

# **Service Level Agreement**

## **Emergency Response and Resilience Team - Emergency Planning**

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### **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
- 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 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

## **Responsibilities: Who we are and what we do.**

The team consists of the Operations & Emergency Response Manager, Operations Safety & Resilience Manager 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

Tel: 0161 253 6633

**Hannah Wood, Assistant Safety & Resilience Advisor**

Email: h.wood@bury.gov.uk

Tel: 0161 253 6188

The Emergency Response & Resilience Team is located at the Villa, Bradley Fold. The Resilience (Emergency Planning) advice is covered by 3 employees (as listed above) with additional support from the wider team 24/365. Due to the nature of the service the team are not always office based, however they are always contactable through the Emergency Control Room on 0161 253 6606. 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**

- The Emergency Response & Resilience Team will work with the school to develop an emergency procedures plan based around an agreed standard approach. The plan 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. 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.

- Schools purchasing the service will receive a regular update on key emergency planning issues e.g. environmental, weather, travel, transport, local events, religious festivals, (world events) plus health information.
- Assistance and advice on training 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.

### **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 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

#### **Complaints/feedback**

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

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Tel: 0161 253 6187