

Appendix A

OSC Storm Arwen Recommendations - update

Title	Recommendation	Progress	Status
Incident room	The Northumberland Fire and Rescue Service take measures to improve the technological capability of the incident room, including the implementation of an integrated automated response and logging system	<p>Technology in the incident support room has been upgraded and there is an internal working group reviewing the practicalities of working in the current incident support room and across the wider West Hartford site.</p> <p>Development of Incident Management System is in progress, proof of concept has been delivered. The system has been through several iterations and will be handed over to the CCT soon (date TBC). The next steps will be training colleagues on how to use the system.</p>	In progress
Emergency Water Supplies	NWL be requested to review its policy for the provision of emergency water supplies, recognising that in an imperfect situation and issuing the appropriate advice, communities and individuals should be able to make their own decisions on how to utilise it	<p>Meeting with NWL on 2/11/22 to discuss support for households with Private Water supplies. Also discussed water distribution plan. This needs to be developed further.</p> <p>Issue with disruption to water and sanitation came out again during Exercise Mighty Oak in March 2023</p> <p>This issue has been escalated to the LRF Risk Assessment working group to request that a fuller understanding of the risk and mitigation plans be shared with partners.</p>	In progress
Road clearing equipment	NFRS officers to be trained to operate road clearing equipment and service vehicles carry such necessary equipment as is practicable	There are a number of tools that are available on all fire appliances that may offer assistance in clearing roads, including, hand tools, electric saws, tirfor (Winch), etc.	Closed

		<p>This is in addition to the equipment that exists in the Special Rescue Unit (Based at West Hartford) which includes, lifting jacks, angle grinders, cut off saw, heavy duty lifting and cutting equipment, winch, etc. However, for clarity, we do not carry chain saws and are not considering this currently, we have had this capability previously prior to removing them based on the disproportionate time, resource and cost requirements to safely maintain competence which was not balanced with the extremely infrequent requirement for this skill and competing maintenance of competence priorities. There are a number of national fire & rescue assets that may be requested in exceptional circumstances, albeit there is no guarantee of an attendance, which may assist with critical infrastructure road clearing, including the Urban Search & Rescue Unit in Tyne and Wear. The fire and rescue service will offer assistance with road clearing on a risk assessed case by case basis using manual labour in addition to the aforementioned skills and capabilities</p>	
<p>Community Resilience Project - BT</p>	<p>The Council's Community Resilience Project is shared with all relevant partners to ensure that resources are properly identified and</p>	<p>Joint community resilience work with CCT & NCT is now part of both teams' work plan. There is ongoing work also taking place at a regional level on community</p>	<p>Closed</p>

	allocated during an emergency incident.	resilience and with infrastructure providers.	
Community Resilience Project - NWL	The Council's Community Resilience Project is shared with all relevant partners to ensure that resources are properly identified and allocated during an emergency incident.	<p>NWL are part of the community resilience stakeholder group. We've continued to work with them over the summer and autumn as normal and in response to help residents who are on a private water supply and suffered water shortages.</p> <p>Joint community resilience work with CCT and NCT is now part of both teams' work plans. There is ongoing work also taking place at a regional level on community resilience and with infrastructure providers.</p>	Closed
Community Resilience Project - NPg	The Council's Community Resilience Project is shared with all relevant partners to ensure that resources are properly identified and allocated during an emergency incident.	<p>CCT has been working with NPG throughout the summer and autumn on preparations for the winter. This includes helping to roll out the soft launch of the NPg energy resilience fund attending 4 joint community meetings (2 in the West and 2 in the North of the County. Update on this work given to OSC on 5/10/22.</p> <p>Joint community resilience work with NCT is now part of both teams' work plan. There is ongoing work also taking place at a regional level on community resilience and with infrastructure providers.</p>	Closed

<p>Community Resilience Project - SPEN</p>	<p>The Council's Community Resilience Project is shared with all relevant partners to ensure that resources are properly identified and allocated during an emergency incident.</p>	<p>Improved communication links with SPEN in recent months (autumn) are helping to build closer working relationships as we move into winter. They do not have the same energy resilience fund on offer that NPg have made available.</p> <p>Joint community resilience work with NCT is now part of both teams' work plan. There is ongoing work also taking place at a regional level on community resilience and with infrastructure providers.</p>	<p>Closed</p>
<p>Liaison with colleagues - BT</p>	<p>That officers continue to liaise with colleagues at all the relevant utility companies to ensure that all partners are in a position to provide a coordinated response to future emergencies.</p>	<p>Written update from BT Openreach provided to OSC in October 2023.</p> <p>There is ongoing work taking place at a regional level with infrastructure providers.</p>	<p>Closed</p>
<p>Emergency Communications Plan - BT Openreach</p>	<p>Openreach be requested to formulate and publish an Emergency Communications Plan to be implemented in the event of future emergency incidents</p>	<p>Written response from BT Open reach shared with OSC at meeting in October. 2023</p>	<p>Closed</p>
<p>Invitation to OSC meeting - BT Openreach</p>	<p>Openreach be invited to discuss its proposals to improve connectivity across all its services in Northumberland at a meeting of the Communities and Place Overview and Scrutiny Committee.</p>	<p>Written response from BT open reach received and shared with OSC meeting October 2023</p>	<p>Closed</p>

Data sets	All the Council's personal data sets be reviewed to ensure that assistance in emergency situations can be properly targeted.	Northumbria LRF and Northumberland County Council are now partners in a data innovation project, led by Cumbria LRF called VIPER. This is developing a system that can automate the process of identifying vulnerable households in an emergency using data from several different agencies. This task will be closed as the practical work is being delivered via the CCT work plan and the internal Data Leaders group.	Closed
Sharing of personal data	Consideration also be given to how best personal data can be shared both within the Council and with partner organisations.	Northumbria LRF and Northumberland County Council are now partners in a data innovation project, led by Cumbria LRF called VIPER. This is developing a system that can automate the process of identifying vulnerable households in an emergency using data from several different agencies. This task will be closed as the practical work is being delivered via the CCT work plan and the internal Data Leaders group.	Closed
Priority customer service scheme - BT Openreach	Utility companies be encouraged to promote their priority customer schemes to ensure that as many vulnerable customers or those with "additional needs" are included on their databases	Letter from October 2022 confirms that BT Openreach relies on comms providers to identify vulnerable households.	Closed

<p>Liaison with colleagues - Northumbria Water</p>	<p>That officers continue to liaise with colleagues at all the relevant utility companies to ensure that all partners are in a position to provide a coordinated response to future emergencies.</p>	<p>Continue to work with NWL through BAU routes and in response to emergencies/incidents.</p> <p>NWL continue to attend LRF meetings and take part in exercises e.g., exercise Mighty Oak. This action can be moved to BAU activity.</p>	<p>Closed</p>
<p>Liaison with colleagues - Northern Powergrid</p>	<p>That officers continue to liaise with colleagues at all the relevant utility companies to ensure that all partners are in a position to provide a coordinated response to future emergencies.</p>	<p>Continue to work the NPg through BAU arrangements such as the LRF. Over the summer and autumn CCT have worked very closely with NPg on the soft launch of their Energy resilience fund in the West and North of the County.</p> <p>Northumberland County Council and the LRF continue to work with colleagues from NPg. NPg played a full part in the EX Might Oak, a national power outage exercise in March 2023. Therefore, this can move to BAU activity for the CCT and LRF.</p>	<p>Closed</p>
<p>Maintenance programme - Northern Powergrid</p>	<p>NPG be requested to review its maintenance programme so that corridors of powerlines are kept free of obstructions that might compromise the network during severe weather conditions.</p>	<p>This was raised at several public meetings held during the autumn of 2022. The final Ofgem report also covered the issues of maintenance and tree cutting. Following the meeting of the Emergency Committee and questions about NPg's preparedness a meeting between the Leader of the Council, NPg and the CCT manager was held on 15/12/22.</p> <p>Responsibility for this activity rests with NPg, therefore this task is now closed.</p>	<p>Closed</p>

<p>Information in an emergency - Northern Powergrid</p>	<p>NPG be requested to work with the Council and other partners to ensure that all relevant information in times of an emergency is accurate so that decision making can be improved, and the appropriate actions be enacted</p>	<p>Northumbria LRF is supporting the VIPER innovation project being led by Cumbria LRF. This aims to enable the identification of vulnerable households in and emergency. NPg is supporting this project. Therefore, this task will be closed as VIPER is now part of the CCT work plan, with support from public health data colleagues.</p>	<p>Closed</p>
<p>Liaison with colleagues - Scottish Power Energy Networks</p>	<p>That officers continue to liaise with colleagues at all the relevant utility companies to ensure that all partners are in a position to provide a coordinated response to future emergencies.</p>	<p>Improved communication links with SPEN in recent months (autumn) has led to better sharing of information. The LRF have also been reminded of the importance of including SPEN in its meetings.</p> <p>Decision to close this action following ongoing contact with SPEN. Can move the relationship management into BAU activity for the CCT and the LRF.</p>	<p>Closed</p>
<p>Priority customer service scheme - 1. Northumbria Water 2. Scottish Power Energy Networks 3. Northern Powergrid</p>	<p>Utility companies be encouraged to promote their priority customer schemes to ensure that as many vulnerable customers or those with “additional needs” are included on their databases</p>	<p>Information provided by NWL and shared with OSC task and finish group</p> <p>Information included preparedness in NCC's winter edition of the residents' magazine</p> <p>Included in the 30day30ways (2022) online campaign</p> <p>Ongoing campaigns by all utility companies</p>	<p>Closed</p>
<p>Contingency plans</p>	<p>The Council's contracts with care homes and similar providers must include a condition that an approved emergency contingency plan be in place to ensure a continuing high level of care during future emergency incidents</p>	<p>Update provided to OSC on 11 January but Adult Social Care colleague. (Recording available on YouTube)</p>	<p>Closed</p>

Emergency winter comms plan	The Council prepare an Emergency Communications Winter Plan in readiness for dealing with further emergency situations	Preparedness article to be included in Dec residents' magazine Update provided at OSC on 5 Oct 2022 Info to be included in 30days30waysUK campaign.	Closed
Contact details	The Council's Communications Team ensure that all appropriate contact details are updated and regularly reviewed and circulated to members and other key partners.	NCC's emergency confidential telephone directory reviewed, updated, and circulated on a 6-monthly cycle	Closed
Community Support Officers	The Community (COVID) Support Officers be retained and embedded into the Council's response structure	Locality coordinators have been appointed. Action card about the role of NCT is to be included in the new Northumberland Incident Response Plan. Continual joint working with NCT colleagues.	Closed
Test of community resilience	The County Emergency Committee tests and reviews the Community Resilience Project annually	Committee met on 16 November 2022 and agreed to meet annually prior to winter. Committee members also took part in FloodEx22 running the same day. County Emergency Committee have been proactively communicated with as part of the response to recent incidents.	Closed
Berwick Hospital	Berwick Hospital review its contingency plan to ensure that it has an uninterrupted water supply	Email from NHS colleague, 1/11/22 - following Storm Arwen last year we have done some re-education around business continuity to our on-call team, there was and is a current BCP for Berwick. There was an issue around water storage for this site which is being reviewed by our Estates team.	Closed

<p>Winter preparedness</p>	<p>The Council host winter preparedness sessions to be conducted annually to include contributions from town and parish councils and other partners as appropriate, which would include the promotion of personal responsibility in readiness for emergencies</p>	<p>Signed up to take part in the national 30days30ways campaign in September & October 2022.</p> <p>29 September 2022 held Community Resilience event at Newbiggin.</p> <p>Preparedness article included in the winter 2023 edition of the residents' magazine.</p> <p>Attendance at on-line events for village halls, Dec'23 & Feb '24</p>	<p>Closed</p>
-----------------------------------	---	---	---------------