Hounslow Resilience Forum

Contingency Planning Unit, The Civic Centre, Lampton Road, Hounslow TW3 4DN
Tel: 020 8583 5111 Fax: 020 8583 5112
Email: contingency.planning@hounslow.gov.uk

Minutes of the meeting held on 10th September 2015
Commencing 10:00hrs
Borough Emergency Control Centre, Civic Centre, Hounslow

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Next HRF Meeting: Tuesday 1st December 2015 (10:00-12:30hrs)
Next Risk Assessment Sub-Group: Thursday 10th March 2016 (11:30-13:00hrs)
## Introductions/Apologies for Absence/Notification of Substitutes

### Present
- Twm Palmer (TP) Head of Contingency Planning and Resilience
  London Borough of Hounslow Contingency Planning Unit (CPU) – Chair
- Fiona Hodge (FH) Contingency Planning Officer
  London Borough of Hounslow Contingency Planning Unit (CPU) – Minutes
- Andy Naish (AN) Flood Resilience Officer
  Environment Agency (EA) – Environment Agency (EA)
- Bryony May (BM) Met Office Advisor
  Met Office – Met Office
- Geoff Long (GL) Emergency Planning Officer
  London Ambulance Service (LAS)
- Hannah Evetts (HE) Engagement Manager NW London
- James Harris (JH) Emergency Planning Officer
  West London Mental Health Trust (WLMHT)
- Mark Ewing (ME) Hounslow (TX) Counter Terrorism Focus Desk
  Metropolitan Police Service (MPS)
- Matt Whetham (MW) SLT Support
  Metropolitan Police Service (MPS)
- Mike Toner (MT) Associate Director Governance/Risk Management
  West Middlesex University Hospital (WMUH)
- Peter Davison (PD) Emergency Planning Officer
  London Fire Brigade – London Fire Brigade (LFB)
- Satbir Gill (SG) Network Manager
  Hounslow Highways – Hounslow Highways
- Teresa Parker (TP-MPS) MPS Hub Planner
  Metropolitan Police Service (MPS)

### Apologies
- Ben Moore (BM) Station Manager
  London Fire Brigade (LFB)
- Greg Ashman (GM) Borough Commander
  London Fire Brigade (LFB)
- Cristina Dalton (CD) Service Manager – Emergency Response
  British Red Cross (BRC)
- Gerry McCarthy (GM) Head of Environmental Protection
  London Borough of Hounslow
- Jill Downey (JD) Assistant Director Operational Support Services
  Hounslow and Richmond Community Healthcare (HRCH)
- Rachel Eggar (RE) NW EPRR Engagement Support Officer
  NHS England (London)
- Steve Waspe (SW) North West London EPRR Manager
  NHS England (London)
- Stuart Cornish (SC) Emergency Planning Officer
  Hounslow and Richmond Community Healthcare (HRCH)
- Kelly Griffiths (KG) MPS Hub Planner
  Metropolitan Police Service (MPS)
- Julie Fuller (JF) – CWHHE Clinical Commissioning Group

## Minutes and Actions From the Last Meeting

### Amendments
The minutes from the 11/06/15 meeting were reviewed and agreed by the group.

Further amendment requests to be sent via email to FH for action and redistribution.

### Actions Reviewed
The following actions were carried over from the previous meeting:

**Action 2.2(b): TP to write HRF governance paper**
- *TP is currently in the process of writing and will circulate before the next HRF meeting on 1st December 2015*

**Action 2.2(c): TP to set up the Hounslow Hazardous Sites Working Group and add Fowles Crushed Concrete Ltd. to the agenda.**
<table>
<thead>
<tr>
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<th>Agency Updates (Operational Updates, Multi-Agency Planning, Incidents/Debriefs, Training and Exercising)</th>
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| 3.1 | **Met Office** – Bryony May (BM)  
No significant incidents to report although there were recently some periods of intense rainfall which severely affected particular areas of London. |
| 3.2 | **West London Mental Health Trust (WLMHT)** – James Harris (JH)  
No incidents to report. Recently undertaken incident Command and Control training. |
| 3.3 | **NHS England (London)** – Hannah Evetts (HE)  
Currently in the final process of completing the NHS Risk Register for local health resilience partnerships.  
The incident management plan has just been signed off.  
The assurance process is about to commence, this time focusing on flu capabilities.  
An internal flu exercise was recently carried out which focused particularly on threshold levels. The exercise took place across a number of days with each day focusing on a different threshold level. |
| 3.4 | **Public Health England (PHE)** – Peter Davison (PD)  
Ebola – From 23rd July 2015, screening is only taking place at Heathrow and Gatwick. PHE staff are still currently working in Sierra Leone.  
PHE is contributing to a research project called ‘DRY’ – Drought Risk and You. The project investigates the threat that droughts and water shortage pose to the environment, agriculture, infrastructure, society and culture of the UK. The aim of the research is to improve society’s ability to cope with extreme weather events. Part of the project includes a survey of UK residents about their household use and water-saving behaviour.  
[http://dryproject.co.uk/](http://dryproject.co.uk/) |
| 3.5 | **West Middlesex University Hospital (WMUH)** – Mike Toner (MT)  
The merger with Chelsea and Westminster has taken place. Catherine Sands will now be the main contact for the HRF.  
The trust has a brand new emergency planning room.  
The CBRN assurance is complete, the report is Compliant with aspects such as training still ongoing.  
The EPRR assurance is due to be submitted tomorrow (11th September).  
There have been two Rugby World Cup trial matches at Twickenham which have had no impact on the hospital.  
Gold/Silver training days were run in June for all senior managers and Chief Executives. |
| 3.6 | **Hounslow Highways** – Satbir Gill (SG)  
The Business Continuity Plan has been updated, all details are now up to date.  
Ready for winter and the winter forum is taking place tomorrow (11th September).  
A salt test has been carried out to test the moisture content of the grit stocks – all came back ok. There is currently a full stock of salt within the depot. |
| 3.7 | **Environment Agency (EA)** – Andy Naish (AN)  
On 26th August there was flooding from the River Brent in the Colindale area. 19 properties and 40 gardens were flooded.  
The London Strategic Flood Response Framework was signed off at the June LRF. The plan is pan-London and sits above the borough level multi-agency flood plans. It should primarily be used during a widespread flood event when strategic direction is needed. The main areas updated were:  
- Guidance for collating and recording properties flooded data (London Borough
responsibility)
- A comprehensive triggers and actions section
- A London wide flood risk contextualisation section
- Guidance around London Strategic Co-ordinating Group (SCG) considerations
- Further information regarding reservoirs including a list of reservoirs located within London.

The plan is now available on ResilienceDirect and can be found under London LRF Plans.

Climate UK has been leading the roll-out of a Severe Weather Impacts Monitoring System (SWIMS).
Originally developed by Kent County Council, it is a web-based tool that enables local authorities throughout the UK, and their partners, to measure the cost of severe weather events.
It provides a valuable decision-support tool for service providers and helps to identify the impact of severe weather on services, communities, reputation and the environment. By using this system, organisations can build up a picture of their vulnerability to severe weather and develop business cases for taking appropriate action.
For further information and how to register please see the following link: http://climateuk.net/resource/severe-weather-impacts-monitoring-system-swims

### 3.8 Metropolitan Police Service (MPS) – Teresa Parker (TP), Mark Ewing (ME), Matt Whetham (MW)

The 24th floor of Empress State Building is now accessed through Business Club and your own IT equipment must now be brought with you.
Hounslow Borough Commander, Detective Chief Superintendent Bussey has now left.
Superintendent Kohli will be taking on the role.
There has been ongoing liaison with WMUH with briefings given to staff regarding security and counter terrorism.
Major incident boxes have been updated and MPS are currently working with WMUH to get them in place.
The Be Inspired event is taking place in Redlees Park, Isleworth on Sunday 13th September with approximately 12,000 people expected. There are expected to be some traffic issues in the area.
The London Mela took place last week (Sunday 6th September) with around 12,000 attendees. 30,000 had been expected. The low numbers are thought to be due to it being the first year they have charged for entry.

### 3.9 London Ambulance Service (LAS) – Geoff Long

An Assistant Division Resilience Officer is now in place.
Daniel Barnwall has now left his position. GL is now the current HRF contact although he is moving into Business Continuity so there will be a new representative soon.
A new staffing model has been put in place since Monday (7th September) with an Incident Response Officer who focuses purely on Incident Management and an On-Duty Incident Management Officer who acts as Silver.
Rugby World Cup planning is ongoing – the main concern are the road closures which are in place during the events.
The London Mela was successful. The low numbers helped to ensure it stayed as a family event.

### 3.10 London Borough of Hounslow (LBH) – Twm Palmer (TP)

There is a continual restructure going on within the Council with the Contingency Planning
Unit (CPU) being affected. There is going to be a change to how the Council carries out enforcement along with a change in management tier. The position of the CPU is currently still not clear but there is the potential that the current vacant Business Continuity Officer post will be lost.

Multi Agency Planning:
The fuel plan needs to be reviewed. Fuel stocks have recently been reviewed, LBH have enough to last for a 10 day period.
TP will also be updating the recovery framework and is looking into the vulnerable person’s framework.
The CPU is due to participate in Exercise Safer City on 21st October. The format has been changed this year, rather than pan-London, this exercise will take place in SRRF areas.
Exercise Unified Response (EUR), a large exercise including partners from the EU, will be taking place in February. A briefing note is available, TP will check whether this can be sent out to local partners for their information.

**Action:** TP to check whether EUR briefing note can be sent out to HRF partners.

### 3.11 Hounslow and Richmond Community Healthcare (HRCH) - Update submitted electronically by Stuart Cornish (SC)

HRCH have been engaged with the Health & Social Care Operational Resilience Group chaired by Richmond to assess and address any issues raised by the rugby world cup. The HRCH readiness plan has been produced and vehicle access passes have been distributed amongst relevant staff. There has also been an internal communications campaign to raise awareness of the forthcoming disruption from road closures on match days.

HRCH are prepping for the EPRR Assurance Process, reviewing all relevant plans (Major Incident, Mass Casualties, Pandemic Flu, Corporate Business Continuity Plan & EPRR Policy), getting Board-level sign off, and drawing up a work plan for the next 12 months and amongst the detail – to bring all service-level Business Continuity plans up to ISO22301 standard.

On 26th August, Hounslow Urgent Care Centre (UCC) had flooding although not as bad previous years (2013 and 2014 needed BC plan activation). SC is looking at the UCC BC Plan and how it interacts with WMUH’s plans.

Looking ahead over the next three months, HRCH will be reviewing their winter planning, Capacity Plan and staff escalation processes.

### 3.12 British Red Cross (BRC) – Update submitted electronically by Cristina Dalton (CD)

In the last few months BRC have responded to a number of incidents across London including provision of practical, emotional and first aid support at rest centres during two major incidents and response to large scale power outages. Further afield, BRC were involved in support to those involved in the Tunisia attack. Two specially trained volunteers were sent to Tunisia as part of the Rapid Response Teams deployed by the Foreign and Commonwealth Office (FCO) and a telephone support line was set up to provide advice and support to those affected by the incident. British Red Cross volunteers also provided emotional support to families as their loved ones’ bodies were repatriated from Tunisia to the UK.

BRC are working in partnership with UK Power Networks on a project to help more vulnerable people cope with emergencies and be better prepared to withstand future emergencies from power cuts and severe weather to personal crises. BRC will be working across Emergency Response and Independent Living services in London to promote the priority service register and preparedness and resilience advice.

On 23rd September BRC will be launching a new Emergency Response App. The forthcoming ER app is a new, free mobile app from British Red Cross to help make sure people in the UK are ready for emergencies, and know what to do when they occur. By monitoring chosen locations, you’ll receive real-time alerts about severe weather or other serious emergencies in your area. The app also provides many handy features. You’ll find clear, practical advice for dealing with a range of common emergencies; a display of your current location, a personal...
safety alarm and an easy way to tell people you’re safe. BRC are also continuing to deliver training and take part in multi-agency exercises. They have recently delivered rest centre training to staff at Kensington & Chelsea, Hammersmith & Fulham and Sutton Councils.

### Training and Exercising

#### 4.1 PD – PHE are still holding Scientific and Technical Advice Cell (STAC) training sessions. STAC guidance is currently with CCS for review. STAC will be one of the elements which is tested during EUR.

**Action:** PD to circulate dates for STAC training

**PD**

#### 4.2 HRF Exercise 2016

The scenario for next year’s multi-agency exercise will be structural collapse, in line with London planning. The CPU, as in previous years will lead on the writing of the exercise but it is proposed that there should be an Exercise Planning Group at the next meeting in December to increase input and buy in from all members. The scenario, aims and objectives are to be discussed and agreed in the December 2015 meeting.

**Action:** TP to book the Lampton Park Conference Centre (LPCC) for the HRF Exercise.

**TP**

### ResilienceDirect

#### 5.1 The HRF continues to use ResilienceDirect to share documents related to the forum. The SRRF now publish all their documents on ResilienceDirect. Members have confirmed they are on ResilienceDirect – item to be removed from the agenda.

The use of ResilienceDirect and the way in which documentation is shared and stored will discussed within the HRF Governance and Review Paper.

### HRF Business Plan

#### 6.1 TP is currently writing a Business plan for the HRF for the period 2015-17. This will cover what the HRF will be working on (plans, training, and exercises) over that period. TP aims to have the draft Business Plan sent out to partners by the end of September.

**Action:** TP to send out draft HRF Business Plan to all members

**TP**

### HRF Meetings and Governance

#### 7.1 At the next meeting TP will be presenting a paper on HRF governance – this will be in keeping with the current BRF review which TP and FH are carrying out in the West SRRF area. The draft paper will be sent out before the end of October 2015 for actions to be agreed at the December meeting.

The paper will cover main aspects of the HRF including chair, meeting frequency, quorum, terms of reference and working groups, providing members with options of how they feel it is best to move forward collectively as a group.

#### 7.2 It is also planned that an annual report will be produced for the HRF every year. Highlighting the work that has been carried out, whether the aims of the business plan have been met and the attendance across the meetings.

### Any Other Business

#### 8.1 BRF Capability Maturity Assessment

LFB-EP have recently sent out a request for BRF’s to fill in a Capability Maturity Assessment which evaluates the capabilities of BRF across London. With the deadline for submissions stated as 12th October 2015, PD queried whether we would be discussing this during the meeting.
TP highlighted that the deadline did not provide sufficient time to be able to fully engage with HRF members and to therefore submit a worthwhile response. TP stated that he aimed to discuss this assessment during the December meeting to give members time to look through the documentation and raise their thoughts.

LFB-EP have now changed the deadline for submissions to 15th January 2016.

### Cold Weather Planning

The CPU are currently updating their Severe Cold Weather Plan with the aim to have it signed off at the end of the month.

SG – Hounslow Highways covers a network of 432km. 132km of that is gritted via 6 gritting routes. Gritting takes place 2 hours before ice formation. Forecasts from the Met Office are received four times a day to aid with this.

There is a full stock of salt at Bridge Road Depot (25,000 tonne) which has been tested for moisture content. All 6 gritters have also been calibrated.

The winter service policy has been updated and a desktop exercise was run to test the numbers within the plan.

**Action:** SG to send out 2015 gritting routes to members.

### C3 Plan Consultation

The C3 plan has been sent out to all members for consultation. Comments have been received from some members. The deadline for further comments is **Thursday 24th September 2015**.

MW stated that the LB Hounslow 24/7 number provided did not working during the day when he tried it.

**Action:** TP to look into issues for the LBH 24/7 contact number

TP questioned the location of SCG meetings. LESLP states they should take place in a police station but they have been known to take place at a scene on previous occasions.

**Action:** TP-MPS to check there is somewhere to hold SCG meetings

### Dates of Future Meetings

**9.1** The next meeting is planned for: **Tuesday 1st December 2015 at 10:00hrs**

Dates for future meetings:

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<td>Tuesday 1st December 2015</td>
<td>10:00-12:30hrs</td>
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<tr>
<td>Risk Assessment Working Group</td>
<td>Thursday 10th March 2016</td>
<td>11:30-13:00hrs</td>
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