

Service Level Agreement Emergency Response and Resilience Team - Emergency Planning

Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we aim to achieve.

This Agreement sets out

- the services we provide to the Schools
- the overall standards which are expected
- a mechanism for resolving any problems relating to the delivery of the service

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually.

Objectives of the Service

We aim to provide an Emergency Planning service that supports schools within the following area/s:

- Providing specific information on potential external threats to the school
- Assisting with the assessment of the risks of emergencies affecting the school
- Assisting in the development of risk mitigation strategies
- Provision of templates for, and assistance in the development of, plans and response procedures to enable schools to respond confidently and effectively in the event of an emergency
- Provision of templates for, and assistance in the development of business continuity plans with a view to minimising disruption to school business in the event of an emergency or disruptive challenge
- Advising on and assisting in the embedding of emergency procedures and business continuity arrangements into normal business culture. This is done through briefings and exercising which is aimed at improving the familiarity and confidence of staff required to activate plans and respond
- Providing an element of "external test" to assist in the validation of emergency planning and business continuity arrangements

We recognise our service users to be:

- Head teachers
- Governors
- Business managers

- School employees
- Pupils

Responsibilities : Who we are and what we do.

The team consists of the Operations & Emergency Response Manager, Operations Safety & Resilience Manager, Safety & Resilience Coordinator and Assistant Safety & Resilience Advisor.

Key contacts are: Paddy Norton, Operations & Emergency Response Manager

Email: p.norton@bury.gov.uk

Tel: 0161 253 6187

Dean Walker, Operations Safety & Resilience Manager

Email: d.walker@bury.gov.uk

0161 253 6633

Carol Gill, Safety & Resilience Coordinator

Email: Carol.Gill@bury.gov.uk

Tel: 0161 253 5932

Hannah Wood, Assistant Safety & Resilience Advisor

Email: h.wood@bury.gov.uk

Tel: 0161 253 6188

Service Availability

The Emergency Response & Resilience Team is located at the Villa, Bradley Fold. The Resilience (Emergency Planning) advice is covered by 4 employees (as listed above) with additional support from the wider team if necessary 24/365. Due to the nature of the service the team are not always office based, for schools who have bought this SLA mobile contact numbers will also be provided to you. All team members will respond promptly to emails and enquiries.

Main Services

Emergency Planning

Objective:

To assist schools in the assessment of risk from emergencies and in the development of plans to mitigate risks, respond to emergencies and minimise disruption to school business.

The team will deliver the following service to schools:

Description of Service FOR EXISTING SUBSCRIBERS

- The Emergency Response & Resilience Team will work with the school to develop an emergency procedures plan based around an agreed template to ensure consistency and a standard approach across the conurbation. The template will include site evacuation and the identification of place of safety advice. The Emergency Response & Resilience Team will also provide an individual external risk assessment for each school which will be updated each September/ October.

- Advise using both new and existing information regarding risk from flooding whether caused by: surface water flooding, rivers overtopping, reservoir inundation etc.
- Additional information and advice will be provided regarding locations at risk due to former mine workings (related to recently re-discovered mine working's mapping) and based on newly published information.
- The Emergency Response & Resilience Team will work with the school to develop a comprehensive Business Continuity plan, based around an agreed template to ensure consistency and a standard approach across the conurbation. This will focus on how the school can maintain operations during periods of disruption (such as industrial action, high levels of sickness absence, or interruption to utilities and services).
- Provision of emergency alerts, warnings and advisory messages. Schools will receive warnings of severe weather, flooding and other emergency incidents. This includes integration of the school into the 'Bury Alert' local emergency messaging service (This requires schools to submit suitable contacts)
- Schools purchasing the service will receive a monthly update on key emergency planning issues e.g. environmental, weather, travel, transport, local events, religious festivals, (world events) plus health information e.g. latest developments such as swine-flu.
- SLA year three schools will be invited to table top exercise's developed and facilitated by the emergency planning service to ensure validation of the Emergency Procedures and Business Continuity plans, this will ensure school staff are familiar and confident in the activation and use of both emergency and BC plans and that they become embedded as part of the normal school business culture.

Description of Service FOR NEW SUBSCRIBERS

This service provides:

- An assessment of external risks facing the school. This includes assessments of the school location (e.g. identification of whether the school is in a flood plain, or located close to a potentially hazardous industrial facility). Non-location specific risks are also assessed (e.g. vulnerability of the school to the effects of a flu pandemic, or national fuel supply disruption). These assessments will be updated each year that the school purchases the service.
- Provision of emergency alerts, warnings and advisory messages. Schools will receive warnings of severe weather, flooding and other emergency incidents. This includes integration of the school into the 'Bury Alert' local emergency messaging service.
- Schools purchasing the service will receive a monthly update on key emergency planning issues e.g. environmental, weather, travel, transport, local events, religious festivals, (world events) plus health information e.g. latest developments such as swine-flu.

- Schools will receive assistance from the Bury Council Emergency Response & Resilience Team in developing an emergency evacuation plan (which will include route mapping, route directions and place of safety contacts) for the school site. Emergency Planning will also provide of an emergency evacuation 'grab bag' and advice on the equipment that each school should have in the bag - what is considered essential in the event of an evacuation.
- Schools will receive an annual update of all documents supplied by the EP team including contact amendments and a reviewed external risk assessment.
- Each school will be offered advice on developing training and briefing sessions for staff.

What we need from Schools:

- Cooperation with members of the Council's Emergency Response & Resilience Team in the development of risk assessments, response and business continuity plans.
- Provision of contact details (including mobile phone numbers and e-mail addresses) for key staff members. Schools should submit an updated contact list to Emergency Planning at least once a year (each September).

Monitoring service delivery

Surveys and audits

Surveys and customer audits will be used to identify strengths and areas for improvement in terms of service provision. Input will be sought from Schools and staff in relation to satisfaction with overall service provision.

- Schools will be asked to complete a feedback form following each visit by the team. The feedback will be used to monitor service delivery, its effectiveness, timeliness, value and suggestions for improvement
- Schools reaching year three of the SLA will receive a table top exercise developed and facilitated by the Emergency Planning service designed to validate each school's Emergency Procedures and Business Continuity plans. Results of the exercises will inform a gap analysis
- Schools will be offered advice on developing training or briefing sessions to staff to ensure staff are trained, familiar and confident in key emergency planning procedures and response requirements

Key performance indicators

The following performance indicators will be monitored:

- Schools purchasing the service will receive a monthly (where possible but minimum of eight per year) updates on key emergency planning issues
- Schools will receive (be offered) at least one visit per year
- Schools will receive suitable templates and assistance in populating them
- Schools will receive reviewed external risks assessments year on year (as long as they remain within the SLA)

- Detailed records will be kept by the Emergency Planning service of all training/ correspondence/contact with schools

Complaints/feedback

In the first instance issues should be discussed with Paddy Norton,
Operations & Emergency Response Manager

Email: p.norton@bury.gov.uk

Tel: 0161 253 6187