

## **Environmental Services Business Contingency Plan Severe Weather**

**November 2010**

## CONTENTS

		Page Nos
1.	Context: Severe weather planning	3
2.	Context: Communication to all staff	3
3.	Context: Service plans	3
4.	Further planning: Interdependencies	4
5.	Further planning: Communication planning	5
6.	Appendix 1: Management response based upon scenarios	6
7.	Appendix 2: Priority Functions	7

# Context

## Severe weather planning

This document is in response to the possibility of severe weather

**This is defined as weather which has caused cancellation of all public transport major disruption to the road network and closure of some or all schools**

The extent of the disruption to services is variable as the number of personnel affected is unknown and severe weather may cause damages to council building and property.

There may be little or no notice of severe weather and it may continue for several days. Service Managers have put together in this report, contingency measures to:

- Ensure all statutory duties are met
- Maintain essential service delivery wherever possible
- Ensure that health and safety in the workplace is not put at risk

## Communication to all staff

The corporate agreement last year in the severe weather was that staff who do not come into work will be paid as normal. An extended time they could take to make the lost time up as either flexi, annual leave or unpaid leave may be taken in line with the council's emergency leave policy.

Staff will be required to contact their line managers or contact the office to let them know if staff are taking leave/ flexi. All teams should have allocated individuals and contact number/mobile to allow staff to do this in any circumstance.

If any staff on the day feel they need to leave early to travel home then this should also be managed through flexi.

Any working from home, for those services who normally have this facility, must be pre booked before the day of the severe weather.

There has to be an agreement that the plan is activated throughout the Department and communicated accordingly. This will be the responsibility of the Departmental management Team.

## Service plans

Appendix 1 in this plan covers the management response to severe weather across the full range of services provided by the Department over a period of 1, 3 and 7 days. It also covers the impact of severe weather on services and customers.

Appendix 1 is a brief overview of the potential disruption to service and alternative arrangements made in response. Some Divisions hold a more in-depth business plan to cover their services

# Further Planning

## Interdependencies

Appendix 1 highlights where services are dependent on another, these are detailed below:

### All

- All require Facilities Management to ensure buildings are safely accessible, heating lighting and power are provided and a basic standard of hygiene maintained
- All require Fujitsu to ensure the ICT and telephony capabilities are functional
- All require communications & marketing service function

### Parking service

- Require gritting of access roads to the 2 NCP multistory car parks to make these available for essential staff
- Footpaths to be accessible to and from the car parks

### Waste Services

- Highway services to ensure that the major highway network is accessible

### Civil Contingencies

- Require Security & Response staff to continue to receive and pass on out of hours calls relating to incidents from the emergency services
- The ability of Forward Incident Officers to respond to an incident

### School Meal Service & Building cleaning

- Communication from the head teacher or Children Services that a school will be shut

### Highways & Engineering

- Transport Services to ensure the fleet is maintained.
- Security & Response team to assist with mobilisation of staff
- May need assistance from non-priority service staff to operate telephone lines.

### Streetscene

- Police, town centre businesses, Bolton@Home

### Social Needs Transport

- Transport services to ensure the fleet is maintained

## Communication Planning

If severe weather takes place longer than 3 days or prolonged spells over months persist we need to ensure that we have a clear departmental communication plan

Service Managers will have to ensure that clear lines of communications are established and activated in an event of severe weather. Nominated contactable individuals (and backup individuals) will have to be identified to represent services with up to date mobile numbers. These need to be available to all DMT

Dependent services will have to be notified if services have shut down so they can activate their contingency plans

This will have to take into consideration how we communicate to:

- Staff (those who have come in and those who have not)
- Suppliers – external contractors
- Our Customers
- Other organisations that we work with

Further planning into the appropriate use of the communication channels is required to maximise how we disseminate information.

- Web pages
- Group Texting
- Social networking sites
- Letters
- Mobile phones up to date contact details
- 

### Return to normal business & Catch up

Plans will also have to be put in to place to ensure that services which have been badly affected by severe weather can have additional resources or reorganise priorities in order to reduce back log.

### Learning Log

To ensure that we can continually improve our services and planning process, it will be important to evaluate and collect any learning points. These then could be shared with DMT and put into the departments business continuity plan.

## **Appendix 1**

**See document  
Industrial action Contingency plan ENV.xlsx**

# Appendix 2

## Priority Functions

PRIORITY	DEFINITION
1	Function needing to be restored within 0-24 hours
2	Important function needing to be restored within 3 working days
3	A function needing to be restored within 7 working days
4	A function which can be restored progressively after 7 working days"

### Priority One Functions are:

SERVICE AREA	FUNCTION
Security and Response	24 hour security services
Bereavement Services	Bereavement Services
Civil Contingencies	Emergency response
Greenspace	Animal World
Greenspace	Emergency standby service for trees and woodland
Waste Management	Waste management
Highway & Engineering	Emergency Response – drainage & highway structures
Highway & Engineering	Emergency Support Team 2 operational staff
Social Needs Transport	Community meals delivery

### Priority Two Functions are:

SERVICE AREA	FUNCTION
Highway & Engineering	Highway works & Street lighting
Markets	Waste Removal and collection
Markets	General Portering
Markets	Staff Control
Markets	24 x 7 Site Security
Parking Services	Enforcement of Parking Restrictions
Catering	90% of staff
Catering	Free school meals
Civil Contingencies	Co-operating/ liaison with other agencies
Transport Fleet Management	Operator licence monitoring
Transport Fleet Management	Service Scheduling
Transport Fleet Management	Vehicle Maintenance
Policy and Performance	Customer services
Streetscene	Dog control
Markets	Trade/Customer Liaison
Policy and Performance	Systems Team
Social needs transport	Older people and Adults transport
Transport Fleet Management	Hire Facility
Highway & Engineering	Street Care Emergency Service
Highway & Engineering	Streetworks Coordination
Highway & Engineering	Consultation/ Support
Parking Services	Management of Council Car Parks

**Priority Three Functions are:**

<b>SERVICE AREA</b>	<b>FUNCTION</b>
<b>Security and Response</b>	Courier Services
<b>Streetscene</b>	Street Cleaning
<b>Catering</b>	All staff available
<b>Policy and Performance</b>	External funding
<b>Policy and Performance</b>	Procurements
<b>HR</b>	Personnel
<b>HR</b>	Training
<b>Highways &amp; Engineering</b>	Business support 2 (communication lines)
<b>Highway &amp; Engineering</b>	Road Safety ETP
<b>Highway &amp; Engineering</b>	Business support (communication lines)
<b>Highway &amp; Engineering</b>	Highway regulations
<b>Highway &amp; Engineering</b>	Traffic management
<b>Transport Fleet Management</b>	Taxi MOT testing
<b>Transport Fleet Management</b>	Gate Security
<b>Transport Fleet Management</b>	Accident Management
<b>Transport Fleet Management</b>	Horticultural machinery maintenance
<b>Building cleaning</b>	Office and school cleaning (move to priority two function in a flu pandemic)



Priority Four Functions are:

SERVICE AREA	FUNCTION
Policy and Performance	Service support
Policy and Performance	Business development
Supported Employment	Supported employment and social inclusion
Security and Response	Portering Services
Civil Contingencies	Emergency planning
Civil Contingencies	Business continuity planning
Civil Contingencies	Promotion of BCP
Civil Contingencies	Training and exercising
Civil Contingencies	Warning and informing
Greenspace	Parks
Greenspace	Events
Greenspace	Sports and Recreation
Greenspace	Landscape
Neighbourhood Services	Business Performance and Planning
Education and Enforcement	Education and enforcement
Streetscene	Grounds Maintenance
Highway Engineering	Design & supervision of civil engineering schemes
Highway Engineering	Civil engineering consultancy services to the authority and external clients
Highway Engineering	Asset management of the authority's highway structures
Highway Engineering	Highway infrastructure development control
Highways & Engineering	Remainder of service
Markets	Site Inspections
Markets	Arrangements for Repairs and Maintenance
Markets <i>Depends if open</i>	Waste collection & removal, general Portering
Markets <i>Depends if open</i>	General management
Markets <i>Depends if open</i>	Site security
Markets <i>Depends if open</i>	Site cleaning
Markets <i>Depends if open</i>	Rent/ charges collection/ cash handling
Parking Services	Bus Lane Enforcement
Parking Services	Parking Shop Management
Policy and Performance	Performance monitoring
Policy and Performance	Policy development
Policy and Performance	Risk management
Joint Finance Unit	Joint Finance Unit
Transport Fleet Management	Vehicle Procurement
Transport Fleet Management	Vehicle wash
Transport Fleet Management	Computerised fuel bunkering
Transport Fleet Management	Vehicle taxation
Supported Employment	Bolmoor and Heaton Fold