

**Audit Committee Briefing**  
**By**  
**Gloucestershire County Council Civil Protection Team**  
**on**  
**The Provision of Emergency Management Support Services**  
**14th June 18:00**

There is a Service Level Agreement (SLA) between Cheltenham Borough Council and Gloucestershire County Council Civil Protection Team (CPT) for the provision of emergency management support services. The SLA is underpinned by a generic business plan outlining areas of support to provide and a work program which details work priorities.

The SLA provides for the allocation of a Civil Protection Officer to liaise with Cheltenham Borough Council, the CPO spends one day per month working from the Municipal offices. The CPO may represent the Council at meetings and develops and facilitates training for Cheltenham Borough Council Staff. The CPO works closely with the Council's District Emergency Planning Liaison Officer (DEPLO) - Bryan Parsons.

**Local Resilience Forum Plans;**

CPT takes the lead on developing and reviewing emergency plans for the Local Resilience Forum on behalf of Local Authorities. Although these plans are generic in detail, they allow for the activation of resources and processes which will help to alleviate the impact of major incidents; e.g Major Flooding in 2007 and the explosion in Rosehill Street in 2012. The plans outline the role of all responding agencies. Once developed and reviewed the Borough Council are consulted on the plans.

**CBC Emergency Response Guide;**

This plan was updated in 2015 and reviewed annually to ensure that the contact details are correct.

**Charlton Kings Rapid Response Catchment Plan;**

The Environment Agency has identified Charlton Kings as an area prone to flash flooding using a model based on the 2004 Boscastle flood. Engagement and awareness work was carried out in 2014 so it is now deemed appropriate to revisit this and raise the awareness of the risk posed to the community.

**Cheltenham Race Course;**

CBC work closely with Cheltenham Race Course and provide support through licensing at events held on the site. A plan was developed detailing the support that CBC would provide during a major incident at the race course, this plan is reviewed each year to ensure it is current. Further work on the scope of the plan is under way to include smaller race meetings, and other public events such as the half marathon and fireworks display.

### **Rest Centres;**

The plans for the 4 rest centres in Cheltenham have been updated and are current. An exercise involving CBC staff was held in Tewkesbury in February to ensure the procedures are robust and to identify any training requirements

### **Incident Response;**

The CPO will discuss with the heads of each emergency team to ensure that training is carried out at regular intervals and that it is relevant to the team's needs.

### **Business Continuity Management;**

CBC has plans in place detailing the actions required to maintain a service to the public. These plans are tested on a regular basis, this year ICT and the Electoral Register tested their plans. CPT and the CBC DEPLO work hard to ensure that there are robust procedures in place and that key areas of work are prioritised to ensure the service is maintained. CPT facilitated a lessons learnt workshop based on a major fire at South Oxfordshire District Council, this was followed by a tabletop exercise.

### **Community Resilience;**

Work has been carried out by CPT and a Partnership officer Helen Down who represents CBC on the LRF Community Resilience Sub Group to promote Community Resilience Plans. The CPO and Helen presented the concept of the plans to Parish Councillors - at present only Leckhampton and Warden Hill have a plan.

### **Incidents;**

There have been several incidents which have impacted on Cheltenham Borough over the past 12 months, these have ranged from a burst water main at Mythe water works to Gas outages in the St Pauls area. CPT have also notified the DEPLO of wider incidents where Cleavelink went into administration and the Telecare emergency call provider service failed for 24hours.

In an emergency the CPT Duty Officer will receive notification, they will then contact the DEPLO informing them of the situation. The DEPLO will then initiate the appropriate response, supported by CPT and GCC teams when required.

### **The CBC Emergency Plan;**

The CBC Emergency Response Plan relies on officers to provide support in respect of how we react and recover from a major incident. They are managed by four team leaders who provide support in their specialist area; The Coordination Team, The Works Team, The Welfare Team and the Public Protection Team. They meet quarterly with the CPO, the DEPLO, representatives from UBICO and Cheltenham Borough Homes to consider any recent events, training and potential threats.