

**a) Collection of Waste**

Comment: Bad weather will inevitably limit the service the Council is able to provide

Advise: Response would be improved if Depot was a higher gritting priority

Recommend: Waste collection to update its collection priorities to correspond to needs of Essential Services.

**b) Staff attendance at work and their health and safety**

Comment: There is no real-time data of who is/is not at work or working from home, or why.

Advise: Consider internet and or sms attendance/whereabouts reporting system

Recommend: Clarify who owns the Outlook email lists and organisational structure and ensure they are routinely maintained.

**c) Homeworking**

Comment: Citrix system capacity was challenged. Resources were required to maintain capacity. No information available about quality of system under stress during incident.

Advise: Review and increase system both quantitatively and qualitatively. Eg Citrix doesn't fully mirror workplace. Invest in it also for business continuity purposes.

Recommend: That SPF be addressed in Core BC Plan. That Citrix upgraded - both quantitative and qualitative capacities and support BC planning options.

In addition, consider scheduling or prioritising Citrix users?

Add conference call facility to the range of practicable alternative communication tools across organisation.

**d) School Closures**

Comment: Schools are experienced in closure procedures

Advise: Provide timely, clear and consistent information across a wide range of publicly accessible media but led by Schools' Web reporting system.

Recommend: Review capacity of School Closures web reporting system. Agree the protocol/trigger/ timing to move School Closure page on to front page MK web.

**e) Public Transport**

Comment: Passenger transport movement was inevitably restricted

Advise: Does the public know what are the priority routes? Is there a map of these? Is there an RTO? Are these published? Where and when?

Recommend: Clarify internal and external communications procedures in HR BC Plan and communicate to rest of organisation.

**f) Meals on Wheels**

Comment: Service failed for two days

Advise: EP to provide early alert of impending issues and service to horizon scan.

Supply BC provisions store in each high priority home to delay criticality.

MOW to make provision for snow tyres for their vehicles in their BC planning. (4 wheel drive vehicles are not recommended)

Recommend: Review BC Plans of partnership suppliers and gain assurance.

Supply snow tyres for Home Visitors vehicles

Community Wellbeing BCST to convene at start of incidents in order to better support responses across partnerships. (This is not "business as usual").

### **g) Home Care Service**

Comment: The response was effective – no home care visits were missed. Second level structure supporting response was effective but individual.

Advise: Upgrade BC plan to include snow tyres.

Recommend: New co-ordinated response structure with Directorate BC Support Teams will improve support and reduce pressure on front line responders.

### **h) Community Alarm Service**

Comment: The CAS has an effective and rehearsed BC Plan. However lack of gritting hampered some parts of their response

Advise: CAS Woodhouse Court to be put on primary gritting route.

Snow tyres to be provided as part of BC Plan

Recommend: Each service should know the details of where their staff live so that the risk of their being snowbound can be managed.

Suggested that Directorate identifies response priorities in BC planning and "Non-Essential" staff available to support.

Suggested update of CAS bad weather plan/procedures to include joint working with Tech Services and Duty Surveyor.

Suggested repairs line carries message to divert to CAS.

### **i) Postal Services**

Comment: No critical disruption to mail reported

Advise:

Recommend:

### **j) Local Area Issues**

Comment: Adverse weather will affect local areas differently

Advise: Ability of public to report local situation?

Report by who? To whom? How? Who receives / co-ordinates these?

Public transparency – Use web / map

Any salt priorities after main grid routes?

Parish BC plans activated? Supporting voluntary help?

Identifying vulnerable/cold neighbours?

EP response in support?

Recommend: EP to work with parishes to improve their abilities to support external emergency responses.

BC to help develop a generic business continuity plan for a parish council. Consideration also to be given to crisis communications.

#### **k) Crematorium**

Comment: There was no significant disruption to service reported: BC plans not invoked.

Advise: Help might be needed if incident prolonged

Recommend: Non-Essential Service staff to be cross-trained to support this BC plan

#### **l) Cold People**

Comment: Incident didn't reach these extreme conditions as far as we are aware – except for those vulnerable cases responded to in the normal way.

Advise: Local parish-level community awareness could help give early warning of particular needs. Without immediate first aid situation gets worse and emergency services become overstretched

Recommend: See Parish Level Plans

#### **m) Economic Impact of Food and Fuel Supplies**

Comment: Not assessed here because economic development unit data unavailable

Advise: Possible remit for new Economic Development Unit?

Recommend:

#### **n) Salt and Gritting**

Comment: Convergence of threats heightened services exposure. There were many secondary incidents.

Advise: Revise BCP to ensure grit supply, access to machines and gritting priority list/policy together with extra vehicle/s

Recommend: Service reports that CMK requires extra resource and from 2010/11 a dedicated CMK gritter will be added to the fleet.

New salt bins will be located at several CMK underpasses to address the footway problems in CMK and up to another 90 salt bins will be provided at specific sites such as the areas surrounding the hospital.

A Capital bid is being submitted to provide a new covered salt barn at Bleak Hall Depot. This will be based on a "spend to save initiative" as a covered storage area would allow the authority to start using proprietary materials such as "safecoat" salt which would result in less spread rates and an increased capacity in relation to salt stocks. A covered storage area on the same site would also allow MKC to increase the storage capacity from 3000 to 3,500 tonne.

Recommendation that Salt Union capacity data to be routinely supplied during winter months and more regularly during critical incident periods. (And ask for BC Plan of this critical supplier)

Clear invocation of BCST would have provided early support for front-line managers. One role of BCSTs is that they are able to forestall stress/trauma occurrences.

#### **o) Social Care**

Comment: Front line managers were called away from managing response to attend second level meetings.

Case conferences lacked essential staff.

Meals not delivered.

Raw risk level to staff on visits increased.

Advise: Council to provide conference call facilities

Review and develop Social Care BC Plans

Set up, train and rehearse Directorate BC Response Team

Recommend: Directorate to adopt new co-ordinated response structure with Directorate BC Support Teams and so improve support and reduce pressure on front line responders.

Require readily available stocks of blankets, heaters, microwaves, snow shovels, grit/salt for workers to access.

Require readily available long-life meals stocks.

Consider packs stored previously in vulnerable households.

Tower Drive Learning Disability Services to be put on gritting priority list

St Giles' kitchen to be used for alternative meals supply (rehearse in BCPs)

### **p) Housing**

Comment: Building Services worked on an emergency only basis

Mobile Wardens' movement severely restricted

Advise: Council to provide co-ordinated transport back up to get Essential Services staff to and from work in prolonged incidents

Recommend: Housing BC plans to address these issues.

### **q) Libraries and Adult Education**

Comment: Staff showed high commitment. Public information services were fully maintained

Advise: This resource might provide even more timely, clear and consistent information across a wide range of publicly accessible media but led by Schools' Web reporting system.

Recommend: Wider use could be made of Libraries as resources for across corporate internal and external responses. (This would also improve Council brand)

### **r) Communications and Media**

Comment: Not evaluated here