

POLICY AND RESOURCES COMMITTEE – 29 OCTOBER 2002

REPORT BY CHIEF EXECUTIVE

EMERGENCY PLANNING – TRAINING STRATEGY

This report is to inform Members of the arrangements within the Council for the training of staff in Emergency Planning related matters and complements the Council's Emergency Planning Strategy.

1. RECOMMENDATION

The Policy and Resources Committee is asked to note the contents of this report and the Training Strategy attached.

2. BACKGROUND

The role of the Emergency Planning Unit of the Chief Executive's Department is to ensure that the Council meets its statutory responsibilities and can respond effectively to any civil emergency or major incident that might occur. The Unit plans and co-ordinates the Council's activities and ensures that relevant staff in all Departments are properly prepared and trained.

The Council has a skilled and professional workforce at its disposal. However, research carried out by the Emergency Planning Unit indicates that staff require to gain additional knowledge and understanding of their roles and responsibilities in an emergency situation. There is also a certain amount of turnover of staff who would have key roles in such situations.

This means that training in Emergency Planning procedures has to be an ongoing process and the Strategy document sets out a range of standard and specialised training that will now be available on a planned and deliverable basis. Additional training will continue to be available through the Emergency Planning College and other providers, in addition.

Events since the atrocities in the USA in September 2001 have also heightened awareness of the need for sound security and mail-handling procedures to be in place to ensure the safety of staff, customers and property and a Security Awareness course has been added to the list of available courses to ensure that this important issue is addressed across the Council.

The Strategy has been developed in consultation with the Employee Development Team of Personnel services and the Emergency Planning Awareness and Security Awareness courses have been included in the Employee Development Courses and Services Booklet for 2002 – 2003.

3. ELECTED MEMBERS

Elected Members have a clear role in representing the interests of the local community and in promoting healthy, caring and safe communities , one of the key themes of the Council's Corporate

Plan. They would be particularly involved if an incident was to occur within their own electoral area. It is therefore prudent to prepare for all eventualities through training and planning.

The Strategy therefore includes a short Emergency Planning Awareness briefing for Elected Members also.

4. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report. All training will be provided from within existing budget provision.

5. HUMAN RIGHTS ACT IMPLICATIONS

There are no Human Rights Act implications specific to this report.

6. CONSULTATION

The Director of Finance and Law and Administration have been consulted on the terms of this report and Personnel Services were consulted on the contents of the Training Strategy itself.

A B Watson
Chief Executive

9 October 2002

Background Papers

No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any extent in preparing the above report.

Angus Council, Emergency Planning Training Strategy.

Statement of Intent

In keeping with Angus Council's commitment to best value, excellence in training, staff development and innovation, the overarching aims of the strategy outlined in this document are to:-

- Identify training, development and appropriate learning needs for council employees and voluntary agencies.
- Realise the commitment to lifelong learning and employability.
- Develop a strategy to address those needs ensuring it reflects the council's employee development agenda.
- Raise standards of development, training, and learning within the emergency-planning arena.
- Identify skill requirements for council employees both now and in the future.
- Commence a workforce development plan to identify areas where there are skills deficit within the emergency planning remit.

This document has been produced by the Emergency Planning Unit, Angus Council in consultation with the Staff Development and Training Unit and incorporates training for employees of Angus Council, Voluntary Agencies and Elected Members.

The aims and objectives are designed to underpin the themes and vision in the Council's Corporate Plan supporting Angus Council's mission embodied in the Community Plan linking to objectives in the position statement of the Community Safety Action Plan. Development has been undertaken through a preliminary programme of research into the skills gap and identification of training needs.

The role of the Emergency Planning Unit is to ensure that the council can respond effectively to any emergency, which may arise linking to national legislation and guidance.

The Local Authority is required by legislation to ensure preparedness pertaining to a major emergency or incident, ensuring the planned response is co-ordinated and effective. The Emergency Planning Unit is responsible for planning and co-ordinating activities and for ensuring that employees who will, or may, be involved in responding to emergencies are properly prepared and trained.

Local Authorities have statutory duties and powers to act under the Civil Defence (Scotland) Regulations, 1993, Local Government, and other legislation in respect of the preparation of plans, **staff training** and other matters in relation to Civil Defence planning.

Local Authorities and Elected Members have a formal role in representing the interests of local communities it is therefore prudent that we prepare for recognised hazards, through the planning and training process.

A wide range of causes may trigger emergencies to which the authority needs to respond. The type of incident dictates the precise nature of the response, however, the authority needs to have arrangements in place, which ideally will enable it to respond to the situation **and** maintain normal services.

Research carried out by the Emergency Planning Unit, indicates that council staff require to gain additional knowledge and understanding of their roles and responsibilities in an emergency situation.

Although external training to date has provided an introduction with some initial knowledge, staff in the main have concluded that this in fact has not met their needs. Training needs to be flexible enough to support those who have prior knowledge in addition to providing for the needs of those with no prior knowledge.

The Emergency Planning Unit has therefore developed an appropriate and effective training plan, in accordance with legislative requirements, policy and procedures of Angus Council.

Prior Information about specific courses will be made available through the Employee Development Courses & Services Prospectus 2002 – 2003. Additional information will be circulated as required by the Emergency Planning Unit, in accordance with identified need for training to be undertaken.

Service managers will require to undertake a review on an annual basis of existing staff who have undertaken training, and identify if there is a need for additional staff to be trained within their service.

The Emergency Planning Unit will hold a database of all staff that has undertaken training.

Method of Training.

The training style is participative promoting experiential learning, which builds on existing experience and knowledge of participants. Training programmes should provide a balance between theoretical, active, and reflective opportunities for participants to build on existing skills, and knowledge by sharing experiences in a structured way. Handouts and work sheets will accompany each programme, and these may also be used for self-study.

Training Course.

The service manager will clarify course objectives and ensure that the staff member is clear as to why they are going to attend the identified training course.

The objectives of the Emergency Planning unit fall into 4 components:

- Planning
- Co-ordination
- Training
- Exercising.

These objectives are facilitated into the training programmes, to ensure the emphasis and development of an integrated and planned approach.

Some employees have designated responsibilities in the event of an emergency while others may participate by volunteering to work within a Council Emergency Centre or Rest Centre.

The training offered complements this by offering a variety of suitable courses ranging from the initial course developed to introduce candidates to Emergency Planning (Emergency Planning Awareness Course) and the Security Awareness Course details of which can be found in the Employee Development Courses and Services 2002 – 2003, to specialised courses for employees who have designated responsibilities in the event of an emergency.

Research undertaken indicates courses held on a road show basis would be beneficial to relevant departments. The foundation of all courses offered will be needs led.

Participants for these courses are expected to include local authority employees, elected members, voluntary agencies and professional bodies.

Evaluation

At the end of each course, the trainer will complete a review and feed back session with participants, and an evaluation sheet will be handed out. The information gathered from this will be collated to help inform the future development of training activities within the Emergency Planning Unit.

Emergency Planning Awareness Course

For: All Local Authority staff, Likely to be involved in responding to an emergency or major incident.

Objectives: By the end of the course delegates will:-

- understand the role of the local authority during an emergency
- understand the role of the Emergency Planning Unit
- understand the concept of Integrated Emergency Management
- understand the role of the Emergency Services
- understand the role of the Media
- understand the role of the Health Service

Programme:

- Role of the Local Authority during an emergency
- Integrated Emergency Management
- Role of the Emergency Services
- Casualty Bureau
- Media Plan

Duration:

1 Day

Rest Centre Managers Course

For: Managers/Team Leaders who will assume the role of Rest Centre Manager during an emergency or major incident.(Social Work, Housing, Voluntary Agencies)

Objectives: By the end of the course delegates will:-

- understand the role of the local authority during an emergency
- explore management and operational requirements of a Emergency Rest Centre (ERC)
- have a definition of roles and responsibilities of council staff and other agencies within the Rest Centre
- have an understanding of IT and admin systems used within the Rest Centre
- have an understanding of the Role of the Media
- understand the Casualty Bureau system

Programme

- Role of the local authority
- Integrated emergency management
- Definition and function of an Emergency Rest Centre
- Registration and documentation
- Role of the Media
- Casualty Bureau

Duration

Two days

Rest Centre Administration and IT

For: Administration staff who will assume responsibility for general admin duties and registration procedures during an emergency or major incident. (Social Work, Personnel, Housing, Voluntary Agencies)

Objectives: By the end of the course delegates will:-

- have an understanding of the role of an Emergency Rest Centre
- understand the roles and responsibilities within a Emergency Rest Centre (ERC)
- be competent in the use of the ERC IT system
- be competent in the use of the ERC manual systems
- be familiar with the Role of the Media

Programme:-

- Brief outline of the role of the Local Authority
- Function of an Emergency Rest Centre
- Brief outline of the Media strategy
- Brief outline of the Casualty Bureau
- IT systems and manual systems

Duration:-

½ Day

Council Emergency Centre Administration and IT

For: Administration staff who will assume responsibility for general administration support duties within a Council Emergency Centre during an emergency or major incident (all Departments).

Objectives: By the end of the course delegates will:-

- understand the function of a Council Emergency Centre (CEC)
- understand roles and responsibilities within a (CEC)
- be competent in the use of the CEC IT system
- be competent in the use of the CEC manual systems

Programme:

- Brief outline of the role of the local authority
- Function of a Council Emergency Centre
- Brief outline of the Role of the Media
- Brief outline of the Casualty Bureau
- IT systems and manual systems

Duration:-

½ Day

Rest Centre and Emergency Awareness

For: This course is designed for staff working in premises that are likely to be used as Emergency Rest Centre (Contract Services and Education Department). This will be organised on a needs led basis - road show style.

Objectives: By the end of the course delegates will:-

- understand the role of the Local Authority during an emergency
- have discussed roles and responsibilities during an incident
- gain an awareness of media issues

Programme:

- Brief outline of the role of the Local Authority
- Brief outline of the Role of the Media
- Roles and responsibilities

Duration:

2 hours per centre

Council Emergency Centre

For: This course has been designed for Chief Officers/Senior Managers who will assume responsibilities within a Council Emergency Centre

Objectives: By the end of the course delegates will:-

- understand the function of a Council Emergency Centre (CEC)
- understand protocols for activation of a CEC
- observe the IT system in operation
- consider roles and responsibilities
- be competent in the use of CEC manual systems

Programme:

- Council Emergency Centre
- IT and manual systems
- Roles and responsibilities

Duration:

½ Day

Security Awareness

For: This course is designed for all employees within the local authority.

Objectives: To consider and explore the protocols when dealing with:-

- A suspicious package
- A received bomb threat
- A found package

Programme:

- General mail handling procedures
- Deter and Detect strategies
- Security awareness

Duration:

½ Day

Rest Centre and Emergency Awareness for the Voluntary Agencies

For: Voluntary Agencies.

Objectives: By the end of the course delegates will have:-

- an understanding of the role of the Local Authority during an emergency
- discussed and explored management and operational requirements of a Emergency Rest Centre (ERC)
- an understanding of the roles and responsibilities within the ERC
- an awareness of the IT and admin systems used within the ERC

Programme:

- Roles and responsibilities
- Integrated Emergency Management
- Emergency Rest Centre
- Role of the Media
- Casualty Bureau

Duration:

Evening Courses 3 x 2 hours

Elected Members Emergency Awareness Seminar

For: Elected Members

Programme:

- Overview of the Co-ordinated response of the Local Authority
- Roles and responsibilities
- Integrated Emergency Management
- Media
- Casualty Bureau

Duration:

2 Hours

(This topic would also be covered briefly in an Induction Training Programme for new elected members)