services.

- Adopt and implement corporate codes of practice, procedures and guidance.
- Ensure emergency management and business continuity responsibilities within the unit are properly assigned and fulfilled and that job descriptions reflect these responsibilities.
- Ensure all staff in their Service is aware of current emergency management and business continuity issues that may impact on the unit.
- With the help of the Emergency Management Team ensure that staff who need trained and systems are tested as appropriate.
- Participate in Business Impact Analysis, Emergency Risk Analysis and performance review to assist in the development of an annual plan to address emergency management and business continuity issues, including resourcing.
- Appoint a unit preparedness and resilience representative to lead on Emergency Planning and Business Continuity and represent the unit at the Council Resilience Forum.

- Activate emergency and business continuity plans they are responsible for as necessary.
- Support the Head of Emergency Management Unit in his role of corporate coordinator in responding to emergencies or business continuity events.
- Support all Strategic Directors and other Heads of Service with appropriate planning and deployment of staff and resources in an emergency.
- Ensure that Business Continuity and Emergency Planning activities are reflected in Service Delivery Plans.
- Service risk registers have due regard for both internal and external risks, which have the potential to cause disruption to critical services.
- Services adhere to Council the Risk Management Strategy and Corporate Governance.

1.8 Responsibilities of Managers and Supervisors

Managers and Supervisors will be responsible for the implementation of the Emergency Management and Business Continuity Policy. Their role is to:

- Promote a preparedness and resilience culture within their service through regular engagement with their nominated Council Resilience Forum Representative
- Activate emergency and business continuity plans they are responsible for as necessary.
- Ensure staff are trained to the necessary competence
- Plans are regularly tested as necessary.

1.9 Responsibilities of Individual Employees

Individual employees must:

- Be aware of the emergency and business continuity responsibilities of the County Council, their service group, unit and team.
- Understand their role within an emergency and business continuity response.
- Help ensure there is a preparedness and resilient culture within their team.
- Undertake appropriate training through the corporate training programme and with the Emergency Management Team

2. Consultation with Unions and Staff Representatives

The Council has a duty to consult with staff on any matters that effect health, safety and welfare at work. In areas where this policy and supporting

corporate codes, plans, procedures and guidance impact on health safety and welfare there will be full consultation conducted within the normal service unit arrangements. Corporately, consultation will be carried out with unions and representatives of staff.

3. Updating this policy

This policy became effective on 14-06-2011 and will be reviewed annually or when changes in legislation or national standards/guidance require changes to the policy.