



County Offices
Newland
Lincoln
LN1 1YL

5 July 2016

Community and Public Safety Scrutiny Committee

A meeting of the Community and Public Safety Scrutiny Committee will be held on **Wednesday, 13 July 2016 at 10.00 am in Committee Room One, County Offices, Newland, Lincoln LN1 1YL** for the transaction of the business set out on the attached Agenda.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Tony McArdle', written over a horizontal line.

Tony McArdle
Chief Executive

Membership of the Community and Public Safety Scrutiny Committee
(11 Members of the Council)

Councillors C J T H Brewis (Chairman), L Wootten (Vice-Chairman), K J Clarke, D C Morgan, C R Oxby, S L W Palmer, N H Pepper, R J Phillips, Mrs A E Reynolds, Mrs N J Smith and R Wootten

**COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE AGENDA
WEDNESDAY, 13 JULY 2016**

Item	Title	Pages
1	Apologies for Absence/Replacement Councillors	
2	Declaration of Members' Interests	
3	Minutes of the meeting of the Community and Public Safety Scrutiny Committee held on 1 June 2016	5 - 14
4	Update from Executive Councillors and Chief Operating Officers	Verbal Report
5	Domestic Abuse Update <i>(To receive a report by Karen Shooter (County Domestic Abuse Manager), which provides the Community and Public Safety Scrutiny Committee with an update of the domestic abuse work undertaken by the Safer Communities Service-County Domestic Abuse Team)</i>	15 - 18
6	Update on Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure (Civil Emergencies) <i>(To receive a further update report by Laura Edlington (Emergency Planning Officer), on the Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure that was presented to the Committee on the 13th April 2016)</i>	19 - 46
7	Exercise Barnes Wallis Report <i>(To receive a report by Sue Whitton (Senior Emergency Planning Officer), which provides an update on Exercise Barnes Wallis)</i>	47 - 100
8	Community and Public Safety Scrutiny Committee Work Programme <i>(To receive a report by Daniel Steel (Scrutiny Officer), which provides the Committee with an opportunity to review its work programme for the coming months)</i>	101 - 106

Democratic Services Officer Contact Details

Name: **Catherine Wilman**

Direct Dial **01522 553788**

E Mail Address catherine.wilman@lincolnshire.gov.uk

Please note: for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

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www.lincolnshire.gov.uk/committeerecords



**COMMUNITY AND PUBLIC SAFETY
SCRUTINY COMMITTEE
1 JUNE 2016**

PRESENT: COUNCILLOR C J T H BREWIS (CHAIRMAN)

Councillors L Wootten (Vice-Chairman), K J Clarke, D C Morgan, S L W Palmer, N H Pepper, R J Phillips, Mrs A E Reynolds, Mrs N J Smith and R Wootten

Councillors: C N Worth (Executive Councillor for Culture and Emergency Planning), M J Hill OBE (Leader of the Council) and B Young (Executive Councillor for Community Safety and People Management) attended the meeting as observers

Officers in attendance:-

Nick Borrill (Acting Chief Fire Officer), Trisha Carter (Chief Executive, Lincolnshire Association of Local Councils), Nicole Hilton (Community and Resilience Commissioning Manager), Mark Housley (County Officer Public Protection), Tony McGinty (Consultant Public Health Children's), Pete Moore (Executive Director of Finance and Public Protection), Jasmine Sodhi (Performance and Equalities Manager), Daniel Steel (Scrutiny Officer), Rachel Wilson (Democratic Services Officer) and Lee Pache (Programme Manager, Lincolnshire Police)

1 APOLOGIES FOR ABSENCE/REPLACEMENT COUNCILLORS

Apologies were received from Councillor C R Oxby.

2 DECLARATION OF MEMBERS' INTERESTS

There were no declarations of interest at this point in the meeting.

3 MINUTES OF THE MEETING HELD ON 13 APRIL 2016

RESOLVED

That the minutes of the meeting held on 13 April 2016 be agreed and signed by the Chairman as a correct record.

4 UPDATE FROM EXECUTIVE COUNCILLORS AND CHIEF OPERATING OFFICERS

The Executive Councillor for Culture and Emergency Services announced the opening of the very popular Poppies Wave exhibit at Lincoln Castle the previous week. It was reported that there had been 27,797 visitors to the castle over the bank holiday weekend, which had exceeded all expectations.

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Members were also advised that it was National Volunteering week, and there had been 5 or 6 volunteer staff at the Castle each day over the bank holiday. No issues with car parking had been reported, and there had been approximately 1500 tweets relating to the Poppies display which included 'Breathtaking', 'Superb' and 'beautiful'. It was noted that the display would be in place for another three months.

Members commented that it was a superb display, and it was an excellent decision to allow people into the castle grounds for free, as it allowed people who might not normally be able to afford to do these things to see the display. It was acknowledged that the opening up of the Castle grounds had changed the dynamics of the uphill area significantly.

In relation to parking, it was noted that this was the responsibility of the City of Lincoln Council, who had done a good job over the weekend, and also a large amount of parking had been provided at The Lawn. There had been a lot of close liaison between the County Council and City Council prior to this event.

5 COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE WORK PROGRAMME

Consideration was given to a report which enabled the Committee to comment on the content of its work programme for the coming year to ensure that scrutiny activity was focused where it could be of greatest benefit. Members were encouraged to highlight items that could be included for consideration in the work programme.

It was reported that many of the items highlighted at the last meeting had been scheduled, and that an additional meeting had been planned for December 2016, and members were reminded that the meeting in November would be taking place at North Kesteven District Council as a site visit to Sleaford Library & Heckington Community Hub.

Officers were thanked for including an item on Neighbourhood Policing on the agenda for the December meeting, and members were advised that it was hoped that a representative from the Police would be able to attend.

RESOLVED

That the comments made in relation to the work programme be noted.

6 THE SUSTAINABILITY OF LINCOLNSHIRE COUNTY COUNCIL HERITAGE AND ARCHIVE SERVICES

The Council's Community Assets and Resilience Commissioning Manager briefed councillors on the future challenges in respect of the sustainability of Lincolnshire County Council's Heritage and Archive Service.

Members were advised that this was a pre-engagement item which sought to facilitate early engagement with members to influence and shape future actions. It was reported that this would be followed by more detailed proposals later in 2016.

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The Committee received a presentation which provided more detailed information relation to the following areas:

- What we have to do
- What we should do
- The cost of doing 'nothing'
- What members can expect next
- Maximising the assets we manage
- The options we are exploring

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report, and some of the points raised during discussion included the following:

- Members commented that it was refreshing that officers were looking for options which did not cost too much, and were pleased that it was coming to scrutiny so early on in the process.
- It was queried whether the estimated £3.5m cost to refurbish the existing building would be better spent on a new location.
- It was queried whether bringing private contractors in to run the online archives was being considered, and would members of the public have to start paying to carry out their research. Members were advised that the commercial aspects of this project were more about film and TV companies being able to use the Council's sites, such as the Castle. It was also noted that there were some companies, such as Siemens which had its own archives. Members were advised that the Council currently had a very cost effective service, with a high level of expertise.
- It was acknowledged that certain aspects of research were charged for, such as when people needed documents printed and also access to certain records. However, if people came into the Archives then access was free.
- It was commented that it was an excellent project, but it would cost a lot of money, and so it was queried whether the GLLEP would be involved in providing any funding. Members were advised that with a project such as this it was likely that additional partners would be included.
- It was reported that all possible options would be investigated, but there were no specific profit making partners involved at the moment, they were all public sector, such as the University of Lincoln.
- It was commented that people with an interest in genealogy were not averse to paying a small charge for copies of documents etc.
- Members were informed that performance figures were produced which identified the different categories that people were interested in. It was noted that it was a mixed economy, but the majority were local and interested in their own family tree, there were also academics from around the region and a small percentage of professional academics.
- Concerns were raised about the centralisation of the counties archives in Lincoln, as it could be difficult for older people across the county to access these records.
- Members were advised that officers went out to schools with selections of artefacts and treasures. There was also a small capacity for going into residential homes.

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- The majority of material was accessible online, as it gave greater access to a greater volume of data.
- It was suggested that there could be a strong link with economic development, as if more of the archives were publicly accessible it could make Lincolnshire more of a tourist destination. It was also suggested whether there were any opportunities for commercialisation by producing replicas of some of the artefacts held in the archives, and this could also involve local craftspeople. Members were advised that various commercial activities were already explored, but the set up costs for production of replica items could be enormous. There was a need for balance with what could be delivered.
- A huge expense was expected in order to keep the Friars Lane building in a suitable conditions, and it was queried what was more important – maintaining the archive in this location or getting an up to date facility. It was also queried what the Friars lane building would be worth as a redevelopment project. Members were advised that the priority was the care and preservation of the treasures and documents, and officers could provide assurance that Lincolnshire's history was being looked after in the most cost effective way in a fit for purpose facility. However, this building was not easily accessible to the public. It was not believed that the capital receipt from the building would be enough to provide a state of the art facility. Officers were looking into the possibility of utilising some of the authority's existing assets.
- Members were advised, that there may some two step options, with a customer facing part in Lincoln and storage for those materials already digitised somewhere else.
- It was confirmed that officers were looking at what other authorities had done to address similar issues.
- The Committee requested that it be kept up to date on progress with this project.

RESOLVED

That the comments made in relation to the presentation be noted.

7 LINCOLNSHIRE ASSOCIATION OF LOCAL COUNCILS - UPDATE

Consideration was given to a report which updated members on the Lincolnshire Association of Local Councils (LALC) activities in respect of support for local councils, partnership working with LCC, and the training provision during the period September 2015 – May 2016.

The Chief Executive of the Lincolnshire Association of Local Councils was in attendance to update the Committee, and it was reported that year on year LALC was getting busier, with numbers of seminars and the number of different subjects. By the end of 2015, over 70 training sessions had been delivered. Some of the subjects covered included food hygiene, first aid and charity law. There was a need to supplement the training provided by LALC with more specialist training providers as the requests for more specialised training sessions increased.

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The Committee was advised that there were three members of staff, and that 2016 would be a transitional year as the current Chief Executive was retiring.

Members were provided with an opportunity to ask questions to the officers present in relation to the information contained within the report, and some of the points raised during discussion included the following:

- A Member congratulated the Chief Executive for the positive impact that LALC training had had on their local town council, as a big difference in the way it worked could now be seen. The training had increased confidence and enabled the town council to act more professionally, as councillors were now talking about working to best practice.
- Members thanked the Chief Executive for her work over the last few years.
- One member commented that the training had been of benefit when moving from district to county council level.
- It was noted that parish and town councillors were essentially volunteers as they were not paid an allowance, and many parishes only had one officer.
- Pressure was building up on town councils as they were being asked to take on more and more duties.
- Some of the big areas of concern for the public included environmental protection, as the legislation written down was quite vague and was open to interpretation. It was also commented that different councils provided different services, and queried whether there was a need for a degree of consistency. Members were advised that the duties of parish and town councils were less than the powers, and LALC was looking at what they had to provide and what they could provide.
- It was reported that town and parish councils did not get any outside funding, other than where they attracted funding. The main source of income was the precept. It was a fine balance between taxing too much and not providing enough services.
- There would be a difference between communities of what services were provided due to a difference in the levels of precept and the number of residents in a parish.
- There was a move to more partnership working between parishes.

The Chairman thanked the Chief Executive of LALC for attending the meeting to update the Committee.

RESOLVED

1. That the comments made in relation to the report be noted.
2. That the Committee continue to endorse partnership working wherever possible within their local communities.

8 QUARTER 4 PERFORMANCE - 1 JANUARY TO 31 MARCH 2016

Consideration was given to a report which provided key performance information that was relevant to the work of the Community and Public Safety Scrutiny Committee. The Council's Performance and Equalities Manager provided an online

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demonstration to the Committee of how members would be able to view the new style of reporting in a secure area on the Lincolnshire Research Observatory (LRO) website. Members were advised that following approval from the Executive, this information would be made available to the public.

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report, and some of the points raised during discussion included the following:

- Members commented that they appreciated how much clearer the information was now.
- It was suggested whether some of the targets should be banded.
- Members were advised that some changes to the front page of the webpage had been made following the presentation of the Quarter 1 information at this Committee.
- The targets were set by the individual service areas and discussed with the portfolio holders.
- Reduce fires and their consequences – it was queried whether there was a further breakdown of those which were accidents and those which were arson. Members were advised that most were accidents, as a primary fire referred to those which involved property or dwellings. The majority of these were cooking related, and the Service would continue with its prevention work.
- Secondary fires were generally those which did not have a cost associated with them.
- There was surprise at how many people did not take advantage of the free advice from Fire and Rescue.
- Smoke alarm ownership was at its highest level.
- One member queried how cuts to the fire service could be justified when there had been 100 additional fires in the past year. However, members were advised that the decision on funding reductions had not yet been taken, and the impact of potential reductions to services would be considered. The main focus of activity was in prevention work.
- It was queried whether the number of deaths related to the misuse of drugs was reported. Members were advised that a lot of work already took place around substance misuse and early prevention. However, officers agreed to circulate this information to members.
- It was noted that more compliments than complaints had been received for this quarter, and members commented that this was positive as it often took more effort to give a compliment.
- Concerns were raised regarding the increase in alcohol related anti-social behaviour incidents and alcohol related violent crime incidents, and it was queried whether this could be due to the more relaxed licencing laws or a lack of deterrent as there were not enough people on patrol.
- Members were advised that work around domestic abuse was ongoing as it was a significant issue nationally. It was recognised that the authority needed to address this challenge, and officers were working with other local authorities and Public Health.

- It was noted that there was an even bigger challenge around alcohol in the home. Officers were working with colleagues in children's services and the child protection registrars to enable early intervention.
- It was not thought that there was any correlation between changes to neighbourhood policing and these types of crimes.

RESOLVED

That the comments made in relation to the performance information presented be noted.

9 CONSIDERATION OF EXEMPT INFORMATION

RESOLVED

That an amended process leading to the exclusion of press and public, only if information contained within paragraphs 3.5 to 3.18 of the report was discussed, be followed. The remainder of the report to be considered as part of the public meeting.

10 BLUE LIGHT COLLABORATION PROJECT

Consideration was given to a report which outlined the work conducted around the Lincolnshire Blue Light Collaboration programme. This report was due to be considered by the Executive between 6 June and 6 July 2016.

It was reported that since April 2015, work had been undertaken by a small project team, under the guidance of a steering group, formed by the senior managers of Lincolnshire Fire and Rescue, Lincolnshire Police, EMAS, Police and Crime Commissioner and Lincolnshire County Council to scope the feasibility of the elements of the programme, and key elements of the programme would include:

- A combined Lincolnshire Police and Lincolnshire Fire and Rescue Headquarters
- A Joint Blue Light Campus
- Rationalisation of the wider blue light estate
- A combined Lincolnshire Police and Lincolnshire Fire and Rescue Command and Control Centre.

Members were provided with the opportunity to ask questions to the officers present in relation to the information contained within the report and some of the points raised during discussion included the following:

- It was confirmed that there no intent for the different services to start sharing roles. It was very clear that they had distinct roles.
- It was queried how a service could be improved when its funding was being reduced. Members were reminded that no decision in relation to the IRMP consultation had been made yet. It was noted that it did not propose to take any fire engines off line. This project was to be an invest to save programme.

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- There had been a 38% reduction within Fire and Rescue of senior officers, and members were advised that it was likely that the other services would be looking at similar issues.
- It was confirmed that EMAS was not intending to co-locate their control room with the Police and Fire and Rescue at this time.
- Members were advised that the intention of this project was to build on existing partnerships, and there was recognition that this would provide a foundation for further innovation.
- Lincolnshire's emergency services currently had an ageing and expensive estate to maintain, and 21 sites had been identified for co-location. There was no suggestion that any of the services would leave an area. It was hoped that this would be a catalyst for closer working.
- Members were advised that EMAS was a regional service rather than a Lincolnshire service, and there was no suggestion that they would move their regional HQ to Lincoln.
- It was queried whether there was much opportunity for further collaboration with EMAS and members were advised that the operational station would be part of the Joint Blue Light Campus at South Park. Other sites would be co-located with the fire service.
- In terms of the rationalisation of the blue light estate, it was queried where those sites were. Members were advised that a complete list of sites would be circulated to the Committee after the meeting. It was emphasised that co-location of services did not mean that services would no longer be provided in those towns.
- Members were advised that the Blue Light Campus would be a new build.
- In Grantham, the police station would remain in place and EMAS would work with the fire service, to move into the fire station.
- There would be engagement with residents in the South Park area once plans had been finalised.
- It was queried whether this was right time to be building new buildings as it was felt that some residents would rather see better fire cover or more police on the street.
- At the South Park site, the existing ambulance and fire station would be redeveloped, but it was not planned to demolish the emergency planning centre.
- It was felt that this programme represented good value for money, and analysis had shown that if this project was not progressed, after 7 years the services would be spending money on maintaining buildings that would be spent on front line services.
- Members were advised that the county council's investment in this project would be capital funds not revenue monies, and that it was an invest to save programme that would protect revenue budgets.
- It was reported that there were some timescales associated with the funding from the Police innovation fund, and it was important that this project was taken forward in a certain time scale.
- This project was in line with the government intent to introduce a duty to collaborate, and it was queried whether enquiries had been made with potential devolution partners, and if those authorities had made similar plans.

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It was noted that the boundaries for the PCC's were not likely to change in the immediate future, so in terms of a Greater Lincolnshire area, it would still include more than one PCC. This project was about operational delivery. There were no plans to get rid of Humberside Police. However, Lincolnshire would not be prevented from speaking with other agencies to look at any areas for collaboration.

- Members queried what the chain of command would be for the new headquarters, and were advised that this would be included within the legal framework. It was reported that divisional commander for the police and divisional commander for the fire service would be based there. It was important to note that the services were not being merged, and there would be a Police Commander and a Fire Commander.
- The details of how the combined command and control centre would run still needed to be worked through. However, this was a model which had been operated by other police and fire authorities.
- The efficiency savings would come from reduced running costs such as heating, lighting etc.. There would also be certain efficiencies from being in the same building, as well as better interoperability.
- In terms of the co-location of services, concerns were raised about whether people would still be able to visit their local police station, and members were advised that the public would still be able to visit their police officers or PCSO's, but that it was likely the Police Station would be a different part of the town.
- Members were advised that not going ahead with this project would cost more in the future, as maintenance costs on the existing buildings increased.
- It was noted that there had been an over allowance in terms of cost for professional fees. In determining the budget, officers had not been risk averse and so officers were confident it would not go significantly over budget.
- It was recognised that there was a link between the IRMP and the blue light project.
- It was commented that this was an exciting prospect for the future of the emergency services.

RESOLVED

1. That the Community and Public Safety Scrutiny Committee support the recommendations as set out in Appendix A of the report.
2. That the comments made be forwarded on to the Executive.

The meeting closed at 12.53 pm

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**Open Report on behalf of Pete Moore,
Executive Director of Finance and Public Protection**

Report to:	Community and Public Safety Scrutiny Committee
Date:	13 July 2016
Subject:	Domestic Abuse Update

Summary:

This report provides the Community and Public Safety Scrutiny Committee with an update of the Domestic Abuse work undertaken by the Safer Communities Service-County Domestic Abuse Team.

Actions Required:

Members of the Community and Public Safety Scrutiny Committee are invited to consider and comment on the report and highlight any recommendations or further actions required.

1. Background

Domestic abuse remains a priority issue for Lincolnshire. In 2015-2016, over 10,000 incidents of domestic abuse were reported to Lincolnshire Police and it is estimated that only one quarter of domestic abuse is reported to the Police.

Lincolnshire County Council initiates, facilitates and/or supports much of the partnership domestic abuse activity in Lincolnshire. This includes coordination and administration of the Multi Agency Risk Assessment Conference (MARAC) which is a partnership response to high risk cases of domestic abuse, administration and support for the Domestic Abuse Strategic Management Board and its sub groups, multi-agency and in house domestic abuse training, publicity campaigns, development of policies and protocols, data analysis, commissioning of domestic abuse services and coordination of domestic homicide reviews.

Lincolnshire County Council currently funds the Independent Domestic Violence Advisor (IDVA) service for high risk victims of domestic abuse, the DA outreach services for all non-high risk victims who need support across the 7 districts and supported accommodation for victims fleeing domestic abuse.

The County Domestic Abuse Team is part of the Safer Communities Service, at Lincolnshire County Council. The Domestic Abuse Team consists of a Domestic Abuse Manager and a Domestic Abuse Project Officer plus some business support. The team is managed by the Safer Communities Manager.

2. Achievements in 2015-2016

In May 2015 Lincolnshire County Council's Domestic Abuse Manager was asked to speak at a national conference due to the interest in the School Link Project set up in Lincolnshire in October 2013. The project was a big success with the following outcomes:

- Total Number of Schools Seen: 42
- Total number of schools that have had training: 26
- Total Number of Teachers Trained: 569
- Total Number of schools now delivering healthy relationships workshops to young people: 22
- Total Number of schools agreed to deliver workshops to young people: 13
- Number of schools with a DA Policy in place: 16
- Number of young people have received the workshop so far: 8,672 (from October 2013-March 2016)

Unfortunately the funding for this project ended in March 2016. However, the County Domestic Abuse Team will continue to work with schools to help them address domestic abuse.

In September 2015 a Joint Domestic Abuse Protocol to provide support and guidance to practitioners across all agencies in Lincolnshire was launched. This will help to ensure consistency and safe and effective responses to domestic abuse. The protocol was produced by the County Domestic Abuse Team and members of both Lincolnshire Safeguarding Boards, with support from Lincolnshire Police.

In 2015-16 LCC Safer Communities, Adult Social Care and Children Services pooled together resources to fund 16 sessions of Multi agency Domestic Abuse training. This resulted in a total of 366 Lincolnshire practitioners receiving the enhanced face to face training.

Also in 2015-16, 843 professionals completed the domestic abuse E-Learning package available on the LSCB/LSAB website, some of which have completed it as a pre-requisite of the face to face training mentioned above.

In 2014 a new guidance document for LCC employees and managers was launched. In 2015-2016, 4 briefing sessions were delivered to managers to help them recognise domestic abuse in employees and give them the confidence to respond appropriately. The County Domestic Abuse Team continues to promote this guidance across the Authority.

Despite pressure on budgets Lincolnshire County Council Safer Communities and Public Health were able to extend the current contracts for the Independent Domestic Violence Advisor service for high risk victims and the outreach services for non-high risk victims.

3. Concerns in 2015-2016

Tragically there were 3 deaths linked to domestic abuse in 2015-2016. These 3 deaths, from 2 cases, are now subject to a Domestic Homicide Review (DHR). Already since April 2016 there has been a further 3 deaths that will require a multi-agency DHR. Since the Home Office Statutory Guidance was introduced in April 2011 there have been 9 people in Lincolnshire who have died in circumstances that meet the criteria for a DHR. The Domestic Abuse Team manages these multi agency reviews and they are putting increasing pressure on an already overstretched and small team. They are often very complex, involve liaison with family, friends and the perpetrator and sometimes agencies in other parts of the country. There is also a significant impact on Lincolnshire County Council budgets as the Authority is currently funding all DHRs.

Commissioning of domestic abuse outreach services remains a major risk and concern. Lincolnshire County Council Safer Communities has been able to secure ongoing funding for the Independent Domestic Violence Advisor service to continue until the end of March 2018. Public Health and Safer Communities were also able to extend the contract for domestic abuse outreach services until March 2017. However the future of these services remains uncertain.

The latest contract to provide DA Outreach services started in October 2013. Over the past 2.5 years the following outcomes have been achieved across Lincolnshire:

- 3849 victims have been supported since the new configuration of service started in October 2013.

These figures are broken down as follows and represent an increase in demand year on year:

- 501 in 2013-14
- 1346 in 2014-15
- 2002 in 2015-16

Possible funding options are currently being explored by Safer Communities and Public Health in consultation with partners.

4. Planned activity for 2016-2017 by the County Domestic Abuse Team, Safer Communities

- Support the partnership to conduct domestic homicide reviews.
- Participation in trying to support a solution to the provision of domestic abuse services.
- Produce and support the implementation a domestic abuse policy for Lincolnshire County Council.
- Introduce a Domestic Abuse Group within Lincolnshire County Council that will drive improvements within the Authority and ensure that lessons from domestic homicide reviews are learned.
- Deliver domestic abuse training to over 400 adult social care employees (with funding from the Lincolnshire Safeguarding Adults Board).

- Deliver a new domestic abuse training programme that is accessible to all agencies (also with funding from the LSAB).
- Support the domestic abuse partnership in the production of the new Domestic Abuse Strategy and delivery plans.
- Support the partnership with quality assurance and evidencing outcomes.
- Ensure that domestic abuse is an integral part of offender management.
- Continue to operate the Multi Agency Risk Assessment Conference.
- Ensure that domestic abuse is recognised by the Suicide Prevention Group as a key risk factor for mental health and suicide.

5. Conclusion

The increase in domestic homicide reviews is saddening, sickening and worrying. If domestic abuse is not taken seriously victims can and do die or can suffer long term physical, financial and emotional effects. The management of Domestic Homicide Reviews is also having an impact on the domestic abuse team and its capacity to undertake more preventative and progressive work.

Lincolnshire County Council remains a key agency in the domestic abuse partnership and provides both funding and resources in terms of strategic planning and oversight, coordination and administration.

Since the last update to the Community and Public Safety Scrutiny Panel it is reassuring that Lincolnshire County Council has made considerable improvements in relation to tackling domestic abuse, including the production of a draft domestic abuse policy, mandatory training for adult care staff and plans to ensure that services commissioned by Lincolnshire County Council also have systems, policies and procedures in place relating to Domestic Abuse.

However there are increasingly challenging times ahead given the uncertainties around funding and the demands placed on the Council to support the partnership and manage Domestic Homicide Reviews. The ongoing support and scrutiny of the Community and Public Safety Scrutiny Panel is therefore necessary and appreciated.

6. Consultation

a) Policy Proofing Actions Required

n/a

7. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Karen Shooter, who can be contacted on 01522 554509 or Karen.shooter@lincolnshire.gov.uk

**Open Report on behalf of Pete Moore,
Executive Director of Finance and Public Protection**

Report to:	Community and Public Safety Scrutiny Committee
Date:	13 July 2016
Subject:	Update on Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure (Civil Emergencies)

Summary:

This is a further update on the Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure that was presented to the Committee on the 13th April 2016.

Actions Required:

The Committee is invited to consider the revised Co-ordination of Spontaneous Volunteers Policy and Procedure (Civil Emergencies).

1. Background

The Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure was presented to the Committee on the 13th April. It was agreed that a follow up to the policy would be provided for the committee to give an overview of the progress made.

2. Conclusion

After consultation with the committee on the 13th April the policy has been amended to reflect the committee's comments;

- The title of the document has been clarified and now states "*in civil emergencies*".
- Section 17 has been amended to add '*Elected members to be briefed on the co-ordination arrangements*'.
- Pre identified suitable tasks identified include assistance in interpreting/ translation (not medical interpretation).
- Safeguarding advice has been sought from LCC safeguarding officers.
- Disclaimer statement 'when and to whom the policy will apply' is covered in the aim on page 6.

- Policy was amended on the 21st April after change of LCC insurance provider. Training was delivered on the 19th May to the Public Health Communities and Commissioning team who will be Volunteer Co-ordinators and further training is proposed with the British Red Cross for supporting roles.

Manchester University is holding a workshop on Tuesday 14 June about Spontaneous Volunteers and LCC is attending.

On the 3rd June the Cabinet Office issued the first draft of National Guidance for Planning the Involvement of Spontaneous Volunteers in Emergencies. Nick Brown Recovery Work stream Manager at the Cabinet Office and author of the guidance has acknowledged that; *“most if not all of the information has been taken from either the Somerset or Lincolnshire guidance. This is simply because that I firmly believe that the plans and guidance that they have produced are first class and do the job – there is no point in re-inventing the wheel”*.

They plan to publish the National Guidance in September.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	LCC Co-ordination of Spontaneous Volunteers in Civil Emergencies Policy and Procedure Version 7 (2016)

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Laura Edlington, who can be contacted on 01522 582272 or laura.edlington@lincoln.fire-uk.org

LINCOLNSHIRE COUNTY COUNCIL

Co-ordination of Spontaneous Volunteers in Civil Emergencies Policy and Procedure

VERSION 7 (2016)

Document Control

Reference	Co-ordination of Spontaneous Volunteers Policy and Procedure
Version Number	1
Dated	August 2015
Author	Laura Edlington Lincolnshire County Council Emergency Planning Officer
Approved by	Pete Moore Director of Finance and Public Protection

Revision History

Version Number	Version Date	Revision Notes	Author/ Date approved
2	21/01/2016	Amended after Exercise Barnes Wallis, Debrief and Exercise Report. Including Safeguarding section.	Laura Edlington
3	25/2/2016	Amended after consultation feedback and national steering group meeting discussions.	David Powell/ Laura Edlington
4	14/3/2016	Amended to reflect consultation with the Lincolnshire Resilience Forum.	David Powell/ Laura Edlington
5	23/03/2016	Amended to reflect LCC Data Protection advice.	Laura Edlington
6	13/04/2016	Amended to reflect scrutiny committee consultation.	Laura Edlington
7	21/04/2016	Amended change of insurance provider	Laura Edlington

Acknowledgements

This policy has been developed in line with guidance presented by Duncan Shaw (Manchester University), Graham Heike, Chris M Smith, Margaret Harris, Judy Scully in a report to Department for Environment, Food and Rural Affairs (DEFRA) on the use of the report 'Involving convergent volunteers in the response and recovery to emergencies, 2014.

The policy has been further refined in conjunction with a national working group considering the use of spontaneous volunteers, chaired by Civil Contingencies Secretariat (CCS) at Cabinet Office, Department for Communities & Local Government (DCLG), ourselves in Lincolnshire together with colleagues from Somerset County Council.

Finally, we would like to acknowledge the independent reflections of Duncan Shaw, Chris Smith and Ayham Fattoum, University of Manchester, as observers of Exercise Barnes Wallis held in December 2015 during which we tested some of the processes proposed within this policy.

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1 Background

“Spontaneous Volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to a disaster”¹

Recent incidents have highlighted that spontaneous volunteers can make an important contribution toward community responses to civil emergencies, especially in the recovery phase from major incidents such as flooding, as proven in Lincolnshire during the Boston Storm Surge, 2013.

Lessons learned from the response and recovery of the Boston flooding highlighted that there was a need for a process to co-ordinate spontaneous volunteers in order to ensure their activities could be integrated with, and would complement, the wider response efforts of agencies, community groups and the ‘organised’ voluntary sector (e.g. British Red Cross). Planning for the involvement of these volunteers in emergency response and recovery is important to ensure that all resources are used effectively.

This policy recognises the benefits and capability to work with local individuals who are not members of a voluntary organization but who wish to contribute, safely, and over a limited period only, to the response or recovery phase of an emergency, in turn enhancing capacity and building community resilience.

The local Authority, Lincolnshire County Council (LCC), is responsible for the co-ordination of volunteers in an emergency as per the Civil Contingencies Act 2004. This includes the co-ordination of spontaneous volunteers.

¹ Duncan Shaw, Graham Heike, Chris M Smith, Margaret Harris, Judy Scully (2014) Guidelines: Involving convergent volunteers in the response and recovery to emergencies. 31st October, 2014

2 Aim of the Policy

The aim of this policy is to provide guidance on how LCC can effectively co-ordinate voluntary offers of assistance from spontaneous volunteers in emergency response and recovery. This includes roles, activation and processes for tasking and co-ordination, risk assessment and communication. This policy will only apply to individuals or groups who identify themselves as willing to co-ordinate their own efforts with those of official responders. In doing so, it offers some structure and protection to both volunteers and responders. It is recognized that, for a variety of reasons, some may not wish to work under the co-ordination of official responders and will wish to take 'independent action'. Whereas this should be discouraged (or prevented where hazardous), this policy and its protections, will not apply in those circumstances.

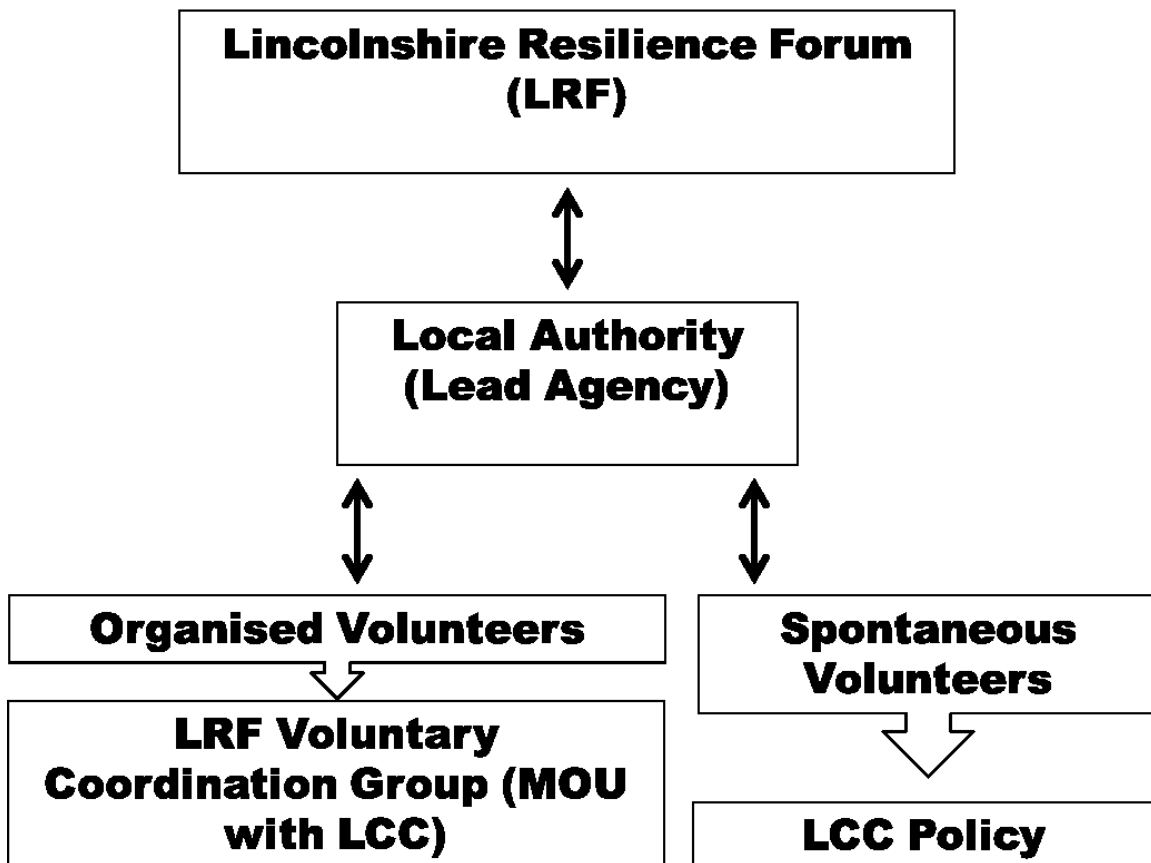
3 Activation

This policy will be activated by LCC when:-

- The Lincolnshire Resilience Forum activates the voluntary sector response via the Memorandum of Understanding.
- There is evidence that a spontaneous volunteer response to an emergency is developing.

Spontaneous Volunteers should be considered at the LRF Strategic Command Group.

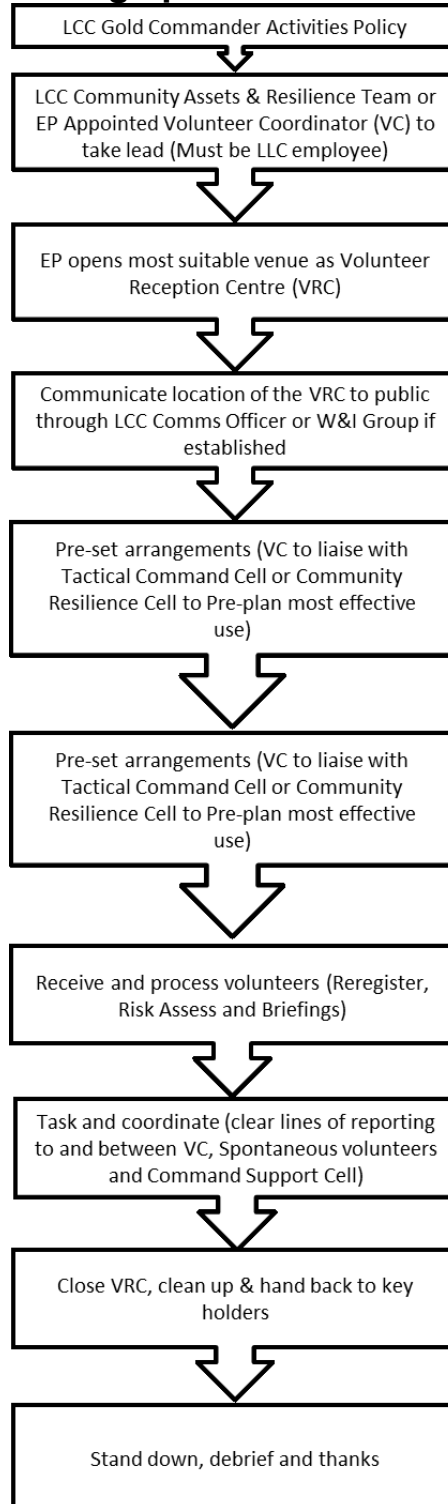
4 Management Structure and staffing



This policy allocates specific roles to the County Council (in particular, it's Emergency Planning and Business Continuity Service and the Community Assets and Resilience Team). As always, for any large scale, wide-area or prolonged civil emergency, resourcing response and recovery from local authorities will ultimately be the responsibility of the strategic lead/s. It may be necessary for those leads to undertake an early assessment of all resource requirements, including the management of this policy, and discuss solutions such as mutual aid at the earliest opportunity.

The County Council will continue to work with other partners, including Department for Work & Pensions, and the organized voluntary sector, to develop the capacity for additional resources who can be deployed to help co-ordinate spontaneous volunteers during civil emergencies.

5 Process of co-ordinating spontaneous volunteers



6 'Co-ordinating & Deploying' Spontaneous Volunteers

LCC should consider the circumstances under which they are willing to utilise spontaneous volunteers and accept their support in a particular emergency. As part of this, LCC should:

- Develop a co-ordinated approach with a single point of contact;
- Inform people how they can volunteer;
- Develop a framework for registering and briefing volunteers;
- 'Deploy' volunteers for the approved tasks that are appropriate for them to complete;
- Expect all volunteers to be competent in their offer of assistance;
- Develop a registration process to select suitable volunteers to conduct each task;
- Establish whether any tasks require specialist skills or training. For such tasks, decide whether it is possible to verify volunteers skills, qualifications or experience;
- Develop procedures for briefing/debriefing volunteers to highlight on-going risks and receive feedback from volunteers;
- Ensure that volunteers have the correct PPE at the start of each shift
- Consider volunteers who can leverage local knowledge and resources, including:
 - Knowledge of the location that could help responders who are unfamiliar with the area;
 - Knowledge of the location of vulnerable people; and
 - Social networks (for example, recognised clubs and societies) that can be used to 'deploy' trustworthy volunteers.

7 Spontaneous Volunteer Co-ordinator Role (VC)

This key role is to manage the Volunteer Reception Centre and oversee the process of registering, tasking and deploying spontaneous volunteers. It will need to be undertaken by a trained employee of LCC from the LCC Assets and Resilience team or LCC Emergency Planning and Business Continuity Service.

Support staff can be provided to the VC from other agencies that are signed up to Lincolnshire's Voluntary sector Memorandum of Understanding such as the British Red Cross or LCVS and trained District Council Staff. Training for this role will be provided by LCC Emergency Planning and Business Continuity Service (*see training strategy*).

Resourcing staffing for the Volunteer Reception Centre will be the Gold Command's responsibility.

The VC should consider a number of steps before deploying volunteers:

- Ensure contact details/health and insurance forms are completed.
- Make sure they understand essential information about the emergency and its effects on the community.
- Make sure the volunteer is aware of their specific role.
- Ensure they have a clear understanding of the lines of communication and any procedures to use.
- Brief them on any equipment they may be using and how to use it safely.
- Inform them of work hours and welfare details.
- Tell them whom to report to, where and when and how to report back any issues.
- Confirm how you will debrief the volunteer and how you may follow up any future communication.

8 Training Strategy

Lincolnshire County Council Emergency Planning and Business Continuity Service will provide training in relation to this policy on the Volunteer Co-ordinator Role. The training will cover;

- The differences between volunteers, paid members of staff and organised volunteers, such as their motivations, aims and skill levels;
- Briefing on safeguarding
- The need for different styles of management to maximise the productivity of spontaneous volunteers;
- How volunteers can help achieve operational objectives;
- How volunteers may have personal aims to achieve;
- The processes that assist volunteer co-ordination, such as registration, tasking, monitoring and feedback, and how this may be used to enhance the response and recovery; and
- The importance of setting a good example for volunteers, such as ensuring that staff and others have the correct PPE and follow proper procedure.

The VC will need to be trained on how to communicate with the existing command and control structures to ensure that volunteers are being used in the most appropriate way.

9 Volunteer Reception Centre (VRC)

A Volunteer Reception Centre (VRC) provides the rally point to co-ordinate, register and deploy volunteers.

The venues of reception centres cannot be pre-identified as it will be dependent on the location, nature, type and scale of the emergency. The most suitable venue for a VRC will be established by LCC Emergency Planning and Business Continuity Service as they hold contact details of suitable venues that could be utilised in emergency response and recovery as part of their places of safety planning.

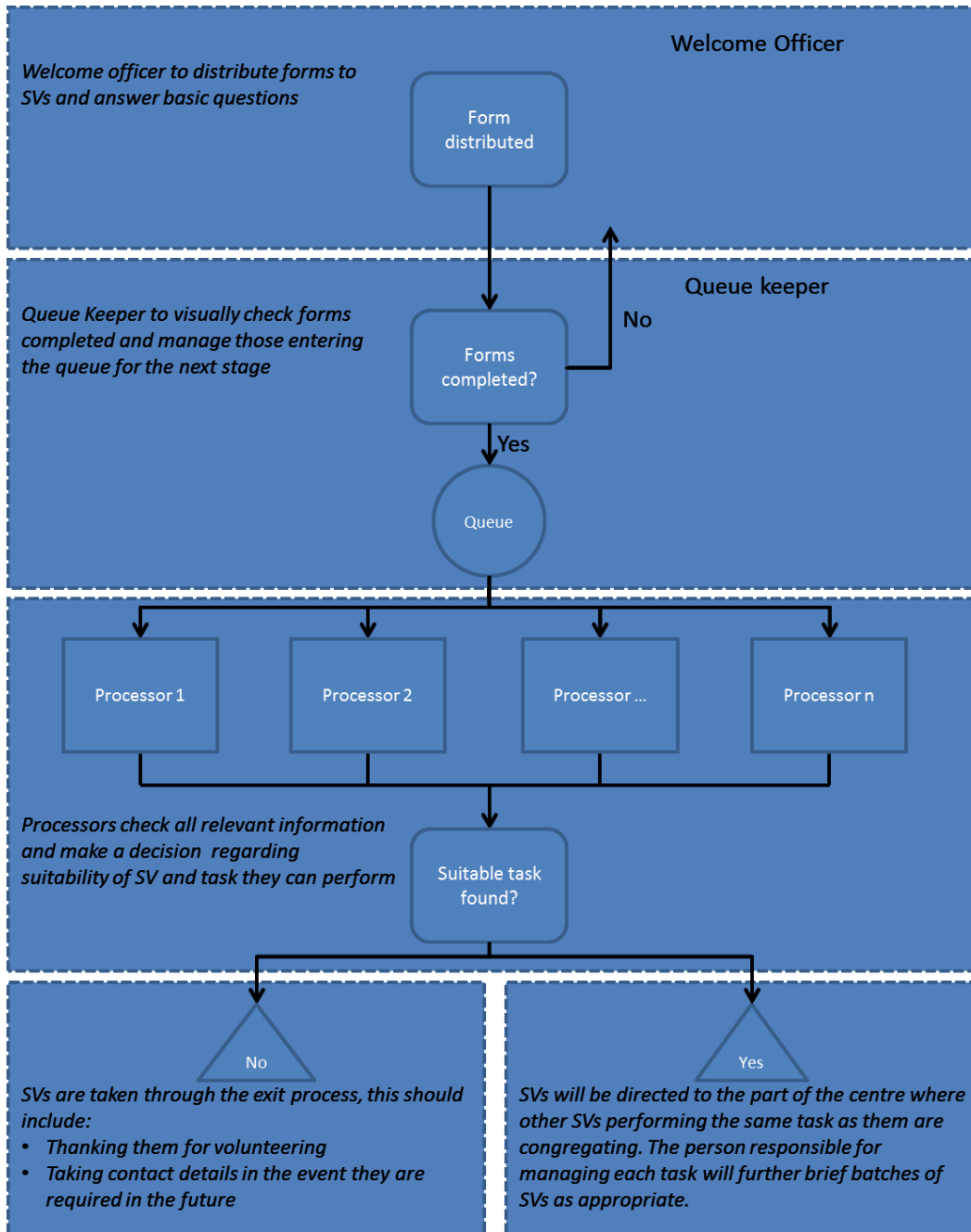
Lincolnshire County Council's Emergency Planning and Business Continuity Service will open up a VRC. The VRC will be open during office hours only. Signage will clearly identify the entrance and reception desks. All signage will be provided by LCC Emergency Planning and Business Continuity Service.

10 Registration layout (for a large scale response)

This process for registration of spontaneous volunteers has to be very flexible and adaptable and can be scaled up or down depending on the requirements of the VRC and the number of SVs presenting at the centre.

Possible Roles and Layout

- **Welcome Officer**
This role is to distribute forms and pens to all potential SVs for them to complete and then to answer questions about the form.
- **Queue Keeper**
Once the potential SV has filled out the form they take it to the Queue Keeper who checks the form to ensure all sections have been completed, if this is the case the potential SV can join the queue to be processed. This role is responsible for ensuring the queue moves forward.
- **Processor**
This is a trained role to review all sections of the form that have been answered by the potential SV, asking pertinent questions to get more information from (and answer questions posed by) the SV. On completion, the Processor should identify if the SV is to be involved at this stage in the response/recovery and which task(s) they are eligible to perform. If the task that the SV is to perform requires further briefing the SV is directed to a place where all SVs performing this task will be briefed simultaneously.
- **Supervisor**
This role is responsible for managing any SVs who are asking complex questions or becoming difficult. If an SV falls into this category either the Processor or Welcome Officer will move the SV to a separate queue where they will wait to see the Supervisor. When the Supervisor has dealt with the enquiry, the SV will re-join the process at the appropriate stage.



Supervisor

The Supervisor is to answer more difficult questions posed by SVs. Processors and the Welcome Officer identify SVs who are posing challenging questions or exhibit more challenging behaviours. Challenging SVs are directed to a queue and will be seen when the Supervisor is available. When their enquiry has been resolved they re-join the process at the point they exited or exit the process if decided by the Supervisor.

11 Process Documentation

All process documentation will be provided by LCC Emergency Planning and Business Continuity Service, this includes;

- Volunteer Briefing Sheet
- Volunteer Registration and Contact Details Form
- Volunteer Health Form
- Insurance Briefing Form
- Volunteer Task Sheet
- Risk Assessments
- Data Consent Form (under Data Protection Act)
- Model Release Form

All documentation is held in a separate document “Spontaneous Volunteer Coordinator Document Pack.”

Fast Track Registration

Depending on the scale and type of emergency response/recovery and what tasks spontaneous volunteers are being asked to conduct, it will be at the Volunteer Co-ordinators discretion on how much information is taken from the volunteer. In some cases a name addresses and contact number is sufficient if the volunteer is carrying out a very low risk task.

It is important to avoid any unnecessary bureaucracy however it is essential that volunteers are deployed in a safe and effective way.

Upon arrival at the VRC the volunteer will be asked to sign in. They will be asked to sit with the VC or VC assistants to complete the relevant paperwork before being deployed to the most appropriate task for their skill set/ ability.

Processes for recording offers of help from volunteers, may include:

- Contact details and next of kin;
- Relevant skills, experience and training;
- Whether the offer was accepted or why it was declined.

12 Data Protection Considerations

This policy acknowledges the Lincolnshire County Council's principles on data protection and confidentiality as per the Lincolnshire County Council Information Governance Data Protection Policy.

Due to the nature of spontaneous volunteering (*e.g.* for a limited purpose and time period) it is important that any personal data collected during the registration process is (only) 'adequate, relevant, and not excessive' in relation to the purpose for which it is processed, and not kept any longer than is necessary. The need to share personal data beyond the registration process is highly unlikely. The Spontaneous Volunteers registration form should include an acknowledgement of confidentiality and data protection.

At the point of contact, volunteers will be made aware and required to give consent for the recording of personal details sufficient to ensure their own safety. Depending on the nature of the emergency, the volunteer activities undertaken, and the occurrence of any accidents, records collected during registration should be destroyed within a reasonable time period, and in line with retention and disposal schedules currently set by Lincolnshire County Council.

13 Collective Groups of Volunteers presenting at a VRC

In some cases it will not be individuals presenting at a VRC but collective groups of people with a common desire to offer their time, this could be for example a whole family or next door neighbours who are not 'official' volunteers. In this case the VC can use their discretion on registration and take for example the 'head of the families' details as the central contact on behalf of the collective rather than all the family registering individually to save unnecessary paperwork.

14 Identifying Suitable Tasks

A framework for tasking volunteers should be developed in advance of an emergency to reduce risk. Potential risks include those to:

- The volunteers;
- The victims of the emergency;
- Other responders; and
- The reputation of the organizations involved.

LRF partner agencies should identify which of their tasks, if any, may benefit from the support of volunteers. Risk assessment of the tasks should be undertaken.

As far as practicable a list of approved tasks should be developed that are suitable for volunteers to be tasked to carry out. However, some tasks only become apparent during an emergency and so a dynamic risk assessment process is also needed. Volunteers should not be allocated to tasks if there is uncertainty about the risk assessment. Risk assessments should be periodically reviewed to identify how to further reduce risks.

In most circumstances, spontaneous volunteers will be used to carry out unskilled tasks under supervision. Tasks will be dependent on the type of incident. While volunteers shouldn't feel over-committed or over-loaded in their work, it is also important that they are engaged in productive tasks and get a sense of achievement from their voluntary work. The VC will allocate appropriate tasks to volunteers depending on what is required by tactical commanders and the volunteer ability/skill set.

Pre identified suitable tasks could include;

- Distribution of donated items: sorting out clothing / bagging up food parcels
- Assisting with evacuated pets
- Provision of light refreshments
- Assistance in interpreting/translation (not medical interpretation)
- Cleaning
- Assisting with re-occupation of homes/affected sites
- Physical labour (such as street/ house clean up)
- Community Impact Assessments – an assessment of the overall impact of the incident on the community
- Open area searching (Only under supervision of Police Search Advisors)
- Clearing Snow and Ice

Things to consider when tasking volunteers;

- Appropriate qualifications or experience required for each role, and whether these can be confirmed during an emergency;
- The availability of the PPE required for certain tasks.

Appropriate monitoring and supervision of volunteers should help LCC reduce the level of risk associated with volunteer duties and increase the satisfaction of volunteers and recipients of assistance. LCC should:

- Minimise the amount of lone working of volunteers by establishing appropriate levels of supervision by emergency managers and the organised voluntary sector,
- Develop record keeping process to monitor where volunteers are deployed to and the hours they have assisted for;
- Match the capability of the volunteer with the demands of the task to ensure individuals are working within their capabilities; and
- Consider other forms of monitoring, such as volunteers working with other local structures that are already known and trusted by LCC.

15 Volunteer Welfare

It is the responsibility of the VC to ensure that volunteers understand the task they have been given and to report back to them should any issues arise. It is important to advise volunteers have breaks. It will be essential to account for all volunteers at the end of the day by ensuring they are debriefed and signed out.

To ensure volunteers know what to expect the media message will need to outline;

- The equipment they will be expected to bring with them;
- To wear appropriate clothing including footwear;
- Means of communication ie mobile phone

As part of the briefing all volunteers will be informed on;

- The equipment that will be provided dependent on the task;
- The provision of on-going support that volunteers may require during and after their involvement, including;
- Rest centre facilities including food and washing facilities;
- Psychological well-being as volunteers may not have the training on how to manage the strain of emergencies; and
- The reimbursement of expenses that volunteers will be entitled to, and how to claim these.

16 Equipment for Volunteers

Equipment required for tasks that have been identified as suitable to allocate to spontaneous volunteers will need to be provided. British Red Cross has a contract with Tesco supermarket for immediate emergency provisions at the discretion of the store manager. LCC Emergency Planning and Business Continuity Service will be able to procure equipment such as basic personnel protective equipment.

As part of the registration process volunteers will be given a form of identification.

Volunteers will not be deployed until they have been properly briefed on the health and safety considerations of the task & clear parameters of the task to be undertaken have been understood.

17 Communications/ Media

Media messages will be crucial to assist in the co-ordination of the spontaneous volunteers. Through the LRF Warning and Informing cell public information messages should be given out over social media and local radio/television regarding the spontaneous volunteer response.

This could include;

- Where and when volunteers can offer their help;
- The types of tasks volunteers are doing;
- The resources that volunteers should bring with them;
- The support that will be provided to volunteers;
- .Where they can get more information about being a volunteer;
- Issues regarding volunteer liability and insurance; and
- The benefits of working with the official response, such as reducing the duplication of effort.

Social media should be closely monitored throughout the event as this is often how spontaneous volunteers will communicate with each other.

LCC should consider;

- When to communicate with volunteers, from the beginning of the response to after the recovery stage has been completed;
- What sort of information should be frequently communicated to volunteers, for example
 - When volunteers first offer their help, to communicate why the style of leadership is command and control;
 - During the response, to communicate regular updates of the number of households that have received help and how many still need support; and
 - After the response, to communicate how they may continue to volunteer.
- Elected members to be briefed on the co-ordination arrangements.

18 Risk Assessments

Underpinning volunteer tasks and any liability claims will be the completion of task risk assessments. Generic risk assessments and a dynamic risk assessment template will be provided to the VC in the document pack.

(Please refer to co-ordination of Spontaneous volunteer's document pack)

Volunteers may have training needs that would increase their effectiveness and reduce risks. If appropriate LCC should provide volunteers with training on:

- Frequently encountered hazards for different types of emergencies.
- How to complete simple tasks such as:
 - Safe handling procedures;
 - Properly using any equipment provided by responders; and
 - Etiquette for using communication radios.
- Forbidden acts;
- Specific and specialist roles that volunteers might be given.

LCC should consider which of this training is offered before volunteer 'deployment', during response, or after the emergency.

19 Volunteer Insurance

LCC's insurers will cover both organised and spontaneous volunteers acting 'under its direction' (logged as an individual who has 'deployed.')

This can be achieved through other LRF partners directing activity on the ground. It would not cover anyone who simply self deploys without LCC's knowledge.

Volunteers are covered by LCC's employer's liability policy which is currently placed through Swiss Re, policy number MH 132840.2. The policy provides cover in the unlikely event that if an individual volunteer is injured and the Council is found at fault then compensation will be paid. This policy is not an automatic compensation policy. It is the same level of cover in place for all the Council's employees. It also provides protection to volunteers from claims being made against them providing you are carrying out activities that have been approved by your volunteer supervisor.

The key policy point is the insurance provides cover for activities but does not infer automatic compensation payment – unless LCC 'negligence' can be proved. This policy details what, how and when we will use volunteers so it can be documented for insurance purposes.

It is for insurance purposes that the VC must be an employee of LCC.

20 Safeguarding

Safeguarding is 'everyone's responsibility' LCC must ensure that their approach to volunteers is compliant with safeguarding principles.

The VC should review LCC Safeguarding policies and procedures this will ensure safeguarding best practice is adhered to.

Spontaneous volunteers should never be deployed into a scenario where they would have 'unsupervised contact with any child or vulnerable adult.'

Disclosure and Barring Service (DBS) checks would only be required if volunteers were put into 'regular, unsupervised contact' with vulnerable groups.

Everyone is responsible for reporting any safeguarding concerns they may encounter, during any work with volunteers or whilst supporting communities, groups or individuals who may have been affected by civil emergencies.

The VC must appropriately brief SVs on safeguarding issues when they are deployed and ensure that volunteers are aware of the Council's Safeguarding Policy on Children and Adults. The SV should be made aware of how to report any issues they may encounter. Further guidance can be found in the County Council's safeguarding policies and procedures (*Currently draft document*).

The VC should report any child or vulnerable adult protection issues through to the County Councils Customer Service Centre for appropriate action.

21 Deniability Process

Some volunteers may have to be informed that they are not suitable for the required tasks. This could be due to factors such as declared medical conditions or criminal convictions. If a volunteer declares a medical condition, disability or other factor that may affect their ability to carry out certain tasks required the VC must be consulted and appropriate action taken. This could be to thank the volunteer but to explain that they are not required on this occasion, a referral or doctors note on the state of their health or further investigation/discussion. An audit trail of why the decision has been made not to accept the volunteer must be kept in writing.

If volunteers are abusive to VRC staff this is unacceptable behavior that will not be tolerated.

LCC should;

- Agree procedures for declining offers of help from volunteers, such as:
 - Where the risk to volunteers is too high; and
 - Where volunteers may be incapable of completing the work (for example, due to the physical or mental health of the volunteer).
- Consider the potential added risks from volunteers working without support of emergency managers if their offer of help is declined, and whether finding ways of involving these individuals may minimise risk; and
- Consider involving organised voluntary groups which have volunteers that have already had their credentials checked and who have been trained in emergency response.

Appropriate work practices for volunteers should include;

- Ensuring volunteers are supervised whilst working;
- Only asking volunteers to work during daylight hours;
- Ensuring volunteers avoid hazards;
- Ensuring that volunteers have the appropriate resources to safely deliver their task, such as PPE;
- Removing volunteers from potentially dangerous situations early; and
- Withdrawing or redeploying volunteers when risks cannot be reduced to a satisfactory level.

Consider the potential reputational damages posed by the involvement of volunteers, such as:

- Breaches in confidentiality;
- Misrepresentation of the organization to the public/media;
- Misconduct by volunteers;
- Harm to volunteers or those they help; and
- Provision of misinformation.

If a volunteer is reported to have breached any of the above the VC has the authority to tell the volunteer that their assistance will not be required and the offer of help terminated and recorded in the VC incident log.

22 First Aid Provision

Depending on the scale and numbers of spontaneous volunteers first aid provision by trained personnel should be considered at the VRC. This will most likely be provided by an organised voluntary agency such as the British Red Cross or St John Ambulance and will be co-ordinated through the LCC Emergency Planning and Business Continuity Service on the request of the VC.

23 Debriefing and Longer Term Recovery

It is an essential part of the process to debrief volunteers who have played a role in the response or recovery to an emergency. In extreme circumstances some individuals may need signposting to support services as some volunteers may have unknowingly been exposed to stressful or upsetting events.

All volunteers should be thanked for giving up their time to assist. Records of all volunteers' details should be destroyed unless the volunteer requests to be kept on file as they could be called upon for future events or signposted to existing voluntary sector agencies.

LCC should consider the longer term roles that volunteers can have in the on-going recovery. For example, before the volunteers leave the response and recovery, LCC should communicate to volunteers:

- The resources that will remain after the official recovery phase has ended, and the continuing roles available to volunteers;
- The role of the community in its own long term recovery and how volunteers may support this; and
- The value of volunteers providing longer-term support to those affected by the emergency, such as helping to rebuild social groups.

LCC should maintain and enhance resilience by encouraging volunteers to accept an organised volunteer role, by encouraging volunteers to:

- Join voluntary organisations aligned to the tasks they have been delivering as a spontaneous volunteer, such as the organised voluntary sector or groups already established by emergency services;
- Establish their own organised voluntary group that could operate independently of established organizations; and
- Participate in exercises and training that are conducted by the LRF.

LCC should evaluate and continually improve spontaneous volunteer's involvement procedures. Following exercises or an actual emergency, LCC should evaluate and update its plans for working with spontaneous volunteers. This should involve reviewing volunteer involvement in the response and recovery from the perspectives of spontaneous volunteers, emergency managers, organised voluntary sector and other stakeholders. Other sources of information to improve the plans should be regularly identified from published reports (such as research projects and government studies) and lessons learned from exercises and training.

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**Open Report on behalf of Pete Moore,
Executive Director Finance and Public Protection**

Report to:	Community & Public Safety Scrutiny Committee
Date:	13 July 2016
Subject:	Exercise Barnes Wallis Report

Summary:

This report is being shared with committee for information and awareness following the successful engagement with three Community groups on the 12th November 2015. It was the first demonstration of a community led response that integrated the organised voluntary sector and emergency responders.

The exercise provided the opportunity to test the procedures outlined in their Community Emergency Plans and to practise their members in the roles they would need to fulfil when responding to an incident or emergency.

Actions Required:

The Committee is invited to acknowledge the report and highlight any questions regarding the involvement of community groups in emergency planning matters.

1. Background

Community resilience is a measure of the sustained ability of a community to utilise available resources to respond to, withstand, and recover from adverse situations. It can also be described as “Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services.”

Without any formal training however the uncoordinated effect of social resilience can create additional challenges for responding agencies. In order to address this the Lincolnshire Resilience Forum’s (LRF) Community Resilience project has been tasked to assist with the preparation and planning required to ensure that all communities know the risks they face and have a plan in place to be able to respond to them. The exercise provided the opportunity for three community groups to test their plans.

2. Conclusion

As a result of the exercise and observations on the day, carried out by facilitators from the LRF and an external professional assessment from academics from Manchester University the Community Resilience project has developed a new 5 stage Community Engagement Programme. In addition, members of the Community Resilience Project Group are providing further retention training packages such as First Aid, Registration at Emergency Support Centres by the British Red Cross, monitoring of waterways and screen cleaning by the Environment Agency, Defibrillator training from EMAS etc. The increase in take up by community groups, especially in the South Holland and Boston areas has been significant, helped also by accessing funding of £10k to provide battle boxes for established community groups in the South Holland area. In partnership with LALC and the Communities & Commissioning Team (LCC) further funding is being sought to enable the same level of engagement and provision across the whole of the county. This includes community engagement & cohesion training and the PREVENT agenda as well as the Emergency Planning aspect.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Exercise Barnes Wallis Report & Recommendations

5. Background Papers

The following background papers as defined in the Local Government Act 1972 were relied upon in the writing of this report.

Document title	Where the document can be viewed
Involving citizens in the response and recovery to flood emergencies Final Report FD2666 July 2015	www.defra.gov.uk

This report was written by Sue Whitton, who can be contacted on 01522 582223 or sue.whitton@lincoln.fire-uk.org

Lincolnshire's Resilience Forum



**PREPARING FOR EMERGENCIES
WHAT YOU NEED TO KNOW**

EXERCISE BARNES WALLIS REPORT & RECOMMENDATIONS

November 2015



“The day from my perspective, was a great success.....there was real buzz about the place all day and the fact that the community as a whole seemed completely engaged was fantastic”

Comment from Nick Brown – Recovery Work-stream Manager, Cabinet Office.

**Written by Sue Whitton
Emergency Planning & Business Continuity Service
on behalf of the Lincolnshire Resilience Forum**

EXECUTIVE SUMMARY

Lincolnshire LRF's Exercise Barnes Wallis, held on Thursday 12th November 2015, was the first demonstration of a community led response that integrated the organised voluntary sector and emergency responders.

The exercise provided the opportunity for existing community groups to test the procedures outlined in their Community Emergency Plans and to practise their members in the roles they would need to fulfil when responding to an incident or emergency.

Three community groups took part in Exercise Barnes Wallis. Two through simulated table-top discussion - Wyberton in Boston, and The Suttons on the Wash Group in Sutton Bridge. The third group, Anderby Voluntary Emergency Response Team (AVERT), tested their plan through a "field" exercise in which local volunteers acted out a scenario and the AVERT group tested how to respond and keep the community informed about the incident.

The exercise focused on the need of the community to find a place of safety for their community following the discovery of an unearthed World War II incendiary device. A local builder had unwittingly dug it up whilst setting the footings for an extension to an existing property. The emergency services had been delayed in responding to the incident and urgent action needed to be taken. The same scenario was delivered to all three locations and gave everyone the opportunity to discuss how they activated their members, who they needed to communicate with from an emergency services perspective and what course of action they could take immediately to reduce the impact on their community. They also set up and managed places of safety, evacuated people from their homes and communicated directly with the emergency services and supported organised voluntary sector agencies.

Professor Duncan Shaw and colleagues from the University of Manchester were invited to observe the exercise as part of the research¹ undertaken on the paradox of using spontaneous volunteers as hidden social resilience and the overwhelming effect that an uncoordinated attempt to utilise them creates havoc for the official emergency responders. Their independent review of this exercise is attached which is mainly focused on the live exercise and coordination of spontaneous volunteers at Anderby.

Lincolnshire County Council (LCC) accepted responsibility for the coordination and tasking of spontaneous volunteers and made use of the exercise to test the procedures set out in the new Spontaneous Volunteers Policy and Procedures. Both Legal and Insurance departments of LCC offered support in putting the policy together to ensure that, when tasked by an LCC employee, spontaneous volunteers are covered under the County's indemnity insurance arrangements.

¹ Spontaneous volunteers: Involving citizens in the response and recovery to flood emergencies
Final report FD2666 July 2015 – Defra (Joint Flood and Coastal Erosion Risk Management Research and Development Programme).

The exercise also enabled the identification of effective methods of communicating with the Forward Command Post (FCP) established by the Emergency Services and facilitated informing the wider LRF partnership that the incidents were taking place. The proof of concept on using Resilience Direct, a secure web based platform, to share information in this way was problematic due to wi-fi connectivity. Anderby is a small village on the east coast of Lincolnshire with poor mobile phone signal and broadband service. We were however able to demonstrate that the concept could work when the Enhanced FCP was withdrawn back to a local Fire Station, readily equipped with internet connection.

Overall the feedback from all the agencies involved, the independent observation from Manchester University and the Community groups has been that the exercise was a resounding success and has enabled enhancements to be made to the processes of engaging with community groups and the coordination of spontaneous volunteers. Each community group had been able to reflect and add information to their existing Community Emergency Plans.

As a result of this exercise, and the promotion to other community groups, it is hoped we can make Lincolnshire a more resilient county. Lincolnshire LRF recognises the important part local community groups can play in informing other residents about an incident happening on their doorstep. These groups can encourage the community to take some form of action themselves to mitigate the consequences of an incident and offer support to each other in a time of crisis. It is hoped that when the emergency services arrive on scene they will appreciate the local knowledge and support of these community groups. It has been proven that better prepared communities will recover more quickly than those who have not pre-planned.

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1. Background

Community resilience is a measure of the sustained ability of a community to utilise available resources to respond to, withstand, and recover from adverse situations. It can also be described as “Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services.”

Lincolnshire County Council’s Emergency Planning & Business Continuity Service has been liaising with parish/town councils and ward leaders, throughout the county to encourage greater resilience amongst communities in responding to emergencies.

Community Emergency Plan Development

To assist communities to coordinate their response two templates have been produced, the Community Emergency Plan and a Resource Directory. The first document contains only that information the community may require in the event of a crisis, whereas the second, ‘Resource Directory’ contains information the community collate themselves that may be useful in the approach and equipment that could be used.

Support to complete the documentation is provided by way of a five stepped programme. The first step introduces the *concept* of community resilience and preparedness and enables members of the community to identify the types of risks and issues their community could face. It recognises the skills that individuals may have and what welfare support they could provide to the community and the emergency services that arrive at their location to deal with an incident.

The second step focuses on populating *the plan* and identifying individuals within the community with specialist skills useful for some of the roles that need to be performed.

The third and fourth steps have been recently added to the programme as a direct result of this exercise to ensure the *training* around specific roles and procedures within the plan is delivered in a standardised way and to hopefully retain the enthusiasm from the members of the community groups. The last step *exercises* the community’s developed plan against scenarios to ensure its usefulness and to build confidence in its activation.

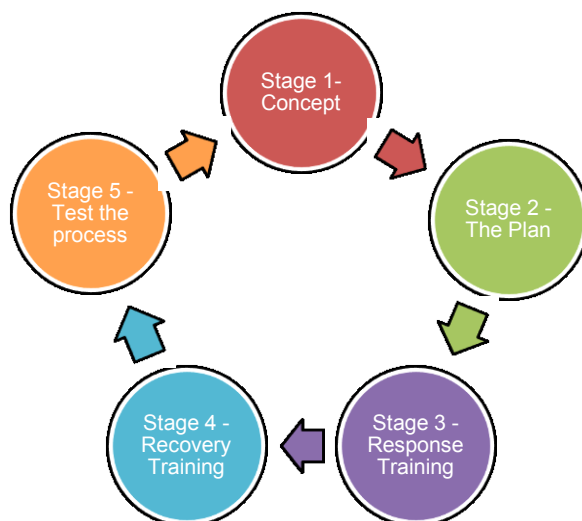


Figure 1. The 5 step Community Resilience Programme

It was as part of this final step that the concept for Exercise Barnes Wallis developed. An approach was made to community groups who already had an active membership and a finalised plan in place and from which the three community groups were selected to take part.

The exercise also offered the opportunity for us to test the activation through a Memorandum of Understanding with the British Red Cross, to make use of our organised voluntary sector. Through the exercise the community group at Anderby were able to initially communicate to the on-call Emergency Planning Officer to notify them of the activation of their Community Emergency Plan, and for the EP officer to facilitate the calling out of appropriate organised voluntary groups to support the community group in their response. When the organised volunteers arrived at the scene the two groups worked together in managing the place of safety and processing evacuees using a registration procedure. The added benefit in using community volunteers in this way is their knowledge of local people and identifying what additional support needs to be provided. For the community affected, having a friendly face they recognise in amongst all the uniformed personnel can offer reassurance and reduce anxiety in what can be a very distressing time for some members of the community.

1.1 Scenario

The same scenario was used at all three locations and involved them all contacting the emergency services to request assistance from the Fire Service in what initially appeared to be a gas explosion at a residential property in their village. A dog walker had witnessed the explosion and the subsequent impact on a local builder. The community groups were asked to consider a dilemma in whether to enter a burning building to see if any persons were present and what they could do for the builder who was outside the premise. Using the activation process within their Community Emergency plans they were to make contact with the on call Emergency Planning Duty Officer to notify them of their initial reactions. When the emergency services then arrived on the scene the group were required to liaise with them to

appraise them of the situation and alert them to any vulnerable people. The Fire Service then discovered in the new footings of an extension to the property the tail fin of a World War II incendiary device and the bomb squad were called. In the meantime the Fire Service invoked a cordon and requested assistance from the community group to evacuate the homes in the area to a place of safety. When the bomb squad arrived a wider cordon was then requested due to the type of bomb identified and this included the already established place of safety. The community group along with the voluntary sector and emergency services then had to re-locate the evacuees to another place of safety in a neighbouring village. This ended the morning session.

For the afternoon session we wanted to look at what support a community group could provide in the coordination of spontaneous volunteers as part of the recovery phase of an emergency. The place of safety became a Volunteers Reception Centre (VRC) for the purpose of this session and the group offered assistance to the County Council's Communities, Asset & Resilience Officer and British Red Cross in running through a registration process and tasking of the volunteers as they arrived. Students from Lincoln University and other organised voluntary groups role played the spontaneous volunteers. As a means to test the Co-ordinator of the VRC the volunteers were provided with scripts as part of their role play to cover difficult or challenging behaviours – this in hindsight deterred us from the main objective which was to test the procedure for registration and tasking of volunteers around particular requirements.

2. Exercise Aim & Objectives

2.1 Aim

The aim of Exercise Barnes Wallis was to demonstrate a community-led response to civil emergencies in Lincolnshire

2.2 Objectives

We decided on five key objectives that if met could indicate the success of the exercise aim.

- 1 Test the activation, deployment, integration and tasking & coordination of local community emergency planning and the organised voluntary sector (including 'spontaneous volunteers') in the response to civil emergencies in Lincolnshire
- 2 Test the LRF's ability to identify vulnerable persons through information sharing, collation, analysis, mapping, and local knowledge/intelligence
- 3 Collate, and communicate that information to forward command locations in a secure and confidential manner (using Resilience Direct)
- 4 Test the coordinated provision of technical and/or humanitarian assistance to vulnerable people during civil emergencies in Lincolnshire
- 5 Strengthen community resilience in Lincolnshire by delivering a public-engaging exercise and communications strategy

Following evaluation of the exercise most aspects of the objectives were met. The Community Groups definitely activated and deployed their resources and integrated with the emergency services when they arrived on the scene. There was some confusion over the correct phone number to use to make contact with the emergency services because we couldn't risk the community groups contacting the regional control centre by dialling 999. Instead we asked them to ring an office number which the AVERT team got confused with the number to ring the Emergency Planning Duty Officer, so they assumed EP knew about their incident. EP played the scenario inject through and so there was a delay in contacting the organised voluntary sector which meant they were not immediately available to transport evacuees from one place of safety to another. The Community Groups felt they had little understanding of whom and what resources could be made available to support them.

Recommendation 1.

The Community Emergency Plan template to be reviewed to include:

- An activation flow chart
- The roles that can be undertaken by the community group
- Outlining the roles of the emergency services and partners

Tasking around specific roles was achieved even though no formal training had been given to the community group and they had not worked with the organised voluntary sector before. The tasking of spontaneous volunteers in the afternoon session was not as successful partly due to the role playing of challenging behaviour as part of the registration process. The actual tasking around specific jobs that needed to be resourced was not undertaken, however the registration process was identified as requiring a simpler, faster process.

Recommendation 2.

The Community Emergency Plan template to include:

- The specific roles that community group members could undertake and who they then handed over to or supported

The Resource Directory template to include:

- Relevant documents to establish a place of safety (In/Out Attendance Sheets/ Tasking Records (to account for whereabouts of deployed people), Rest Centre checklist))
- Contact details for community group members identified for specific roles.

Recommendation 3.

Training to be provided to the Community Groups around the processes and roles – Rest Centre Manager, Loggist, Security, Registration process, activation and lines of communication.

In relation to achieving this first objective we had envisaged activating our Memorandum of Understanding (MOU) with British Red Cross (BRC), however the mock County Emergency Centre (CEC) were tasked with contacting all the organised voluntary sector partners as part of a call-out test and to check the capability offer in relation to the scenario which detracted them from following the normal procedure to activate the MOU. Lincolnshire Police colleagues at the live exercise site spotted the lack of organised voluntary sector being utilised (they were already at the scene) and requested the EP duty officer contact them for transportation requirements. This resulted in evacuees having to wait longer than planned for transportation from Anderby Village Hall to Huttoft Village Hall. This did mean that we were able to test the volunteers policy and the core capability offer.

Recommendation 4.

Emergency Planning to review the process of activating the MOU with British Red Cross – specifically around the roles required to support the Community Groups and perhaps working more closely through BRC/EP delivering Rest Centre training as part of the 5 step programme.

As part of the tasking arrangements for a wider emergency the role of the Command Support Cell – Community Resilience – was to be utilised during this exercise. However due to the numbers of EP officers available it was decided to concentrate on the live exercise site as we had tested our command and control arrangements on numerous exercises before. Due to the lack of resources we had to design out

testing the tasking and communication between the Community Resilience Cell and the Volunteers Reception Centre.

Recommendation 5.

Training to be provided to LCC Communities, Asset & Resilience Officers around the role of a Volunteer Reception Centre (VRC) Manager and to ensure a process is identified and managed that relates the tasks identified within the Community Resilience Cell and the VRC.

To provide an assurance that the LRF has the ability to identify vulnerable persons through information sharing, collation, analysis, mapping and local knowledge/intelligence it was agreed by the exercise planning group that Resilience Direct (RD), a secure web based platform provided by the Cabinet Officer, should be used. Prior work was undertaken with Adult Care to set up a secure/confidential area on RD and an Information Sharing Agreement established in principle and signed by LRF partners. Partial assurance can be given that this could be achieved due to the nature of the data captors all using different software and formats to record their vulnerable persons details. It is not a question of simply asking all agencies to use one standard template because they all use their own data in different ways. The Supporting Vulnerable People in an Emergency Plan outlines an approach that could expedite the availability of such information and that is for each agency to manage their own vulnerable customer / clients and only alert the LRF if they require assistance to extract or deal with the requirements of a vulnerable person impacted by an emergency.

The immediate assessment of an area affected by an emergency is something best achieved by feet on the ground, physically knocking on doors and ascertaining if support is required. We included as part of this exercise a door knocking procedure that we asked Lincolnshire Police to facilitate. The door knocking process developed after the Boston Floods of 2013 using a simple A4 questionnaire readily identifies if the occupants of a household are deemed to need further assistance and when the process is followed utilising the British Red Cross First Call Connect Service to carry out more detailed needs assessments and ultimately signposting/facilitating the provision of that support. Due to the nature of our exercise scenario the need to evacuate people from a hazardous area did not provide the opportunity to conduct the questionnaire process – however some assurance from Lincolnshire Police that the process and joint working with BRC has been tested at some stage would be extremely useful.

Recommendation 6.

Lincolnshire Police to provide assurance that post event door knocking process has been tested with the British Red Cross interaction and that any additional resources gaps have been identified.

We were able to test a process with Adult Care on providing them with a post-code area for the incident which enabled them to search their database for clients who may need to be contacted. The postcode was provided pictorially on Resilience Direct and it was identified that neighbouring postcodes should also be displayed to enable wider consideration for other vulnerabilities.

Recommendation 7.

Emergency Planning to obtain and map the post codes within Lincolnshire and make the dataset available on Resilience Direct Maps ensuring that all partners are signed up to use Resilience Direct.

As part of the identification of vulnerable people is the requirement to collate and communicate this information in a secure and confidential manner to the forward command location(s). Resilience Direct provided the secure and confidential manner by enabling a private area for the Vulnerable Persons group to share information. What limited the sharing was the technicality around the speed and accessibility of the internet around the coastal area of Anderby. There are some communication black spots in the county that would suffer the same issue. The forward command post established at the place of safety (exercise artificiality) resulted in the use of Resilience Direct being limited. We were able via Police mobile phones to share vulnerable people data and could map them in the CEC. It wasn't until the FCP was withdrawn back to Alford Fire Station (due to the extended cordon put on by the bomb squad) that access to LCC servers was achieved and Resilience Direct mapping came into its own. It is true to say that workarounds always need to be considered when there is a requirement for IT to work but that is not to say that further consideration should be taken to improve the connectivity of an FCP.

Recommendation 8.

Further work required on the FCP concept especially around static locations, support personnel and roles, as well as physical requirements for establishing an Enhanced FCP.

Recommendation 9.

Ascertain an effective method of communicating visual mapping of the incident to the wider LRF partnership by establishing a wi-fi hotspot to enable functioning of Resilience Direct within an FCP arena.

Recommendation 10.

To provide awareness training for Incident Commanders on the availability of resources from Community Groups and how to find out which ones have Community Emergency Plans.

The fourth objective to test the coordinated provision of technical and/or humanitarian assistance to vulnerable people during civil emergencies in Lincolnshire was considered initially as a training opportunity for the community groups to engage with retained fire fighters to enable members of the community to support the emergency services with more technical / trained provision. We had envisaged the community being used to fill sandbags and deploy them to properties however there was not the appetite to achieve this as part of the exercise. The planning group therefore focused on the provision and joint working that the

organised voluntary sector could support the community with. British Red Cross showed the community volunteers how to complete a registration form as part of establishing a place of safety and the County Council's Communities, Asset and Resilience Officers provided structure to a registration process in the afternoon for capturing the offers of help from spontaneous volunteers. The AVERT community group provided hot drinks and refreshment at the village hall and were actively on hand to support their fellow residents when issues were raised where support was required. AVERT had also procured a battle box with supplies of paper, pens, torches, high viz vests etc... which has been used with the Resource Directory going forward as good practise. Recommendations have already been mentioned in relation to this objective.

Finally to achieve the fifth objective of strengthening community resilience in Lincolnshire by delivering a public-engaging exercise and communications strategy we have managed to raise the profile of community groups and enhance the project deliverables of the Community Resilience LRF project group. We promoted the exercise across existing community groups with the help of the Local Association of Lincolnshire Councils (LALC) and the AVERT group coordinators.

Articles were written about the exercise by members of the LRF Warning & Informing Group and disseminated via free press newspapers.

Subsequent funding has been secured, at present, for community groups in South Holland to promote community resilience by hosting and supporting community engagement events at Crowland, Holbeach & Spalding. Any community group within the districts will receive, funding permissible, a battle box and initial supplies upon completion of a Community Emergency Plan.

The Local Association of Lincolnshire Councils (LALC) along with the LCC Communities, Asset & Resilience Officers as part of the PREVENT / Contest Strategy are working alongside the LCC Emergency Planning & Business Continuity Unit in running introductory events to a collective audience of parish councillors and established community groups to encourage them to progress this community resilience approach.

As a result of the exercise and the revised Community Resilience programme we have seen a marked increase in the levels of engagement from Communities in comparison to the previous 18 months.

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3. Exercise Planning

An exercise planning group was established with membership from:

Lincolnshire Emergency Planning and Business Continuity Service
Lincolnshire Fire & Rescue Service
Anderby Volunteer Emergency Response Team (AVERT)
Wyberton Parish Emergency Plan (PEP)
Suttons on the Wash Community Group
Lions
Manchester Business School
Lincolnshire County Council – Communications & Adult Care
Lincolnshire Police
L-CAT (Lincolnshire Community Assistance Team)
Lincs 4x4 Response
LIVES
Faith Responders
Lincolnshire Community Voluntary Service
British Red Cross
East Lindsey District Council

The group met initially to review a proposed exercise scenario and discuss individual community groups as well as organisation's exercise objectives. A presentation was given that ensured everyone had the same level of understanding of Community Resilience and what we wanted to be able to achieve. There were subsequent meetings to discuss the inclusion of volunteers at the live exercise site and to identify the resources that were required to run the exercise.

3.1 Exercise Design

As the main focus for this exercise was the integration, coordination and deployment of the community groups, we decided in order to achieve a sense of realism we asked the community group(s) to telephone the Fire Control as they would if a real incident occurred. We also decided to establish a token command, control and coordination centre in the Emergency Planning office. A number of command support cells were set up but with very limited membership.

Command & Control – command post exercise

Warning & Informing Cell – to monitor social networking sites for any community concerns or issues and produce a statement to encourage the communities to evacuate to a place of safety.

Community Resilience Cell – to establish what assistance could be provided to the community group(s) and through the County Council Officer (Community Asset & Resilience), in the Volunteer Reception Centre, coordinate both spontaneous volunteers and the organised voluntary sector in allocating appropriate tasks.

Information Cell – to instigate the communications to the wider LRF partnership and test the alert process on Resilience Direct. Create a Common Operating Picture using RD Maps and share on the secure web-based platform. Liaise with Adult Care on ascertaining vulnerable persons data to share with the Incident Commander on the scene.

We also tested the activation of our Memorandum of Understanding during the course of the exercise with the organised voluntary sector. Contact was made in order to ascertain available resources at the time and the results recorded. This will enable us to review the resource capability and test the call-out aspects of the MOU.

Simulated Table-top discussions

Two of the community groups were offered a facilitated table-top scenario with injects in order to test their local Community Emergency Plan. Wyberton PEP near Boston and the Suttons on the Wash group in Sutton Bridge decided to host a 3 hour exercise. Facilitators from Boston Borough Council and South Holland District Council along with two Emergency Planning Officers from Lincolnshire County Council facilitated the exercise by managing the time-keeping and inputting of injects for the community groups to consider. The two community groups liaised with the Command Control and Fire & Rescue Control Room as part of the exercise in order to activate their plan and receive information from the Emergency Planning Duty Officer.

Field Exercise ‘live’

The Anderby AVERT group decided to host the ‘field’ part of this exercise which meant that their community group needed to physically activate their plan, remove people from their homes to a place of safety and liaise with the Emergency Services when they arrived on the scene.

This part of the exercise enabled us to also demonstrate how an Incident Commander within a Forward Command Post could utilise the knowledge and response of a local community group in order to ascertain a quick analysis of the situation and to aid with the identification of vulnerable people affected by the type of incident.

It also allowed us to test our coordination of spontaneous volunteer’s process with assistance from the organised voluntary sector as well as the community group.

3.2 Exercise Assessment

In order to ensure the safety of the public and emergency services during the exercise, site risk assessments were carried out and recorded and then subsequently shared with each community group. For the exercise day itself we appointed a Safety Officer at Anderby to observe practises on the day and to rectify any that were unsafe. Some vehicles needed to be moved to a safer parking location than outside the community hall but nothing major was reported back to exercise control.

4. Exercise Conduct and Simulation

In order to monitor the progress against the exercise timeline and to ensure that adequate time was given to deal with each inject in order to achieve the objectives sets by the group we created two posts to facilitate these functions.

The Exercise Director - whose main purpose was to ensure that the exercise objectives desired by each of the participating community groups could be delivered. Each one, at their respective sites, monitored the responses during exercise play and noted them down, capturing the data for the production of this report. Directors were allowed to interject if the direction of the exercise veered off track. They were identified by wearing marked red tabards.

The Facilitators' primary role was to ensure that exercise players responded to issues set by the exercise team; to assist with the delivery of injects and provide support and guidance when requested.

Facilitators did not contribute to any group decision making but were available to "prompt" in order to ensure the community group stayed within exercise boundaries. All facilitators were identified by the wearing of marked blue tabards.

The scenario for each exercise site was the same, however additional injects were added into the two table-top locations to ensure that topics were discussed that were being played via role players for the live field exercise at Anderby.

Prior to the exercise we asked for members of the communities in each location as well as the organised voluntary sector groups and students from Lincoln University to volunteer to role play for the field exercise. A week before the exercise we facilitated a meeting at which the volunteer could be advised about what was exactly required of them on the day as well as getting them to complete the necessary paperwork to enable us to photograph and record the exercise (Model Release Forms) and to assure them that they were insured under the County Council's Indemnity Insurance should they suffer an injury during the exercise. It also provided us with an opportunity to go through the exercise protocol.

4.1 Observers Briefing

Observers attended the live exercise from the Cabinet Office, the Environment Agency, Elected Members of the Local and County Councils, British Red Cross and Leicestershire LRF. Manchester University also had a small team on hand during both the planning phase and exercise day to observe the interaction between the community groups and spontaneous volunteers. They have produced a separate report which can be found in Annex 2.

4.2 Additional Support

Special thanks goes to the organisation listed below who also gave up their time to support the community group at Anderby.

University Students – actively took part in role playing to enable the registration process of coordinating spontaneous volunteers to happen.

The Lincolnshire 4x4 Response Team in transporting players between the two Places of Safety as part of exercise play.

Welfare provisions from both the Salvation Army, Derbyshire who provided a bacon butty van and the community group themselves for the provision of hot drinks and other refreshments.

4.3 Exercise Artificiality

In reality a community spokesperson would not physically be in a Forward Command Post. The conduit would be the on-call Emergency Planning Officer via telephone, however for the purpose of learning and raising the awareness and usefulness of local knowledge we invited the Anderby Coordinator into the FCP.

Due to the location and resources available to facilitate the exercise we also allowed the exercise role play volunteers to wait in the village hall, albeit segregated in one side of the hall prior to deployment into the village, alongside the AVERT team as they were setting up a place of safety. In hindsight this was a mistake, because although the role play volunteers were briefed alongside the community group at the beginning of the exercise, they would not normally be kept informed in this way. This led to some feedback at the end of the morning session claiming that on-going updates for role players were not forthcoming.

Recommendation 11.

Consider providing exercise players with a story board as part of their briefing on the day of an exercise – this may resolve the concern expressed by role players in the past that they were not kept informed about how the exercise was progressing.

In order to keep to the running schedule for the exercise play we also asked our volunteer 4x4 group to assist with the movement of evacuees between the two places of safety Anderby and Huttoft village halls. In reality there would have been a time delay due to distance required to be covered to get to the site but we had the 4x4 group on standby in the village cutting down on the deployment time. This was also true for the RAF Explosive Ordnance Disposal Team and the Emergency Services who would have taken much longer to arrive on site.

5. Exercise Debrief

Each Community Group held a separate debrief of the exercise as well as participating in a multi-agency debrief carried out on 17th December 2015.

5.1 Hot debrief from Community Groups

Immediately after the exercise a hot debrief was held after the live play event at Anderby and the initial feedback was that the exercise had been a very successful test considering nothing like this had been exercised on this scale before.

The facilitators at each of the table-top exercise sites also carried out a hot debrief in order to capture the initial considerations the group felt had been identified as part of the exercise.

Evaluation forms were completed by the majority of players and the comments have been considered and outlined in the subsequent individual key learning points for each location.

5.2 Recommendations from the Multi Agency De-brief

The Multi Agency debrief took place on 17th December 2015 and representatives from all agencies and community groups were in attendance. Discussion took place over whether the objectives of the exercise had been achieved and what lessons could be learned for any future community engaging exercise.

The key recommendations from the debrief are outlined in the subsequent key learning points from each location (see Section 7)

5.3 Acknowledgements

The exercise planning group would like to extend their thanks to all the organised voluntary groups, university students and other volunteers who role played on the day as well as the organisations that gave up their time and resources to enable the facilitation of Exercise Barnes Wallis.

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6. Summary of Recommendations & Action Plan

Exercise Barnes Wallis provided the first ever opportunity, during an exercise in Lincolnshire, for the Emergency Services and the community affected to work together in planning for and subsequently dealing with the consequence of an incident.

The exercise provided the LRF with an assurance that the approach taken by the Community Resilience Project Group could achieve a greater integration with community groups as part of the wider response and recovery arrangements.

The exercise planning team were able to test the offers of assistance provided by the voluntary sector as outlined in the Memorandum of Understanding and to identify the types of tasks that could be delegated to Spontaneous Volunteers. The exercise enabled a review of the Spontaneous Volunteers Policy and validated the work undertaken at a national level by Manchester Academics in the management of spontaneous volunteers.

It has identified gaps in our current processes and training, progress is now being achieved in this area by developing the community resilience programme to include sustainable offers of training to community groups. British Red Cross will be assisting with training on the registration procedures to follow as well as just-in-time training for spontaneous volunteers in tasks that require the use of PPE and methods of working – an example being the assistance to clean up someone's property affected by flood waters.

The identification of vulnerable people and sharing this information can be facilitated using Resilience Direct but a solution needs to be found around wi-fi hotspots in FCP's. The production of new datasets for mapping purposes which shows the postcode boundaries will enable all agencies involved to look at the wider consequences of an incident on their current service users.

Further work is also required around the template used by Community groups in establishing their own Community Emergency Plan to include specific roles that need to have people allocated to them in order to achieve the welfare support to the affected community. Communication between the Community Group Coordinator and the Emergency Planning Officer through to the Incident Commander also needs to be highlighted as an important aspect of the Community groups activation process, because without the Emergency Planning Unit being notified that a community group has activated their plan, further voluntary sector support will not be forthcoming.

Additional training needs to be carried out with Incident Commanders from each of the blue light services to raise the profile of Community group engagement at incident scenes and access to local knowledge via the communication link the community group has with on the on-call Emergency Planning Duty Officer.

The tasking and coordination of spontaneous volunteers requires greater clarity over the process to follow and the location being different to the Forward Command Post (FCP), subsequently a Volunteers Reception Centre (VRC) has been suggested. The lines of communication from the VRC to the FCP needs to be more formalised and specific roles identified to do so.

Overall the exercise successfully raised the profile and work of the Community groups and the joint work that could be achieved with them and the organised voluntary sector during the initial response to an incident. It enabled a more focused and coordinated opportunity to utilise spontaneous volunteers to support the recovery of the community around what the community actually wanted to reinstate as well as providing a great opportunity for emergency responders to engage with the public. Although a lot of learning has evolved as a result of the exercise the day was an extremely enjoyable event for all involved and there have already been requests from other community groups to run a similar if not smaller exercise for their own communities.

Recommendations & Action Plan.

No.	Recommendation	Assigned To	To be completed by
1	The Community Emergency Plan template to be reviewed to include: <ul style="list-style-type: none"> - An activation flow chart - The roles that can be undertaken by the community group - Outlining the roles of the emergency services and partners 	Emergency Planning & Business Continuity Unit	End April 2016
2	The Community Emergency Plan template to include: <ul style="list-style-type: none"> - The specific roles that community group members could undertake and who they then hand over to or support. The Resource Directory template to include: <ul style="list-style-type: none"> - Relevant documents to establish a place of safety (In/Out Attendance Sheets/Tasking Records (to account for whereabouts of deployed people), Rest Centre checklist.) 	Emergency Planning & Business Continuity Unit	End April 2016
3	Training to be provided to the Community Groups around the processes and roles – Rest Centre Manager, Loggist, Security, Registration process, activation and lines of communication.	Community Resilience Project Group	End July 2016
4	Emergency Planning to review the process of activating the MOU with British Red Cross – specifically around the roles required to support the Community Groups and perhaps working more closely through BRC/EP delivering Rest Centre training as part of the 5 step programme.	Emergency Planning & Business Continuity Unit / British Red Cross	Process/training package to be delivered by July – on-going delivery as Community groups come on board.
5	Training to be provided to the LCC Communities, Asset & Resilience Officers around the role of a Volunteer Reception Centre (VRC) Manager and to ensure a process is identified and managed that relates the tasks within the Community Resilience Cell and the VRC.	Emergency Planning & Business Continuity Unit	End July 2016
6	Lincolnshire Police to provide assurance that post event door knocking process has been tested with British Red Cross interaction and that any additional resource gaps have been identified.	Lincolnshire Police & British Red Cross (1 st Connect Call Service)	tbd

No.	Recommendation	Assigned To	To be completed by
7	Emergency Planning to obtain and map the post codes within Lincolnshire and make the dataset available on Resilience Direct maps ensuring that all partners are signed up to use Resilience Direct.	Emergency Planning & Business Continuity Unit.	End May 2016
8	Further work required on the Forward Command Post (FCP) concept especially around static locations, support personnel and roles, as well as physical requirements for establishing an Enhanced FCP.	LRF Interoperability Project Group	tbd
9	Ascertain an effective method of communicating visual mapping of an incident to the wider LRF partnership by establishing a wi-fi hotspot to enable functioning of Resilience Direct within an FCP arena.	LRF Interoperability Project Group	tbd
10	Awareness training for Incident Commanders on the availability and resources of Community Groups and how to find out which ones have Community Emergency Plans. It should also cover the support that can be provided by them, as well as a clear process on how they can be contacted via the EP on call duty officer.	Emergency Planning & Business Continuity Unit	To be scheduled into the current Commander training schedules for Police, Fire & Ambulance.
11	Consider providing exercise players with a story board as part of their briefing on the day of an exercise – this may resolve the concern expressed by role players in the past that they were not kept informed about how the exercise was progressing	LRF Training & Exercising Project Group	To be implemented for any live exercise in the future.

Annex 1

The timeline for each location is listed below.

ANDERBY VILLAGE HALL, Sea Road, Anderby, Lincolnshire PE24 5YE

08:00	EP staff arrive at Village Hall, met by key holder.
08:15	AVERT team, L-Cat & Lincs 4x4 arrive at Village Hall – Briefing for 4x4 groups
08:30 – 09:00	Volunteers park at Anderby Creek / Park & Ride - Lincs 4x4 Group transport volunteers to Anderby Village Hall.
Gerry's Hall.	Exercise Facilitators & Multi Agency Partners park at House, transported via L-CAT volunteers to Anderby Village Hall.
09:00	Exercise Play commences
despatched to	All Volunteers to receive Exercise Briefing and then locations on Sea Road.
09:20	Blue Lights arrive on scene + 2 BRC First Call Connect
09:35	Multi Agency Live Play commences
12:00 - 1300	LUNCH at Anderby Village Hall
13:00	Registration for afternoon Volunteers
13:15	Briefing to all players
13:30	Live Play commences
15:30	EndEx, Hot Debrief, Evaluation Forms & Safety Briefing
16:00	Dispersal

WYBERTON WI/SCOUT HALL, TYTTON LANE EAST, WYBERTON, BOSTON, LINCOLNSHIRE. PE21 7HW

08:15	EP staff arrive at Hall, met by key holder
08:30	WYBERTON PEP team arrive at Hall
09:00	Exercise Play commences
10:30	Coffee Break
10:45	Exercise Play resumes
11:45	EndEx
12:00	Hot Debrief and Dispersal

THE CURLEW CENTRE, Bridge Road, Sutton Bridge, Spalding. PE12 9SA

08:15	EP staff arrive at Curlew Centre, met by key holder
08:30	THE SUTTONS team arrive at Curlew Centre
09:00	Exercise Play commences
10:30	Coffee Break
10:45	Exercise Play resumes
11:45	EndEx
12:00	Hot Debrief and Dispersal

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Key Learning Points

AVERT Community Group (Live Play)

The following key learning points were captured from the facilitator's notes at Anderby, individual's exercise feedback forms, individual's log books, initial correspondence with the community group themselves and recommendations from the multi-agency debrief.

Key Issues

The group needed to be prompted to contact the Emergency Planning Duty Officer by the exercise Facilitator. There was some confusion over the telephone numbers to call as these had been artificial for exercise purposes. This delayed the activation of the MOU for organised Voluntary Groups as the on call duty officer was unaware of the incident at Anderby within the exercise timescale. This was resolved by a local police officer requesting EP's attendance at the FCP. It did however result in a delay for evacuees being transferred to Huttoft Village Hall.

An observation was made that clearly defined roles for the management of the group were not established, which would need to be addressed going forward.

People Learning Points

The AVERT coordinator became overwhelmed at times with numerous requests. Delegation of tasks should be considered as part of the roles required to be undertaken by the community group and listed in the plan.

Due to exercise artificialities the AVERT coordinator was requested to speak with the media which wouldn't happen in reality but did detract his time away from engagement in the FCP and communication with the on-call Emergency Planning Officer.

Process Learning Points

The Community Emergency Plan should be followed when activated.

Communication between the Community Group and Emergency planning officer when plan is activated.

The factoring in of 'Spinning the Wheel' allowing community responders to come together in order to gain a common operating picture, reassessing the situation and to plan further interventions.

Amendments to Anderby Community Emergency Plan

Areas that need to reflect change in the Community Emergency Plan template include:

- Activation flow
- Specific Roles to be outlined
- Joint Decision Model (JDM) (spinning of the wheel)
 - Gather information
 - Assess risks & develop working strategies
 - Identify options and contingencies
 - Take action & review what has happened

Exercise Objectives achieved

1. Implement the Community Emergency Plan – achieved in Inject 2
2. Implement the procedures within the CE Plan – partially achieved – EP duty officer not notified at initial activation.
3. Assess Communications between AVERT members – achieved throughout the Exercise.
4. Assess Communications between AVERT members and the public services – achieved by Inject 3 and when emergency services arrived on scene.
5. Assess the need for PPE and identify any shortfalls – considered by group as part of Inject 4.
6. Assess AVERTS reaction to an escalation or de-escalation of the exercise – considered in Inject 4 and subsequent live play and role players activation.
7. Assess communications and physical capabilities – achieved from Inject 4 onwards.

Recommendations

1. A specific role is created amongst the group members to make reference to their plan and provide a situational awareness update to all the activated members.
2. Communication with Emergency Planning Duty Officer to be established and maintained to ensure conduit to Incident Commander at the incident ground is kept informed of local knowledge and considerations.
3. Further training on how the community emergency group could utilise JESIP for the benefit of the group
4. Assign defined roles within the community emergency group and provide training incorporating any processes that the local authority / voluntary sector would take over from when they arrive.
5. The security around “places of safety” needs considering in the Community Emergency Plan to ensure undesirables do not gain access and there is a clear understanding of who is on the premises and who has left.
6. Rather than key holders for community buildings, the group to look at key safe(s).

Wyberton PEP Community Group - Tabletop

The following key learning points were captured from the facilitator's notes, individual's exercise feedback forms and the multi-agency debrief.

Key Issues

Lack of knowledge around which organisation dealt with what aspects of the incident.

Having the community emergency wardens on the ground and staying in the location until they were part of the evacuation process worked as they had planned. The group were able to identify vulnerable people and shared the information on paper. How they would achieve this through the Emergency Planning on-call duty officer needs to be clarified in their plan.

Communications it was felt was not particularly tested as part of this exercise – probably due to it being a table-top and only having to respond to the injects and the exercise facilitator rather than actually contacting people in reality.

The exercise provided the community group with confidence in the command post role that they had.

People Learning Points

Currently there is a very strong lead for the Community Group who holds a lot of information about the plan and procedures to follow. Support was provided at the time of the exercise by the deputy to the team lead, and the vice deputy. The Senior Warden (the fourth executive member) was in telephone contact. Information held by these four key members should be included within the Resource Directory to ensure that a consistent approach is achieved in any one of their absences.

The support provided by the WI in establishing and setting a place of safety proved extremely helpful and allowed the community group itself to consider the wider aspects and consequences that could potentially affect the community.

Process Learning Points

The group identified that for longer term issues they would need to allocate a rota for staff which had not been considered as part of their plan.

Post incident support had also not been featured within their plan and the roles that this may subsequently require.

Amendments to Wyberton's Community Emergency Plan

1. Consider longer term issues and staff roles – subsequent training around role.

2. Make someone responsible for welfare of community group and to assess the rotation needs of staff.
3. A process whereby those tasked to carry out certain requirements were noted and checked back into the command centre once achieved.

Exercise Objectives achieved

1. Test the Activation of the Community Group – Achieved.
2. Test the Communications between the Community Group, and between the Community Group and the public services – Not achieved with the public services apart from Fire & Rescue Control due to table-top exercise. Communication between the community group requires further work.
3. Test the tasking and coordination of the community group members – tasking was achieved but monitor the progress requires further work.
4. Test the integration of the Community Group in supporting the public services – vulnerable people identified by the wardens and the community group, clear communication channel to be identified in sharing this information with the Incident Commander.

Recommendations

1. A further exercise to be carried out focusing on the communication channels that the community group will utilise to share vulnerable people information.
2. A tasking record to be included into the plan to account for the whereabouts of deployed group members.
3. Specific roles in the recovery phase of an emergency to be considered and incorporated into the Community Emergency Plan.
4. Take Mike out of the equation and get someone else to facilitate the coordination of the group.
5. Awareness training for the group around what the emergency services can provide and what support they would anticipate being available from the community group.

Suttons on the Wash Community Group - Tabletop

The following key learning points were captured from the facilitator's notes on the Cell, individual's exercise feedback forms and the multi-agency debrief.

Key Issues

Group felt the pace of the exercise was a bit rushed, they would have like longer to discuss issues.

Gaps were identified within their Community Emergency Plan – clarification on what type of roles were required and who in the group should cover them, fatalities and what to do with them needs adding.

Clarity required over the role of the Community group and the role of responders

More people were required in the initiation group.

People Learning Points

Meeting etiquette needs work to remain focused.

We need more people on the group and more wardens out in the community.

Unclear on what resources the organised voluntary group can provide.

Need to create a cascade call out so all members are contacted.

Need to consider how many actions / tasks were given to each individual member – need to avoid overloading one person.

Process Learning Points

Need a call-out cascade diagram in the plan.

Understand how to complete a log.

Clarity around how communication is maintained with the chief officer on site.

Amendments to the Suttons on the Wash Community Emergency Plan

1. Inclusion of specific roles.
2. Cascade call out.
3. Movement monitoring – knowing where people have gone and what task they are undertaking.
4. Need for contact details of community wardens at St Matthew's Drive.
5. Contact details for community facilities at the Port, in surrounding villages in Norfolk (village halls, community centres) so they can be used as possible emergency centres.
6. Contact details for emergency services etc in Norfolk need to be considered.
7. Include in plan contact details for local places of safety, at the port, The Anchor, The Bridge Hotel.
8. Nothing in the plan about how to deal with fatalities – need to consider dignity/blankets.
9. A designated runner / champion in each street.
10. Contact list of surrounding hospitals and specialist hospitals e.g. Kings Lynn, Boston, Nottingham, Lincoln, Peterborough.

11. Add a directory of local organisations that can offer longer term support – befriending schemes, church, age uk, british red cross, LCVS, WI etc.

Exercise Objectives achieved

1. To deliver and test the Emergency Plan - Yes
2. Identify strengths and weaknesses of the Emergency Plan –Yes
3. Add information to the Emergency Plan - are there any gaps? - Yes
4. Identify any training and resource needs within the group and the wider community – the group identified that they would like Dementia Friends training following an inject scenario and Loggist training.
5. Establish and see if the chain of command is effective – Work to be done in this area, however this was the first time the plan had been tested.
6. Test how the team works together, identify where peoples individual strengths are – Yes
7. Clarify and identify the different roles needed within the group and allocated these appropriately to individuals –Further work required and to be included in the plan.
8. Test the communication channels between the different agencies, is it effective?- Yes

Recommendations

1. Run another exercise for the Suttons on the Wash group early 2016 to further test the communications aspects of the plan, what people the group need to advise and who would assist them.
2. Update the Suttons on the Wash plan with the gaps identified – roles of individuals, the group and what to do with fatalities.
3. Recruit more volunteers onto the group.
4. Engage with Emergency Planning for further training specifically Loggist training.
5. Provide the group with guidance on what roles the community could consider doing and what they should leave to the authorities.

Forward Command Post

The following key learning points were captured from the emergency services personnel at the Anderby Live play site and from the multi-agency debrief.

Key Issues

- 6 Room layout was too small, and difficult to be co-located with the Emergency Support Centre. Ideally locations would be separate, particularly to avoid emergency service traffic close to evacuees.
- 7 There were insufficient resources available to fully establish an FCP. Incident Commanders in the FCP need access to white boards and flipcharts to record objectives and contact details. These could have been supplied from a mobile command support vehicle if one was deployed.
- 8 There was insufficient IT connectivity to enable full use of Resilience Direct to take place. The use of mobile phone internet dongles allowed the use of laptops to connect to Resilience Direct and meet some of the objectives regarding sharing of vulnerable people data. However mapping was not possible via this method.

People Learning Points

- 9 The exercise was a good opportunity to get operational level commanders together to discuss a community focused scenario. The introduction of the Explosive Ordnance Disposal team into the mix proved a valuable learning opportunity.
- 10 The room layout did not give Incident Commanders the opportunity to fully explore the FCP concept (although a complete METHANE report was radio'd to LFR Control).
- 11 The Community Representative was not able to fully engage with the FCP members, but instead was moving between the FCP, the AVERT team and the main evacuation centre, minimising their ability to contribute local knowledge to the wider operational management process.
- 12 There is still some distance to travel in integrating Community Representatives into emergency service operational response, and identifying the benefits of the local knowledge that they can provide.

Process Learning Points

- 13 Currently there is no specific FCP process to improve. However, the key learning points above need to be incorporated into any subsequent development or understanding of FCPs, particularly in terms of minimum size and stationary requirements.

Amendments to the Forward Command Post Process

See above

Exercise Objectives achieved

Collate, and communicate that information to forward command locations in a secure and confidential manner (using Resilience Direct)

Feedback from the Community Engagement Officer responsible at the FCP for the coordination and management of convergent volunteers.	This was tasked by Incident Commander to AVERT, with mixed success.
Ensure that Resilience Direct is used as part of the Exercise.	Access to Data was achieved within the Forward Command Post
A GIS analyst will map the locations of the vulnerable persons data and share via RD Maps with the FCP	Access to maps was not achieved.
Collate, and communicate that information to forward command locations in a secure and confidential manner.	Data was communicated to FCP via Resilience Direct
Share the vulnerable persons map with the Community Engagement Officer and organised Voluntary sector to use and add to in terms of local knowledge and intelligence.	Not achieved
Ensure two way communications between the CEC and FCP with updates on vulnerable persons status.	Not achieved.

Recommendations

1. Further work required on the FCP concept especially around static locations, support personnel and roles, as well as physical requirements of establishing an Enhanced FCP.
2. Incident Commander training should include an awareness of Community Groups and how to find out which ones have Community Emergency Plans. It should also cover the support that can be provided by them, as well as a clear process on how they can be contacted via the EPO on call duty officer.

County Emergency Centre – Exercise Control

The following key learning points were captured from the facilitator's notes, and individual's log books.

Key Issues

Organisations that hold vulnerable people data do so according to their own requirements. When the LRF request details of vulnerable people likely to be affected by an emergency the format in which the information is provided is not the same, so time is necessary to sort the data before it can be used. This is one of the last options on seeking vulnerable people data under our policy of support Vulnerable People in a Crisis – we prefer each organisation to make contact with their own customer base and only raise an issue if they cannot provide the appropriate support to a vulnerable person.

During the exercise we tried to test the process of sharing vulnerable people data in a secure/locked down area on Resilience Direct. The same issue arose as that of providing a list of lists in that the format the organisation hold the data is not consistent across all the organisations.

People Learning Points

Not everyone taking part in this aspect of the exercise had been trained up on how to use Resilience Direct or didn't have an account set up. Organisations need to understand the process of uploading data directly onto Resilience Direct.

Process Learning Points

The visual aid of Resilience Direct maps was beneficial in the fact that the area was easily recognisable, however if the postcode areas had been labelled up it would have made it easier for the organisations that hold vulnerable people data to establish both the area affected by the incident and any knock on effects to surrounding postcode areas.

Involving the RAF Explosives Ordnance Team in our exercise identified a number of requirements placed upon a local authority in support of them. We were asked to provide resources to the site such as sandbags (both individual and 1 tonne bags), diggers to move the 1 tonne bags into position around the device, to liaise with the bomb squad on identifying local infrastructure that may be in the area and contacting the utility companies to advise of the incident as well as notifying the Civil Aviation Authority for air cordons.

The address used for the Wyberton site, unbeknown to us, was the exact house where someone had died as a consequence of a house fire. We had decided to keep the details of the scenario secret to the community groups taking part – in hindsight perhaps someone with local knowledge should have been privy to the detail to avoid such occurrences in the future.

Amendments to Documentation

Emergency Planning needs to have an up to date list of organisations and the main contacts to ensure time is not wasted during an incident trying to get hold of the correct person. Those contacts need to understand their role in the event of an incident, and what information they would be expected to provide at short notice.

Exercise Objectives achieved

The ability to search for and identify vulnerable people from an incident location by providing a postcode was achieved. The identification of vulnerable people face to face as part of the door-knocking process was not wholly achieved and the process of prioritising the needs of the vulnerable through assistance from British Red Cross was not tested at all.

The communication between the Community Resilience Cell and the Asset & Resilience Officer at the Forward Command Post in ascertaining the tasks that volunteers could undertake did not occur. Because the coordination of volunteers took part in the afternoon session the focus was changed into ensuring the registration process was effective rather than the communication back to the command and control centre. It is recommended that the communication test be carried out as part of a future exercise.

Recommendations

1. Postcode boundary layer to be added to the dataset register, map produced and shared with Adult Care.
2. Further training required in Adult Care on Resilience Direct.
3. Further training required with Lincolnshire Police to gain an assurance that the door-knocking process is fully understood in terms of what to do once vulnerable people are identified.
4. A standard template designed for the submission of a request for assistance from organisations that hold vulnerable people data to the LRF – hosted on RD.
5. Further exercise to test the coordination of volunteers through the Community Resilience Cell to the Forward Command Post.

Spontaneous Volunteers Exercise

The afternoon of the live play exercise at Anderby was a test of the Lincolnshire County Council Coordination of Spontaneous Volunteer's Policy and Procedure.

Spontaneous Volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to a disaster.

The aim of the exercise was to test the procedure that Lincolnshire County Council will adapt to co-ordinate voluntary offers of assistance from roles, activation and processes for tasking and co-ordination, risk assessment and co-ordination.

Role players were used to pose as spontaneous volunteers and go through a Volunteer Reception Centre and complete the registration documentation with the volunteer co-ordinators.

Volunteer co-ordinators were led by staff from LCC Community Resilience and Assets Team supported by members of the British Red Cross, LCVS and AVERT.

It was very challenging to simulate a 'spontaneous' response but the role players did a fantastic job at acting out numerous scenarios that the volunteer co-ordinators had to manage. Such roles included unsuitable volunteers, visually impaired volunteers, volunteers taking ill whilst in the Volunteer Centre and disgruntled volunteers.

It was acknowledged that this was a test of the process not people and that the artificiality of the exercise had to be taken into account. We had a bank of 5 co-ordinators dealing with around 40 volunteers and there was some delay in processing, however this will not necessarily reflect how this would happen in a real exercise. In general the registration forms were seen as fit for purpose and easy to complete.

Recommendations

A training need was identified to support staff undertaking the Volunteer co-ordinator role.

LRP partners to be informed of the policy and co-ordination arrangements.

Recommendations were suggested by observers, staff registering the volunteers and feedback from the role players. These recommendations have been included in the final version of the policy and procedure and supporting documentation. This has also been fed back to the CCS National steering Group on Spontaneous Volunteers who are looking to produce some National Guidance on this subject.

The Lincolnshire County Council Co-ordination of Spontaneous Volunteers Policy and Procedure and supporting document pack can be found on Resilience Direct.

Appendix 1 – Participating Organisations

AVERT – Anderby Voluntary Emergency Response Team
BBC Radio Lincolnshire
Boston Borough Council
British Red Cross
East Lindsey District Council
East Midlands Ambulance Service
Faith Responders
L-Cat
Lincolnshire 4 x 4 Response Team
Lincolnshire Police
Lincolnshire Fire & Rescue
Lincolnshire County Council
 Adult Services
 Asset & Resilience Team
 Communications Team
 Emergency Planning
 Elected Members
Lincoln University Students
Lions
Lives
RAF Explosives Ordnance Disposal Team
RAYNET
Salvation Army
South Holland District Council
The Suttons on the Wash Community Group
The Wyberton PEP Community Group

Observing Organisations

Cabinet Office
Manchester University
Environment Agency
Leicestershire LRF
British Red Cross
Local and County Council elected members

Annex 2 – Manchester University – Reflections on Exercise Barnes Wallis



Reflections on Exercise Barnes Wallis

Duncan Shaw, Chris Smith and Ayham Fattoum

University of Manchester

Humanitarian & Conflict Research Institute

Alliance Manchester Business School

8th December 2015

Introduction

This brief report reflects on Exercise Barnes Wallis which was held on 12th November 2015. It focuses on the live play portion of the exercise that was run at Anderby (Lincolnshire) which concentrated on community resilience. This part of the exercise was observed and numerous interviews were conducted to inform this report.

The exercise was a tremendous success with a great deal being learned about the preparations. This report outlines a handful of these successes as there are too many to cover them all. The purpose of this report is also to provide an independent reflection and, thus, take a more critical approach to identify opportunities for future development.

About Exercise Barnes Wallis

The exercise was organised and run by the Emergency Planning Unit in Lincolnshire County Council (LCC). It involved around 50 community members of Anderby and its surrounding county, most notably including the volunteer group called Anderby Volunteer Emergency Response Team (AVERT). It also involved members of the Cat1 responders, the RAF Bomb Squad and other organised voluntary groups such as BRC, Salvation Army, Lincolnshire 4x4, L-CAT, Faith Responders, LCC, Lincolnshire CVS, Raynet.

The exercise in Anderby was split into two parts. First, the morning concentrated on the initial response from the community followed by the integration with the emergency services and organised voluntary sector. Second, the afternoon concentrated on the process for registering spontaneous volunteers. Simultaneously table top exercises were run in Wyberton and Sutton Bridge, although these were not observed and so are not included in this report.

Evaluation Process

The contents of this document is based on the involvement of three researchers working across three stages of data collection:

- **Stage 1:** We conducted 13 interviews on the 25th and 26th of August to understand the perceptions and expectation of the organising committee and participants for the exercise.
- **Stage 2:** We conducted 8 interviews around 8-10th November to find out if the expectations of the main players in the exercise had changed.
- **Stage 3:** We observed the exercise on 12th November in Anderby as follows:

Morning:

- Observing the FCP for its entirety.
- Shadowing Gerry Chidley (Head of AVERT) 100% of the time.
- Shadowing Steve Harris (Exercise Director) during the beginning of the exercise.
- Interviewing representatives of almost all organisations that were at the exercise, for example, interviewing many members of AVERT several times on their situational awareness.

Afternoon:

- Playing as spontaneous volunteers and going through the registration process.
- Observing participants go through the registration process.

- Interviewing a large number of responders, community members and volunteer spontaneous volunteers.

Aim and Objectives

The aim of the exercise was:

- To demonstrate a community-led response to civil emergencies in Lincolnshire.

We believe that this aim was met.

The objectives relevant to the community resilience portion of the exercise that we observed were:

- Test the activation, deployment, integration and tasking & coordination of local community emergency planning and the organised voluntary sector (including 'spontaneous volunteers') in the response to civil emergencies in Lincolnshire.
- Test the co-ordinated provision of technical and/or humanitarian assistance to vulnerable people during civil emergencies in Lincolnshire.
- Strengthen community resilience in Lincolnshire by delivering a public-engaging exercise and communications strategy.

We believe that these objectives were met.

Other objectives included:

- Test the LRF's ability to identify vulnerable persons through information sharing, collation, analysis, mapping, and local knowledge/intelligence.
- Collate, and communicate that information to forward command locations in a secure and confidential manner (using Resilience Direct).

We had much less visibility of the delivery of these objectives and so are not able to provide an independent assessment of whether they were met. It seems that the identification of vulnerable persons was not entirely accomplished, and we had no view of Resilience Direct for information management.

It is relative easy to give a yes/no assessment of accomplishment of aims/objectives but, in truth, it is more useful to consider the extent to which these were achieved. Consequently, below we provide some reflections on how these were achieved.

Also, Appendix 1 contains the expectations/objectives from the interviewees involved in Stage 1 of the data collection and assessment on whether these have been met.

Particular strengths

Below we identify notable strengths from the exercise:

- *Community relations with officials:* It was clear from almost every conversation that we had with community groups that they had huge respect and trust for the members of LCC who they were interacting with on an almost daily basis in the build up to the exercise.
- *Camaraderie:* One of the most palpable vibes on the day of the exercise was the strong camaraderie between members of AVERT. This strength and support of each other was impressive. This was also evident in the other organised voluntary groups who participated.
- *Giving control to the community:* AVERT was given substantial scope to test the principles of community resilience, make errors, invent novel solutions and stress test their plans.

- *Testing the plans:* As Appendix 1 shows, a great strength of the exercise was the community's engagement in community resilience which allowed for the testing of LCC and Parish plans.
- *Case study:* There is a wonderful case study to be developed from this exercise and the first testing of a process for community resilience and spontaneous volunteers in the UK, that we know of.

Opportunities

We focus this report on our main observations from the exercise:

- *Community involvement in the FCP:* As expected, the dominant players in the FCP were Category 1 responders. While the BRC presence in the FCP was formal and continuous, the head of AVERT visited the FCP only when he needed to convey or request information. Although the BRC was represented in the FCP the voice of the voluntary sector was not significant and AVERT was not reachable at times when FCP needed information.
- *Activation of voluntary groups:* AVERT self-activated at time zero. However, other voluntary groups were not activated until well into the exercise (e.g. Raynet, 4x4) or utilised. The AVERT Chair was unaware that he could ask for these services to assist with community tasks.
- *Tasking of voluntary groups:* Three aspects on the tasking of voluntary groups are:
 - o *Activation:* LLC activates voluntary groups initially through the memorandum of understanding with the voluntary sector.
 - o *Tasking:* The forward command post task community groups and voluntary groups.
 - o *Informal arrangements:* Community groups such as AVERT can informally request voluntary groups to carry out tasks that are required and relevant given the situation and the experience of the voluntary group.

These three aspects were not clearly evident or played out during the exercise as reporting lines were, at times, ambiguous.

- *AVERT Chair being overloaded:* The Head of AVERT had at least four jobs: leading AVERT; liaising with the FCP; tasking other voluntary groups; and media appearances. For a member of the community who was not experienced in doing these tasks, this is a big ask. Even though it was done very well during the exercise, it may be possible for two of these tasks to be formally allocated to others. For example:
 - o An AVERT member could take a media role, and
 - o The community could be represented in the FCP by the Parish Council who would then liaise with AVERT (as well as other community groups) – allowing the AVERT Chair to manage AVERT, or
 - o The AVERT Chair could sit in the FCP and the command of AVERT could be done by a different member.

Similar principles could be followed for other Parish level community groups.

- *Tasking leaders:* When the community group is initiating a new critical activity or sending a team off site to make decisions, it is important that leaders are in charge to ensure that problems can be quickly confronted and decisions immediately actioned.
- *Operational versus foresight:* The AVERT community group performed very well given the newness and pressure of the situation. Understandably, most of the AVERT activity was operational for immediate problems, but there was good use of Time Outs to pool the information. We noted that there was an opportunity for additional foresight in the

community response and perhaps this could be part of the AVERT Chair role (if some of the operational duties were done by others).

- *Control of the rest centre:* There was a little confusion over who was playing as a responder and who was participating as a volunteer – made more difficult by everyone being in the same room. For example, one responder from Faith Responders claimed to have participated without telling anyone and questioned whether others could do likewise.
- *Voice of community members:* It is very difficult for everyone to have a voice in a pressured environment (indeed, even if it is desired), but it may be important to remind people of the potential advantages of listening to sensible ideas. Several times less powerful voices offered (what seemed at face value to be) very sensible actions. Often these were heard but immediately dismissed without consideration. Perhaps a less contentious example of this is the suggestion of the Facilitator to consult the Parish Emergency Plan which was heard but ignored.
- *Community phone directory:* There was some confusion over the phone numbers to be used by AVERT. Perhaps a laminated reference card could be made available for all community group leaders to ensure they have them on their person at all times.
- *Communication to the community:* Due to the artificiality of all participants being contained in one room those who were ‘not in play’ could have been separated from the operational exercise until required. Role play volunteers were sat watching the exercise unfold without knowledge of the scenario when in reality they were not in play at that point. The volunteers playing as part of the local community asked for additional information on the incident whilst in the rest centre. Many community members stated, in post exercise interviews, that they were not informed on what is going on. To address this, it may be useful for community groups to have a Community Liaison role to share relevant updates during an incident.
- *Coordination of voluntary groups:* There were at least five organised volunteer groups participating in the response. The coordinators for these groups seemed to have difficulty sharing information with each other easily. Perhaps some coordination between them could be facilitated.
- *Training for community resilience:* It is only because AVERT members were extremely well prepared that we observed the less obvious gaps that could usefully be addressed. For example, information could be provided to community groups on:
 - The duties that a community group like AVERT may need to perform, including:
 - The operational tasks e.g. controlling the community space, rest centre management, and the spontaneous volunteer registration process.
 - The cross-cutting tasks e.g. media and foresight.
 - How to structure community response groups i.e. operational cells.
 - Which duties could be performed by the Chair and which could be performed by other members.
 - Expectations of community members in a rest centre.
 - Protocols for liaison with the FCP or other higher-level commanders – and appropriate levels of assertiveness for community groups.
 - What community resources may be available (e.g. Raynet, 4x4) and how to deploy these.
- *Spontaneous volunteer registration:* The process for registration of spontaneous volunteers met the ‘Lincolnshire County Council co-ordination of Spontaneous Volunteers Policy’. However, there was opportunity for further consideration of the process in particular: the time taken to secure the needed information to make a risk based assessment of suitability; the training and competence of the interviewers; the

layout and flow of the process and time savings from a single person processing a spontaneous volunteer. To address these points an alternative process and layout has been suggested in Appendix 2.

The process in Appendix 2 requires four roles.

- **Welcome Officer:** This role is to distribute forms and pens to all potential SVs for them to complete and then to answer questions about the form.
- **Queue Keeper:** Once the potential SV has filled out the form they take it to the Queue Keeper who checks the form to ensure all sections have been completed, if this is the case the potential SV can join the queue to be processed. This role is responsible for ensuring the queue moves forward.
- **Processor:** This is a trained role to review all sections of the form that have been answered by the potential SV, asking pertinent questions to get more information from (and answer questions posed by) the SV. On completion, the Processor should identify if the SV is to be involved at this stage in the response/recovery and which task(s) they are eligible to perform. If the task that the SV is to perform requires further briefing the SV is directed to a place where all SVs performing this task will be briefed simultaneously.
- **Supervisor:** This role is responsible for managing any SVs who are asking complex questions or becoming difficult. If an SV falls into this category either the Processor or Welcome Officer will move the SV to a separate queue where they will wait to see the Supervisor. When the Supervisor has dealt with the enquiry, the SV will re-join the process at the appropriate stage.

Conclusion

The exercise was a resounding success both in terms of what went very well and in terms of the opportunities for further learning which would not otherwise have been realised. Such learning, including that presented in this report, can be considered in the development of future exercises. For example, the points in Appendix 1 that were out of scope for Exercise Barnes-Wallis could be included in future exercises, such as SVs use of low level PPE.

Appendix 1

Below we outline what participants wanted to achieve from the exercise – gleaned from the Stage 1 interviews. We also offer our assessment of whether these should have been met from the exercise we observed.

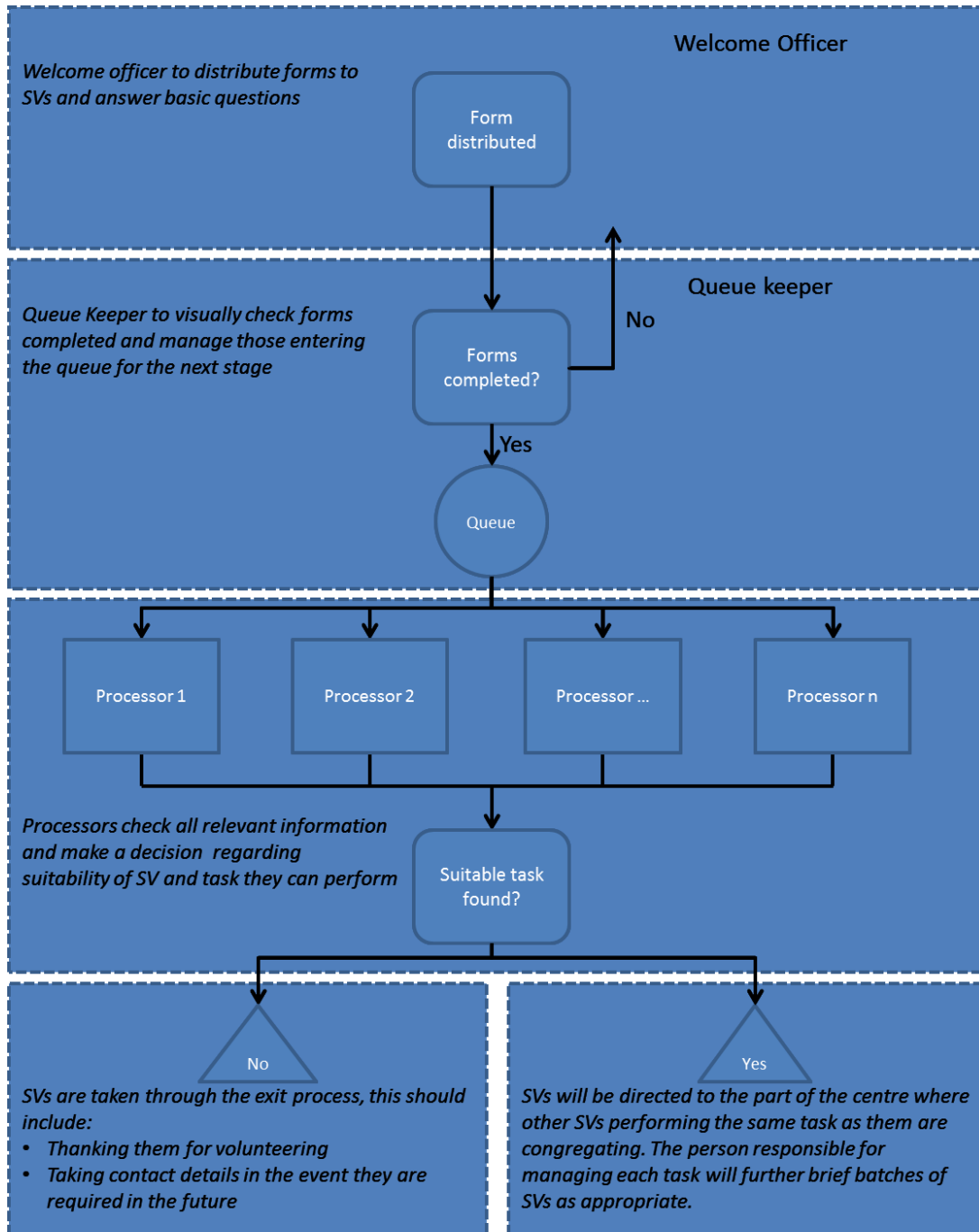
What will be learned to increase resilience in Lincolnshire	
1. Sales pitch to other community groups	Met
2. Sales pitch to other Emergency Responders about the resource provided by community groups & what can be achieved with them	Met
3. Test communication to Spontaneous Volunteers	Met
4. Processes for registering Spontaneous Volunteers	Not evaluated
5. Testing Resilience Direct	Met
6. Learn reflect and improve upon these processes	Met
7. How the processes with respect to Spontaneous Volunteers and SVs fit into the wider system	
What should we focus on during the exercise	
8. How the processes put in place by LCC are tested during the exercise	Met Met
9. How the processes put in place by the community group are tested during the exercise	Met Met
10. How the community group manage decision making	
11. The relationship between the Cat1/2 responders and the community group	Met Met
12. Do the relationships between Cat1/2 responders need to be adjusted	
13. The communication flows between Cat1/2 responders and the community groups	
Our expectation from the autonomy of Spontaneous Volunteers / Community groups	
14. We expected that the groups will have a high level of autonomy during the 'Golden hour' before emergency responders are able to set up their own systems	Met
15. As more Cat1/2 resources arrive the autonomy of the community groups is expected to reduce	Met
16. During a recovery phase the community groups are expected to increase their autonomy again	Not applicable
Support to help Spontaneous Volunteers	
17. Single point of contact for ease of information flows	Met
18. PPE	Not applicable
19. Identification	Met
20. Structure for Spontaneous Volunteers to be put into	Met
21. Post event support if they have gone through trauma – depending on the type of event and their exposure to it	Not applicable

Potential responses to Spontaneous Volunteers and Community groups by emergency responders	
22. Prevent – stop Spontaneous Volunteers from partaking in any sort of activity within a specified cordon	Met
23. Task – give tasks to Spontaneous Volunteers to perform with some sort of monitoring, training and health and safety is typically required	Met
24. Delay – details of SV are taken for future use (perhaps recovery) SVs are sent away until they are needed	Met
25. Maintain – allow continuation of activity by SVs without taking responsibility for their action, responders are somewhat complicit in allowing this action but not	Not applicable
26. Ignore – do not engage with SVs but do not stop their activity	Not applicable
How should SVs and officials communicate	
27. Single point of contact between the community group and local command (FCP)	Met
28. Communication should be two-way	Met
29. Spontaneous Volunteers cannot have a single point of contact due to their emergent nature, therefore they need to be put into a structure for Spontaneous Volunteers. This could be <ul style="list-style-type: none"> a. Community groups b. British Red Cross (through MoU) c. County Council d. Official on the ground 	Met
Decision making for community groups	
30. Start – community groups take control and do what they feel appropriate given their training and plans	Met
31. Arrival of emergency responders – as officials arrive there is a perception officials and community groups will work in partnership to come to appropriate solution given the incident <ul style="list-style-type: none"> a. No recognition that they will be under the control of emergency responders b. Emergency managers will be expecting compliance c. Community groups expect their local knowledge will be invaluable – this may only get them so far 	Met
32. Groups unsure which decisions they are able to make and which fall under someone else's remit	Met
33. Decisions made by community groups should be cascaded up to emergency managers	Met
Decision making by SVs during the exercise	
34. Most participants want to minimise decision making and autonomy of SVs – perhaps giving them simple tasks	Met
35. Minimising their role should free up the resources of community groups and responders as their management role will reduce	Met
36. Before help arrives at the very beginning of an incident SVs will act to help people who have been made vulnerable by an incident/ in immediate danger	Met
37. SVs can act as a reasonable person – and perhaps help during recovery	Met

Availability of SVs and their work during the exercise	
38. SVs act as a separate system and so no information needs to be collected	Not applicable
39. Log information including, name, and task – this raised data protection issues	Met

Appendix 2

Below is a potential process for registering Spontaneous Volunteers based upon the observations from the afternoon of Exercise Barnes Wallis.



Supervisor

The Supervisor is to answer more difficult questions posed by SVs. Processors and the Welcome Officer identify SVs who are posing challenging questions or exhibit more challenging behaviours. Challenging SVs are directed to a queue and will be seen when the Supervisor is available. When their enquiry has been resolved they re-join the process at the point they exited or exit the process if decided by the Supervisor.

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**Open Report on behalf of Richard Wills,
Director responsible for Democratic Services**

Report to:	Community and Public Safety Scrutiny Committee
Date:	13 July 2016
Subject:	Community and Public Safety Scrutiny Committee Work Programme

Summary:

This item enables the Committee to consider and comment on the content of its work programme for the coming year to ensure that scrutiny activity is focused where it can be of greatest benefit. Members are encouraged to highlight items that could be included for consideration in the work programme.

The work programme will be reviewed at each meeting of the Committee to ensure that its contents are still relevant and will add value to the work of the Council and partners.

Actions Required:

Members of the Committee are invited to consider and comment on the work programme as set out in Appendix A to this report and highlight any additional scrutiny activity that could be included for consideration in the work programme.

1. Background

The Committee's work programme for the coming year is attached at Appendix A to this report. The Committee is invited to consider and comment on the content of the work programme.

Work Programme Definitions

Set out below are the definitions used to describe the types of scrutiny, relating to the items on the Work Programme:

Budget Scrutiny - The Committee is scrutinising the previous year's budget, or the current year's budget or proposals for the future year's budget.

Pre-Decision Scrutiny - The Committee is scrutinising a proposal, prior to a decision on the proposal by the Executive, the Executive Councillor or a senior officer.

Performance Scrutiny - The Committee is scrutinising periodic performance, issue specific performance or external inspection reports.

Policy Development - The Committee is involved in the development of policy, usually at an early stage, where a range of options are being considered.

Consultation - The Committee is responding to (or making arrangements to) respond to a consultation, either formally or informally. This includes pre-consultation engagement.

Status Report - The Committee is considering a topic for the first time where a specific issue has been raised or members wish to gain a greater understanding.

Update Report - The Committee is scrutinising an item following earlier consideration.

Scrutiny Review Activity - This includes discussion on possible scrutiny review items; finalising the scoping for the review; monitoring or interim reports; approval of the final report; and the response to the report.

2. Conclusion

To consider and comment on the Work Programme.

3. Consultation

a) Policy Proofing Actions Required

This report does not require policy proofing.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Community and Public Safety Scrutiny Committee Work Programme
Appendix B	Forward Plan of Decisions relating to Community and Public Safety Scrutiny Committee

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Daniel Steel, Scrutiny Officer, who can be contacted on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

COMMUNITY AND PUBLIC SAFETY SCRUTINY COMMITTEE

Chairman: Councillor Chris Brewis
Vice Chairman: Councillor Linda Wootten

13 July 2016		
Item	Contributor	Purpose
Domestic Abuse Update	Karen Shooter, County Domestic Abuse Manager	Update Report
Lincolnshire County Council Co-ordination of Spontaneous Volunteers in Civil Emergencies Policy and Procedure Update	Laura Edlington, Emergency Planning Officer	Update Report
Update on Exercise Barnes Wallis	Sue Whitton, Senior Emergency Planning Officer	Update Report

26 July 2016, (14:30 to 16:00)		
Item	Contributor	Purpose
Integrated Risk Management Plan	Nick Borrill, Acting Chief Fire Officer	Pre-Decision Scrutiny Executive: 6 September 2016

14 September 2016		
Item	Contributor	Purpose
Assuring Sustainability of the Lincolnshire Archive	Tony McGinty, Consultant in Public Health	Pre-Decision Scrutiny Executive: 4 October 2016
Future of the Heritage Services	Tony McGinty, Consultant in Public Health	Pre-Decision Scrutiny Executive: 4 October 2016
Wellbeing Service Recommissioning Plan	Robin Bellamy, Wellbeing Commissioning Manager	Pre-Decision Scrutiny Executive: 4 October 2016
Performance Report, Quarter 1 1 April to 30 June 2016	Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny
Lincolnshire Resilience Forum	Ian Reed, Emergency Planning	Status Report
Prevent Update	Nicole Hilton, Community Assets and Resilience Commissioning Manager	Update Report

14 September 2016		
Item	Contributor	Purpose
Sitting as the Crime and Disorder Committee		
Integrated Approach to Reducing Offending; and Reoffending	Mark Housley, County Officer Public Protection	Status Report

02 November 2016 Committee Room, NKDC, Sleaford Site Visit to Sleaford Library & Heckington Community Hub		
Item	Contributor	Purpose
Library Service Update & Meeting with Greenwich Leisure Limited	Tony McGinty, Consultant in Public Health	Update Report
Domestic Abuse Update	Karen Shooter, County Domestic Abuse Manager	Update Report

14 December 2016		
Item	Contributor	Purpose
Lincolnshire Community Assistance Scheme (LCAS) Update	Nicole Hilton, Community Assets and Resilience Commissioning Manager	Status Report
Performance Report, Quarter 2 (1 July to 30 September 2016)	Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny
Neighbourhood Policing update	Mark Housley, County Officer Public Protection	Update Report
Meet and Greet Session with the new supplier of the Community Substance Misuse Treatment Services	Tony McGinty, Consultant in Public Health	Workshop
Update on the Recruitment and Retention of Retained Firefighters	Nick Borrill, Acting Chief Fire Officer	Update Report

25 January 2017		
Item	Contributor	Purpose
Budget Proposals 2017/18	TBC	Budget Scrutiny

08 March 2017		
Item	Contributor	Purpose
Performance Report, Quarter 3 (1 October to 31 December 2016)	Mark Housley, County Officer Public Protection; Tony McGinty, Consultant in Public Health; Nick Borrill, Acting Chief Fire Officer	Performance Scrutiny

For more information about the work of the Community and Public Safety Scrutiny Committee please contact Daniel Steel, Scrutiny Officer on 01522 552102 or by e-mail at daniel.steel@lincolnshire.gov.uk

Forward Plan of Decisions relating to Community and Public Safety Scrutiny Committee

DEC REF	MATTERS FOR DECISION	DATE OF DECISION	DECISION MAKER	PEOPLE/GROUPS CONSULTED PRIOR TO DECISION	DOCUMENTS TO BE SUBMITTED FOR DECISION	HOW AND WHEN TO COMMENT PRIOR TO THE DECISION BEING TAKEN	RESPONSIBLE PORTFOLIO HOLDER AND CHIEF OFFICER	KEY DECISION YES/NO	DIVISIONS AFFECTED
I010919	Fire and Rescue - Draft Integrated Risk Management Plan	6 September 2016	Executive	Public consultation; Community and Public Safety Scrutiny Committee	Report	Acting Chief Fire Officer Tel: 01522 582202 Email: nick.borrill@lincoln.fire-uk.org	Executive Councillor: Fire and Rescue, Emergency Planning, Trading Standards, Equality and Diversity and Chief Fire Officer	Yes	All Divisions
I010710	Future of the Heritage Services	4 October 2016	Executive	Community and Public Safety Scrutiny Committee	Report	Community Assets and Resilience Commissioning Manager Tel: 01522 553786 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: Libraries, Heritage, Culture, Registration and Coroners Service and Executive Director of Community Wellbeing and Public Health	Yes	All Divisions
I010171	Assuring Sustainability of the Lincolnshire Archives	4 October 2016	Executive	Depositors' Stakeholder Event; Community and Public Safety Scrutiny Committee	Report	Community Assets and Resilience Commissioning Manager Tel: 01522 553786 Email: nicole.hilton@lincolnshire.gov.uk	Executive Councillor: Libraries, Heritage, Culture, Registration and Coroners Service and Executive Director of Community Wellbeing and Public Health	Yes	All Divisions
I011791 New!	Wellbeing Service Recommissioning Plan	4 October 2016	Executive	Community and Public Safety Scrutiny Committee	Report	Consultant in Public Health Tel: 01522 554229 Email: tony.mcginity@lincolnshire.gov.uk	Executive Councillor: NHS Liaison, Community Engagement and Executive Director of Community Wellbeing and Public Health	Yes	All Divisions