

## EMERGENCY PLANNING RISKS : CUSTOMER CARE

Number	Risk ( threat or opportunity)	Risk score without controlling measures	Control measures	Present Risk Score	Issues that require attention	Risk score with further control measures
1	Severe Weather (Snow)		1. Receiving severe weather warnings from the Met.Office. 2. Highways and Municipal arrangements for gritting, the Winter Service Operational Plan. 3. Severe Weather Policy in place including provision for 4x4 vehicles to transport staff to complete essential services. 4. The Council's Service Continuity Plans.		1. Further training to drive 4x4 vehicles. 2. Establish a role for collecting and co-ordinating information in our arrangements. 3. Inform staff and the public as appropriate. 4. Promote the Community Resilience Emergency Plan	

2	Flooding causing a risk to life, damaging infrastructure and property, and impairing business continuity		<ol style="list-style-type: none"> <li>1. Specific flood warnings from Natural Resources Wales (NRW).</li> <li>2. Flooding has been identified as a priority area in the Council Strategic Plan.</li> <li>3. County Flood Plan including local plans for; coastal areas: Porthmadog, Fairbourne, Barmouth: Rivers Mawddach, Wnion and town of Dolgellau: Bala and Upper Dee, Dyfi, Glaslyn and Dwyryd: and reservoirs catchments of Ogwen Valley, Blaenau Ffestiniog, Bala.</li> <li>4. The Council's Service Continuity Plans.</li> <li>5. Collect information and report on properties flooded.</li> </ol>		<ol style="list-style-type: none"> <li>1. Plans for areas receiving warnings for the first time.</li> <li>2. Establish a role for collecting and co-ordinating information in our arrangements.</li> <li>3. Need to review plans for the provision of sand bags.</li> <li>4. Collect information on roads closed.</li> <li>5. Inform staff and public as appropriate.</li> <li>6. Promote the Community Resilience Emergency Plan.</li> </ol>	
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3	Infectious disease (Flu)		<ol style="list-style-type: none"><li>1. Pandemic Flu Plan.</li><li>2. Raise awareness on hygiene.</li><li>3. National immunisation arrangements.</li><li>4. The Council's Service Continuity Plans.</li><li>5. Excess deaths management plan and the Public Protection Units arrangements.</li></ol>		<ol style="list-style-type: none"><li>1. Establish joint arrangements with health for collecting data and monitoring the situation if there is a pandemic .</li><li>2. Identify staff that should be immunised.</li><li>3. Offer to arrange that they are vaccinated.</li><li>4. The capacity of the Funeral Directors ( and the cemeteries not under Council control) to cope.</li><li>5. Review arrangements after new guidelines awaited from the Government.</li></ol>	
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4	Major Pollution of Controlled Waters		<ol style="list-style-type: none"> <li>1. Natural Resources Wales have a lead responsibility.</li> <li>2. Public Protection arrangements to monitor and control pollution and diseases.</li> <li>3. Coastline database.</li> </ol>		<ol style="list-style-type: none"> <li>1. Arrangements for cleaning beaches/coastline and waste disposal.</li> <li>2. Review arrangements after new guidelines awaited from Government.</li> <li>3. Identify areas where Welsh Water extract water from controlled waters.</li> </ol>	
5	Loss of workforce, or limited specialism, loss of workplace: or loss of use of equipment or essential services		<ol style="list-style-type: none"> <li>1. The Council's Service Continuity Plans.</li> <li>2. Human Resources Policies.</li> <li>3. Management arrangements.</li> <li>4. Service Continuity Plans for offices.</li> </ol>		<ol style="list-style-type: none"> <li>1. Managing the loss of water and electricity utilities.</li> <li>2. Tabletop exercise held on re-locating offices and improvement programme instigated following this exercise.</li> </ol>	
6	Loss of technology (Information Technology or phones) as it would impair the ability to fulfil services		<ol style="list-style-type: none"> <li>1. The Information Technology Continuity Plan.</li> <li>2. The Service Continuity Plan of Customer Care Service was tested last March when there was a loss of electricity supply to Galw Gwynedd.</li> </ol>		Technology upgraded and some initial testing has taken place. More work on testing and developing the arrangements. Technology work completed and one exercise held to re-establish the supply in Penrhyn which was successful.	

					Further exercises have been planned. Improvements resulting from the experience of transferring the receiving of telephone calls to Headquarters.	
7	Fuel supplies being disrupted to such an extent that it would impair our ability to fulfil services		<ol style="list-style-type: none"> <li>1. Regional plan in place.</li> <li>2. Departments have been asked to identify staff who need fuel to maintain essential services.</li> <li>3. Development of the "Jobs System" software in hand to gather relevant data for service continuity.</li> </ol>		Regional plan developed this year to come to an agreement with petrol stations for securing priority for essential workers. Ongoing work to establish which workers would require fuel for continuing with essential duties.	

GWYNEDD COUNCIL ARRANGEMENTS

8	Ability to respond effectively to a major emergency		Emergency plans documented. Three Emergency Response Group exercises have been held and other exercises on specific aspects. Deputies have been identified and arrangements for training/ exercising.		Need to review and amend some arrangements (structure of the emergency response group, arrangements for recording/logging, collecting and sharing information) as per lessons learnt.	
9	Staffing capacity to sustain a response to an emergency over a long period and through the recovery phase		Deputies have been identified for the Emergency Response Group; and more than one trained for attending Gold and Silver Centres.		Identify critical functions; establish what capacity is available; identify and train officers who can take on the work in an emergency.	
10	Formalise reporting arrangements following an exercise or emergency incident. (Welsh Audit Report)		Reports have been presented to the Management Group.		Establish formal arrangements to report to the Management Group and Cabinet Member ( and possibly the Cabinet).	

11	Ability to sustain our role in respect of the Recovery		Recovery Plan in place. Experience of the recovery from the November 2012 flooding.		Ensure that the individuals with leadership duties understand their responsibilities; Learning from the experience of the 2012 flooding.	
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