

**SCRUTINY REMIT: COMMUNITY PROTECTION & WASTE MANAGEMENT
HERTFORDSHIRE COUNTY COUNCIL RESILIENCE**

DATE DUE AT OSC: 29 September 2017

COMMITTEE APPROVED: OSC: date

OBJECTIVE:

To examine the effectiveness of Hertfordshire County Council's (HCC) preparation and response to a major incident impacting upon the organisation.

BACKGROUND:

HCC has experienced and managed a number of significant incidents in recent years (Flooding, Buncefield, cyber-attacks). However, following recent incidents scrutiny and reassurance is required to identify how effectively and efficiently HCC would manage and deal with a major/significant incident impacting on the organisation and how HCC meets its obligations as a 'Category 1' organisation as defined by the Civil Contingencies Act (CCA) 2004.

QUESTIONS TO BE ADDRESSED:

1. What are the business continuity arrangements in place to ensure continued delivery of critical services during periods of disruption?
2. How does HCC respond to a significant incident impacting upon the organisation?
3. How does HCC prepare and exercise for an incident impacting upon the organisation?
4. What is the role of elected members during and following a major incident?

OUTCOME/S:

That Elected Members are confident that processes are in place to effectively and efficiently respond to a significant/major incident within Hertfordshire whilst meeting the requirements of the CCA (2004); and that members responsibilities are clear

CONSTRAINTS:

For the purpose of scrutiny, the process is not considering or reporting upon incident response arrangements within the Local Resilience Forum (LRF), these arrangements will be reported upon at a subsequent scrutiny process.

RISK & MITIGATION AFFECTING THIS SCRUTINY: i.e. how confident are members that the department/organisation has identified risks, impact to services, the budget proposals and has mitigation in place.

RISK/S:

- HCC is unable to effectively respond to major/significant incidents
- Delivery of critical services cannot be maintained
- Time taken to return to normality following a major incident is overly long

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- Financial impact of major incident has a long term, detrimental effect on HCC services
- Public image of HCC is irretrievably harmed

MITIGATION: *e.g. what mitigation does the department/organisation have in place if a partner pulls out?*

- HCC has an established incident response plan which is agreed with all directorates and exercised regularly
- Critical services are identified and suitable business continuity plans have been formulated to support these
- Incident Management Team Leads are trained and exercise regularly for each directorate
- An advice structure is available through the HCC Resilience Team to assist directorates in management and development of all of the above
- The Resilience Traded Service ensures a consistent approach is taken with partners around business continuity, this is further supported through the LRF

WITNESSES i.e. individuals	EVIDENCE i.e. organisations e.g. HCS
ACO Response & Resilience	CP
Resilience Team Manager	CD
Incident Management Team Leader	CP
Department Resilience Champions	HCC various
IMT Member	HCC various
Resilience Officer	CP

METHOD: 1 Day Topic Group **DATE:** 21 December 2017

MEMBERSHIP:

SUPPORT:

Scrutiny Officer: Natalie Rotherham

Lead Officer: Ian Parkhouse Assistant Chief Officer Response & Resilience

Democratic Services Officer: Elaine Manzi

HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate*

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part ✓

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CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate*

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓

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