



## CONTINGENCY PLANNING ANNUAL REPORT DECEMBER 2020

### 1. INTRODUCTION

- 1.1. This report provides the details of the Council's resilience preparedness arrangements in order to meet the requirements of:-
- i. the Civil Contingencies Act (2004)
  - ii. the Concept of Operations for Emergency Response and Recovery
  - iii. the implementation of the Standardisation Programme
  - iv. adherence to the Resilience Standards for London (included as Annex 1)
- 1.2. The Resilience Team, consisting of two Resilience Advisors and an Interim Resilience Manager, is located within the Communities Department under the Chief Community Safety Officer. The Team support the Council to discharge its emergency planning responsibilities in the context of the Civil Contingencies Act 2004 and deliver its business continuity functions. The Team has been central to the Council's response to Covid19 as well as responding to other incidents and delivering an annual work programme. However, the response to the pandemic has impacted on some of the Resilience Team 2020-2021 work streams such as: training for Members, the annual review of some of the CMP Annexes, the production of this report, the 2019 Annual Report and the twice yearly reports to the Executive Management Team.
- 1.3. The Council has a Contingency Management Plan (CMP) accompanied by a comprehensive suite of Annexes to deal with civil emergencies and business continuity issues. These conform to the Civil Contingencies Act (2004). All plans are reviewed and updated along with new plans which are developed within the Resilience Team work programme.
- 1.4. Annex 3 provides details for the rolling training and exercising programme delivered by the Resilience Team. Also included within this report is the work of the Contingency Planning Assurance Group, an overview of the Council's emergency response staffing arrangements, details of the training and exercise programme and the summary of responses to a number of incidents.

### 2. CONTINGENCY PLANNING PROGRESS ACROSS THE AUTHORITY

- 2.1. The Civil Contingencies Act (2004) provides a single framework for civil protection in the United Kingdom. Part 1 of the Act establishes a clear set of roles and responsibilities for those involved in emergency preparedness and response at the

local level. As a category one responder, the Council is subject to the following civil protection duties:

- Identify risk
- Develop emergency plans
- Cooperate with other local responders to enhance coordination and efficiency
- Have business continuity management arrangements in place
- Have arrangements in place to be able to warn, inform and advise the public in the event of an emergency
- Share information with other Category 1 and 2 Responders
- Provide advice and assistance to local businesses and voluntary organisations regarding business continuity management

2.2 The Resilience Team comprises the following substantive posts:

- One Interim Resilience Manager, although recruitment is underway for the substantive role;
- One Resilience Advisor for Major Emergencies and
- One Interim Resilience Advisor for Business Continuity

2.3 The Resilience Team were strengthened this year with the appointment of an additional, interim Resilience Advisor for Major Emergencies in order to support the work programme. This additional resource enabled the Emergency Centres suite of plans and the Emergency Centres Directory to be reviewed and updated.

2.4 The Resilience Team is engaging with the faith communities and the voluntary and community sector through the Council's Kensington and Chelsea Faith Communities Partnership, the Council's Community Resilience Group, as well as Grenfell United, in order to collaborate on improving the response to emergency events and major incidents.

2.5 The Resilience Team have also been working with the Director of Housing Management (Grenfell) in developing a Community Emergency Plan which can be used as a template for community emergency planning for the wards and communities within the borough.

### **Enhancing Capacity**

2.6 The Council significantly bolstered its capacity and capabilities to respond to incidents across the borough by expanding the number of Council officers available 24 hours a day, 7 days a week via an on-call rota. There are now some 145 officers who are trained, equipped and empowered to fulfil their respective emergency roles. These arrangements ensure that the Council is compliant with the Resilience Standards for London #6 - Resources, Roles and Responsibilities.

2.7 The table below shows the Council's Emergency Response Staffing roles and the number of staff performing the role:

Role	Total
Council Gold	8
Council Silver	15

Role	Total
Loggist	2
Borough Emergency Control Centre Managers	6
Emergency Centre Managers	6
Borough Emergency Control Centre Staff	23
Local Authority Liaison Officers	8
Service Link Officers	75
Resilience Advisor	2

### 3. GOVERNANCE AND ASSURANCE

#### The Contingency Planning Assurance Group (CPAG)

3.1 In June 2018 a strategic-level CPAG was established and the first meeting was held on the 26th July of that year. CPAG is chaired by the Executive Director of Environment and Communities and meets twice a year. The role of CPAG is to work strategically on behalf of the Executive Management Team (EMT) to ensure that the Council's major emergency and business continuity plans, along with the response arrangements are fit for purpose and fully compliant with the Civil Contingencies Act 2004, in addition to being a conduit for information to be escalated to the EMT. CPAG reports to the Executive Management Team, and the last meeting was held on the 9<sup>th</sup> December 2020.

3.2 The membership of the Contingency Planning Assurance Group is as follows:

- Chair – Executive Director of Environment and Communities.
- Secretariat – Contingency Planning Manager.
- Core Members –
  - Director of Audit, Fraud, Risk and Insurance
  - Director for Communities
  - Head of Communications
  - Director of Corporate Property
  - Chief Information Officer
  - Chief Community Safety Officer
  - [Director-level] Adult Social Care and Health
  - [Director-level] Children's Services
  - [Director-level] Assets and Resources
  - [Director-level] Housing and Social Investment Directorate

3.3 The functions of CPAG are to:-

- a. To receive and monitor compliance reports for the Resilience Standards for London; the Council's business continuity plans and processes, including compliance by services and departments for their Business Impact Analysis and Service Continuity Plans.
- b. To monitor the numbers of trained staff in key emergency response roles, such as Council Gold, Council Silver, Service Link Officers, Local Authority Liaison Officer (LALO), Borough Emergency Control Centre Managers and Officers, Emergency Centre Managers and Staff.
- c. To identify and appoint Business Continuity Leaders in each Department to facilitate Service Continuity Plans.

- d. To receive and monitor reports of training and exercises including uptake or lack of uptake by departments and for key emergency response roles.
- e. To review the Council's response to incidents and exercises to ensure that emergency plans and training are amended and updated in the light of experience and lessons identified.
- f. To provide twice-yearly Assurance Reports on emergency planning and business continuity preparedness to the Executive Management Team.
- g. To provide an Annual Contingency Planning Report to the Leadership Team.

### **The West London Sub-Regional Resilience Programme Board (SRRPB)**

3.4 The SRRPB has been established to provide a supportive and collaborative approach for the preparation and response to emergencies and major incidents. The membership of this board comprises Directors with strategic responsibility for resilience, emergency planning managers from the London Boroughs of Hillingdon, Hounslow, Harrow, Ealing, Brent, Hammersmith and Fulham, Westminster and the Royal Borough of Kensington and Chelsea. Also, in attendance are the Resilience Support Group, and at the request of the Chair others may be invited such as additional Council officers, the London Resilience Group and multi-agency representatives. This Board is attended by the Executive Director for Environment and Communities or deputy, along with the Interim Resilience Manager.

3.5 The function of the SRRPB is to:-

- a. Ensure regional projects assigned to the sub region are shared equitably across Councils
- b. Prioritise and oversee the delivery of workstreams allocated to the sub region
- c. Recommend improvements to policies and procedures to enhance response arrangements
- d. Undertake annual peer challenge exercises for 'Resilience Standards for London' assessments
- e. Identify strategic issues requiring wider partnership consultation for presentation to the Local Authorities' Panel (LAP)
- f. Consider local and sub-regional learning identified during incidents, training and exercising to inform the further development of arrangements
- g. Maintain effective inter-borough communications on resilience
- h. Consider the implications for the sub region of risks and issues, initiatives, policies and good practice

3.6 This board reports to, and is informed by, the Chief Executives of the West London sub region and the Local Authorities' Panel Implementation Group (LAP IG) through which the LAP-IG emergency planning representative raises matters of regional significance requiring broader discussion and/or development.

### **Local Authorities' Panel Implementation Group (LAP-IG)**

3.7 The role of LAP-IG is to provide the Local Authorities' Panel (LAP) with practitioner advice and input into regional strategy and policy set by the LAP. The meetings are chaired by a Local Authority Chief Executive, appointed by the LAP and the membership includes the sub regional emergency planning representative, the

practitioner advisor to the Chair, London Resilience Group, and additional practitioners and representatives as requested by the Chair.

3.8 The functions of LAP-IG include:-

- a. Contributing to and reviewing the LAP business plan
- b. Agreeing a communications strategy and mechanisms to ensure effective representation of the 33 boroughs on LAP-IG business
- c. Considering the issues pertaining to the function of the London Local Authority Gold (LLAG) arrangements
- d. Tasking the London Resilience Group (LRG) to deliver projects relating to the function, review and maintenance of the LLAG arrangements
- e. Maintaining oversight of progress and providing direction and projects and tasks being discharged by LRG on behalf of London local authorities, including the annual training and exercise programme
- f. Liaising with other London Local Resilience Forum (LLRF) sector panels, task and finish groups and individual organisations on issues that have a bearing on London local authority emergency planning
- g. Appointing London local authority emergency planning representatives to LLRF sector panels and task and finish groups.

3.9 The LAP-IG forms sub-groups, which are Local Authority Task and Finish Groups, as necessary to complete specific tasks which have been identified in the LAP work programme. Previously Resilience Advisors from the Council have been members of a number of the Task and Finish groups, such as the Exercise Planning Group and for specific plans, via the (SRRPB) to support the delivery of exercises within sub regions and enabling the completion of plans on a pan London basis.

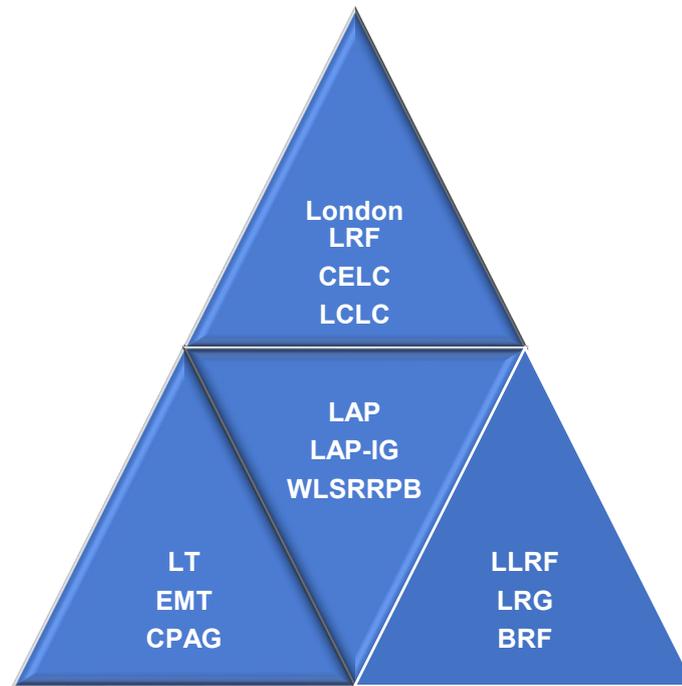
3.10 The LAP-IG reports to the LAP, and the LAP reports to the London Local Resilience Forum, to the Chief Executives' London Committee (CELC) and to the Leader's Committee of London Councils. Feedback from LAP-IG is reported to all London Local Authority emergency planners.

### **The London Resilience Group (LRG)**

3.11 The LRG was formed in 2016 following the merger and restructure of the London Resilience Team and the London Fire Brigade Emergency Planning Team. LRG is jointly funded and governed by the Greater London Authority, London Local Authorities and the London Fire Commissioner. The work of LRG is overseen by the London Local Resilience Forum.

3.12 LRG consists of three teams Strategy, Performance and Governance; Local Authorities, Risk and Assurance; along with Capabilities and Response Arrangements. LRG also supports the work of the London Resilience Partnership in preparing for and responding to emergencies.

3.13 The following Governance diagram has been produced to indicate how all the various groups and boards escalate and interface both within the Council and through the pan London arrangements.



#### 4. THE COVID-19 PANDEMIC

- 4.1 This year has been dominated by the response to Covid-19 and the Council's response continues. An interim incident debrief session was held in October 2020 to capture learning from the incident to date. The debrief report is currently in the process of being finalised.
- 4.2 As part of the Council's corporate response to Covid-19, The Resilience Team worked closely with colleagues across the Council by activating the Borough Emergency Control Centre (BECC) to coordinate the response. During the peak weeks of the pandemic the BECC was operational from 0800-2000 seven days a week submitting daily and then weekly situation reports to the London Local Authority Coordination Centre (LLACC) and Gold Group meetings.
- 4.3 The Resilience Team also supported the BECC Managers providing them with updates and briefings during the daily Silver BECC Meetings as well as holding weekly BECC Manager and Resilience Meetings to identify and discuss risks and issues implementing improvements.
- 4.4 The BECC was staffed by trained officers from across the Council who delivered multiple functions: Manager, Message Handler, Loggist, Coordinating Officers and Information Officers. As the Council had already recruited and trained a pool of staff to fulfil these functions it was well placed to flex the staffing and operational hours of the BECC as need dictated. Further, with the support and leadership from the Resilience Team, the BECC was able to transition to virtual working at very short notice with no impact upon the Council's Covid responses.
- 4.5 The Resilience Team supported the establishment and functioning of the Council's "Silver" – tactical – responses and "Gold" – strategic – responses and continued to advise and support Covid Council Silver with the briefing sessions at the start of their

duty period as well as during the Silver BECC meetings, the Silver/Tactical Pandemic Advice Group and during the Silver to Gold sessions.

- 4.6 Working with the Council's Covid-19 Gold, the Council Gold Group along with the Communications and Governance Teams, the Resilience Team also ensured that elected members were kept up to date with arrangements to tackle the pandemic and ensured sign off for the Outbreak Control Plan.
- 4.7 In addition to attending the Gold/Strategic Tactical Pandemic Advice Group providing updates, briefings and presenting reports as required, the Resilience Team were also pivotal in identifying the locations for the Micro Mobile Testing Units on the forecourt at Kensington Town Hall; the walk-in testing facility at Malton Road Hub and the Macro Mobile Testing Unit at the Royal Hospital Chelsea.
- 4.8 In conjunction with colleagues in Public Health and the emergency planning team in Westminster the Resilience Team assisted with producing the Outbreak Control Plan and supported the Outbreak Management Teams with the provision of table-top discussion exercises to test the arrangements within their Standard Operating Procedures.

## **5. BUSINESS CONTINUITY**

- 5.1 Along with Westminster City Council, the Royal Borough of Kensington and Chelsea procured a new business continuity software package, 'ClearView', during 2019. As part of its implementation, teams across all Council departments completed a Business Impact Analysis which provides information about their services and the resources required to deliver core and critical services during a significant business continuity disruption.
- 5.2 ClearView also enables the service teams to review and update their existing Service Business Continuity Plans which are then accessed by a secure application which has enabled team managers and supervisors to improve and enhance their response to disruptive events. The software also enables a range of compliance and assurance reporting to ensure that plans are kept up to date and any shortfalls or concerns can be identified and managed promptly.
- 5.3 To date the Council has over 90 Business Continuity Plans with the majority of those now live on ClearView. A total of 120 staff have been trained on ClearView and there are more training sessions planned.
- 5.4 In order to test business continuity plans and capabilities a programme of departmental briefings and exercises will be conducted, and a Council-wide business continuity exercise will take place in 2021.
- 5.5 The Interim Resilience Advisor for Business Continuity has also been working closely with IT colleagues regarding their business continuity plans and software requirements, in addition to providing advice and assistance to local businesses, as part of our statutory duties required under the Civil Contingencies Act 2004.

## 6. INCIDENTS IN 2020

- 6.1. Excluding Covid, there were 23 emergency events in the borough between October 2019 and December 2020, a decrease from 36 in 2018/2019. None of these events were declared as major incidents. A major incident is defined as an event or situation with a range of serious consequences which requires special arrangements to be implemented by one or more emergency responder agency<sup>1</sup>. A major incident is beyond the scope of business-as-usual operations, and is likely to involve serious harm, damage, disruption or risk to human life or welfare, essential services, the environment or national security. A major incident is generally declared by one or more of the emergency services Incident Commanders.
- 6.2. Of the 23 incidents in the past year, a LALO (see section 3.2 - b) was deployed on nine occasions, an Emergency Rest Centre opened on four occasions and the Borough Emergency Control Centre (BECC) continues to be activated as part of the Council's corporate response to the Covid-19 outbreak.
- 6.3. The rest centres that have been activated in response to evacuated residents have been Covid compliant with socially distanced arrangements in place. A supply of PPE, including masks, has been included within the rest centre equipment.
- 6.4. All of these events have served to validate the Major Incident Call Out arrangements, and the rotas. The response to each incident has been reviewed in order to identify any lessons for improvements and the operational procedures are amended and updated accordingly.
- 6.5. Annex 2 details the incidents that were responded to an overview of the number of incidents by the type and occurrences is as follows:

<b>1. CBRN:</b> ( <i>Chemical Biological Radiological Nuclear</i> )	There was one occurrence of this incident. A noxious substance had been poured on the floor of a restaurant opposite Harrods. This resulted in a full evacuation of the restaurant concerned as guests were overwhelmed with fumes.
<b>2. Utilities:</b>	One incident of the denial of Utilities over Christmas in 2019.
<b>3. Explosives:</b>	There were two hand grenade incidents in the past year in the Borough. One in November 2019 and the other in October 2020. Neither of the devices were linked to terrorism or crime and both were later declared as non-viable.
<b>4. Fire Domestic:</b>	There have been ten incidents of this nature in the Borough over the past year of which two were unfortunately proved fatal. The majority of these incidents occurred in the North of the Borough and some in close proximity to the Lancaster West Neighbourhood.
<b>5. Structural Collapse:</b>	There was a total collapse of a building under renovation in South Kensington but fortunately there were no injuries.

<sup>1</sup> JESIP Joint Emergency Services Interoperability Principles [<https://www.jesip.org.uk/home>]

<b>6. Gas Leak:</b>	There was a collision with a car and a coach at King's Road. The car also collided with a property boundary wall which ruptured the gas mains pipe.
<b>7. Civil Unrest/Public Disorder:</b>	The Resilience Advisors monitor demonstrations, occurring in neighbouring Boroughs, which could impact on the Council.
<b>8. Flood Internal:</b>	There was an incident of internal flooding in which resulted in three properties being temporarily evacuated.
<b>9. Fire Commercial:</b>	There were two occasions of commercial fires, both at hotels. The first fire was the Millennium Gloucester Hotel and the fire was quickly brought under the control by the London Fire Brigade. The second fire was at the Ambassadors Hotel which again was quickly put out by LFB.

## **7. LESSONS IDENTIFIED**

- 7.1 Following live events and exercises, debriefs and round table discussions are undertaken in order to capture learning and identify measures which need to be introduced as a result. These are recorded by the Resilience Team who assure the delivery of follow up actions and report on this to the Contingency Planning Assurance Group who assure the implementation of lessons identified. Additionally, lessons identified are subsequently incorporated into the Contingency Management Plan, its annexes, as well as the business continuity plans and are shared with partner organisations through the Borough Resilience Forum and the West London Sub Regional Resilience Programme Board.

## **8. OVERVIEW OF TRAINING AND EXERCISE PROGRAMMES**

- 8.1 The Council provided rolling training and exercise programmes throughout the year. This included a series of training events along with table-top, Borough Emergency Control Centre, and communications exercises. These exercises were designed to test and develop the plans as well as enabling our trained staff to practice their roles and enhance their skills.
- 8.2 Annex 4 details the training and exercises undertaken demonstrating our compliance against the Resilience Standard for London #8 - Training, Exercising and evaluation. Measures were put in place to ensure the efficacy of training which was delivered remotely in response to the Covid pandemic.

## **9. PLANNING FOR EVENTS**

- 9.1 The Resilience Team supported the Council's Events Team during the planning for and the Council's role in this year's virtual, on-line Notting Hill Carnival during the August Bank Holiday weekend. This included participating in the multi-agency Operational and Safety Planning Group along with the RBKC Officer Working Group, contributing to the multi-agency Event Liaison team Procedures and designing and

delivering the scenarios for the Table-Top Exercise. The Resilience Advisor for Major Emergencies was based in the BECC with the BECC Manager and the BECC staff placed on standby for the weekend should an emergency have occurred either during the virtual carnival or anywhere within the Borough at that time.

- 9.2 In November, following the approach adopted by London Resilience the Resilience Team amalgamated the various known risks likely to face the Borough over the coming winter months, namely a further wave of Covid-19, Winter Preparedness including winter flu and cold weather in addition to the End of Transition.
- 9.3 The format of the Outbreak Control Oversight Group meeting was changed to incorporate the inclusion of the cross-cutting Council planning arrangements required to contend with additional pressures, such as Winter preparedness and End of Transition as well as continuing to respond to the transmission of Covid-19 and outbreaks within the community.

## **10. HORIZON SCANNING**

- 10.1 The Government has recently published its National Risk Register (NRR) 2020, a public-facing version of the National Security Risk Assessment. The NRR provides information on the most significant risks that could occur in the next two years and which could have a wide range of impacts on the UK.
- 10.2 As a result of the legal duty placed on the Council, within the Civil Contingencies Act (2004), to undertake risk assessments, the Council's Risk and Control Board considered the NRR on January 27<sup>th</sup>.
- 10.3 The NRR is used to inform the London Community Risk Register which is also used as the basis for the production of the Borough Resilience Forum Borough Risk Register which takes into consideration the likelihood and impact on the borough along with determining the actions required to mitigate the effects.
- 10.4 The purpose of the Borough Risk Register is to reassure our residents that the risk of potential hazards has been assessed, and that preparation arrangements are undertaken, and response plans exist. The Council's Borough Risk Register reflects the risks identified on the pan London Community Risk Register that could impact residents, communities and businesses were an emergency to occur.
- 10.5 Within the Council corporate risks involving emergencies and business continuity are included within the corporate risk register. The Director of Audit, Fraud, Risk and Insurance and his team works with departments in order to increase their awareness of emergency-related risk assessments within their departmental risk registers.
- 10.6 Additionally, risks affecting the Borough are also reviewed and discussed at the Contingency Planning Assurance Group and escalated to the Leadership Team and the Audit and Transparency Committee so that there is oversight of the risk management process and any additional risk treatment that may be required.
- 10.7 Learning from academia, independent think tanks and incidents in other locations inform our continuous development. The recently published report, "Covid-19

recovery and resilience: what can health and care learn from other disasters?"<sup>2</sup> by the Kings Fund is an example of cross organisational learning we can draw from.

Debbie Lewis – Interim Resilience Manager  
Stuart Priestley - Chief Community Safety Officer

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<sup>2</sup> <https://features.kingsfund.org.uk/2021/02/covid-19-recovery-resilience-health-care/#Introduction-dJdcxE62X>

## Annex 1 Resilience Standards for London Self-Assessment December 2019

<b>RSL 1.</b>	<b>Risk Assessment</b>	<b>Advanced</b>
<b>Desired outcome:-</b> Robust and collectively understood assessment of the most significant risks to the local area, based on how likely they are to happen and what their impacts might be. This information is used to inform a range of risk management decisions, including the development of proportionate emergency plans and preparations.		
<b>RSL 2.</b>	<b>Governance Arrangements - Political Leadership</b>	<b>Advanced</b>
<b>Desired outcome:-</b> Operates with effective political governance which enables the organisation to meet their duties under the Civil Contingencies Act, and to achieve local resilience objectives.		
<b>RSL 3.</b>	<b>Governance Arrangements - Managerial Leadership</b>	<b>Established</b>
<b>Desired outcome:-</b> Operates with managerial leadership that drives the emergency planning and resilience agenda across the organisation. The organisation meets their duties under the Civil Contingencies Act and achieves local resilience objectives.		
<b>RSL 4.</b>	<b>Culture – Organisational Engagement</b>	<b>Developing</b>
<b>Desired outcome:-</b> A positive culture towards Emergency Planning and resilience which is embedded and seen as ‘everyone’s business’. Capacity and resilience are developed across the organisation ensuring the responsibility of plans and decision making is at the appropriate level, building experience and knowledge across the organisation.		
<b>RSL 5.</b>	<b>Capabilities, Plans and Procedures</b>	<b>Established</b>
<b>Desired outcome:-</b> The Council has risk-based emergency plans which are easy to use, underpin an agreed, clearly understood, and exercised set of arrangements to reduce, control or mitigate the effect of emergencies in both the response and recovery phases.		
<b>RSL 6 and 6a.</b>	<b>Resources, Roles and Responsibilities</b>	<b>Developing</b>
<b>Desired outcomes:-</b> The Council has sufficient resources in place to support emergency planning and organisational resilience arrangements and has the ability to scale up staff resources, not only to support the response and recovery, but also to maintain the delivery of business-critical services. The Council also has access to sufficient skills and knowledge to support the above.		
<b>RSL 7.</b>	<b>Partnerships</b>	<b>Advanced</b>
<b>Desired outcome:-</b> The Council demonstrates a high level of partnership working and interoperability between itself and all emergency responder and supporting organisations, as a means to ensure an inclusive, collaborative approach to Integrated Emergency Management.		
<b>RSL 8.</b>	<b>Training, Exercising and Evaluation</b>	<b>Established</b>
<b>Desired outcome:-</b> Members and officers across the organisation are competent to fulfil their roles in emergency preparedness, response and recovery. The Council develops and assures their resilience capabilities and arrangements through an exercise programme that is risk-based. Lessons learned from previous exercises and incidents have been identified and plans modified accordingly.		
<b>RSL 9.</b>	<b>Business Continuity</b>	<b>Established</b>
<b>Desired outcome:-</b> The Council is able to demonstrate a high level of resilience in their priority functions and emergency response and recovery capabilities.		
<b>RSL 10.</b>	<b>Community Resilience</b>	<b>Developing</b>
<b>Desired outcome:-</b> The Council has a strategic and coordinated approach to activity that enables individuals, businesses, community networks and voluntary organisations to behave in a resilient way and act to support other members of the public. Community resilience considerations and the voluntary capabilities of all these partners are integrated into existing emergency management plans.		
<b>RSL 11.</b>	<b>Recovery Management</b>	<b>Developing</b>
<b>Desired outcome:-</b> Robust, embedded and flexible recovery management arrangements in place to support the rebuilding, restoring and rehabilitation of the community following an emergency. Arrangements clearly link and complement emergency response arrangements, enable the smooth transition from response to recovery and support collective decision making to initiate, inform, resource, monitor and ultimately closedown the recovery phase of emergencies.		

## Annex 2 - Incidents in 2020

Date	Type	Description	BECC	EC	LALO	Learning
03/01/2020	Domestic Fire	Caused by cooking	NO	NO	NO	N.A
20/02/2020	Domestic Fire	1 residential property affected	NO	NO	YES	N.A
10/05/2020	Domestic Fire	Temporary accommodation required.	NO	NO	NO	Contact Centre needed to have contacted the Resilience Advisor via the on-call duty phone More robust methods were required to contact on call colleagues
30/05/2020	Domestic Flood	Internal leak, and roof tank overflow.	NO	NO	YES	The Resilience Team were contacted rather than the Housing Customer Services ,
08/10/2020	Unexploded Device	A non-viable explosive device discovered in a property. Precautionary measures taken by the MPS. Emergency Centre & British Red Cross available.	NO	NO	YES	Additional Emergency Centre officers on call as required Emergency Centre Manager equipped with go bag and IT equipment ready to respond
09/10/2020	Domestic Fire	Partial damage to property	NO	NO	NO	Contact Centre needed to have contacted the on-call duty Resilience Advisor
18/10/2020	Gas Leak	Caused by a Road Traffic Collision – Although there were no casualties approx. 40 residents were evacuated from the scene to an Emergency Centre, Covid restrictions applied	NO	YES	YES	A more robust method for registration needs to be in place at the Emergency Centre More adherence to Social distancing Review of arrangements for contacting the on-call Emergency Centre Manager and Comms colleagues need to be notified earlier
31/10/2020	Domestic Fire	Caused by a stray firework, family initially evacuated to a nearby community centre and then accommodated in a hotel	NO	YES	YES	Wider awareness of the Major Incident Call Out Rota for notifying the on-call duty staff. Activating additional LALOs to identify the needs of the residents and to keep the affected community informed and updated

Date	Type	Description	BECC	EC	LALO	Learning
03/11/2020	Structural Collapse	Property under renovation full collapse, no injury. DSE and LALO deployed, small number of evacuees	NO	NO	YES	BDO took initial call from LFB and resourced LALO, DSE before contacting Duty RA. EC activated but not used. No involvement from BRC MPS took details of those who had been temporarily displaced from their homes
07/12/2020	Domestic Flood	Insanitary behaviour affecting neighbouring properties	NO	YES	NO	Access to OOH, emergency numbers for housing providers required. Additional Emergency Centre officers on call required Emergency Centre Manager available with go bag and IT equipment.
25/12/2020	Domestic Fire	One fatality - no real involvement for RBKC. Silver, Gold and Comms informed	NO	NO	NO	BDO and LALO needed to be more available

### Annex 3 Training and Exercise Programme 2020

<i>London Local Authority Standardised Training</i>												
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
<b>Council Gold</b>		3										
<b>Council Silver</b>	29,30			27		19			18	23		
<b>Covid-19 Council Silver Briefing</b>					27	3,9	7,14,21		8			
<b>Engagement Session</b>						18			23			
<b>BECC (and BECC Manager)</b>	15											4
<b>LALO 1 (distance learning package)</b>	8,9											
<b>Standardised LALO training Package</b>	20											
<b>Emergency Centre Manager – British Red Cross</b>	15											
<b>Emergency Centre Officer - British Red Cross</b>		26	11									
<b>Service Link Officer</b>						26					3,5	

<b>Systems Training</b>												
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
<b>ClearView</b>						19,25, 26,29, 30	7,8,9,15, 16,22,27, 29,30	6,11,12, 18,19,20			10,13,16, 17,20,23, 26	9,11,14, 15,18, 21, 22
<b>Airwave</b>									11			
<b>Exercises</b>												
<b>Exercise Connects (London Local Authorities and LLACC communications exercise)</b>		12										
<b>Exercise Preparer (internal Borough validation exercise for CONOPS, BECC and LALO)</b>	21											
<b>Exercise Safer City (regional validation exercise for CONOPS, BECC and LALO)</b>			3,4									
<b>BECC Command Post</b>	22											
<b>LALO Live Exercise</b>		26										
<b>MHCLG – Lancaster West Neighbourhood TTX</b>			4							16		
<b>RHS Chelsea Flower Show TTX</b>			11									
<b>Exercise Corvus TTX</b>			13									
<b>Workplace OMT Covid-19 TTX</b>							10					

	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
<b>Op Bridges TTX</b>							24					
<b>August Bank Holiday Weekend TTX</b>								18,19				
<b>West London Sub Regional Resilience Programme Board Covid-19 Wave 2 Preparation TTX</b>								19				
<b>South Kensington Business Resilience Forum Covid-19 Outbreak TTX</b>								25				
<b>BRF Covid-19 &amp; Major Incident TTX</b>										21		