



MINUTES

Those attending included the Mayor of London as Chair, in addition to senior representatives from the following organisations:

BAA Ltd.
British Transport Police
Cabinet Office
City of London
City of London Police
Communities and Local Government
Diocese of Westminster
EDF Energy
Environment Agency
Greater London Authority
Health Protection Agency
Home Office
London Ambulance Service
London Coroner's Group
London Councils
London District (Military)
London Fire Brigade
London Resilience Team, GOL
London Underground
Metropolitan Police
Network Rail
NHS London
Port of London Authority
Representative for the London Local Resilience Forums
TRANSEC, Department for Transport
Transport for London
Westminster Council

Observers

London Development Agency
Communities and Local Government
Government News Network
London Fire Brigade Emergency Planning

1. CHAIR'S INTRODUCTION

1.1 The Chair welcomed everyone to the twenty-fifth meeting of the London Regional Resilience Forum.

- 1.2 The Chair reminded the Forum that, to comply with the requirements of the Civil Contingencies Act, the minutes of the Forum would be marked 'unrestricted' and would be made available to all Category one and two responders and published on the London Prepared website.
- 1.3 The Chair passed on apologies from The Minister for London and Olympics and The Minister for Local Government who were unable to attend the meeting.
- 1.4 The Chair welcomed new Forum members.
- 1.5 Apologies were received and noted.

2. MINUTES AND ACTIONS OF THE LAST MEETING

- 2.1 The Minutes of the 24th London Regional Resilience Forum, held on 25 July 2007 were agreed and accepted as an accurate record.
- 2.2 All actions from the previous minutes had been completed or were underway.

3. THREAT & HORIZON SCAN

- 3.1 The Metropolitan Police Service (MPS) gave a detailed update on the current position and threat levels.
- 3.2 The Chair thanked the MPS and invited The Cabinet Office to provide the horizon scan.
- 3.3 The Cabinet Office explained that the current key risks were:
 - Pandemic Influenza
 - Bird Flu
 - Flood Risk – work was currently ongoing to monitor water table and river levels in order to identify areas of future risk
 - Public Sector Strikes – continual monitoring was ongoing.
 - Heating Oil – following recent changes in regulations about the sulphur content in domestic heating oil a number of manufacturers have withdrawn from the industry. The potential implications of this are small but there is a risk of shortage particularly in areas south of M4. It is estimated that 2 million people currently rely on heating oil.

4. NATIONAL CAPABILITES SURVEY (Paper LRRF (07) 37).

- 4.1 The Chair invited The London Resilience Team (LRT) to introduce paper LRRF (07) 37.
- 4.2 The LRT explained that there would be a National Capability Survey in 2008. These surveys are conducted biannually and are used to assess the nation's state of preparedness. The survey would go out to all essential services, government and local responders.

- 4.3 The LRT explained that for the 2008 survey London was taking part in a pilot survey. This would be used as an opportunity to highlight to CCS the need to recognise the different structures in operation in London, compared to the rest of the country, and the implications this has both in terms of questionnaire design, and analysis and comparability of results.
- 4.4 The LRT urged all partners to ensure that the survey was completed on time by their organisations and to ensure that it was filled out by appropriate persons at an appropriate level.

ACTION 1: All partners to ensure that the National Capability Survey 2008 is completed by their organisations.

- 4.5 The Chair thanked The LRT. There were no questions or comments.

5. LONDON MASS EVACUATION PLAN (Paper LRRF (07) 38).

- 5.1 The Chair invited the MPS to introduce Paper LRRF (07) 38 and update the group on the London Mass Evacuation Plan.
- 5.2 The MPS updated the group on the progress made by the Evacuation Task and Finish Group in developing a revised London Mass Evacuation Plan since the last meeting. They explained that work had focussed on four key areas: Developing a Warning and Informing Strategy; developing a Road network Strategy; confirmation of the command and communication arrangements with other regions and consultation with stakeholders through meetings with LRFs and Local Authority EPOs.
- 5.3 The MPS explained that the revised plan was a strategic framework designed to be flexible and encourage self evacuation wherever possible, and to be supported by operational plans by each responding organisation. The MPS outlined some of the key changes in the new plan around transport arrangements and the reliance on London's own capacity wherever possible.
- 5.4 The MPS outlined the future work plan for the delivery of the plan and explained that it was intended to be published in the first quarter of 2008.
- 5.5 The Chair thanked the MPS and invited any questions or comments.
- 5.6 The City of London commented that the Central LRF had been given a presentation on the draft plan and, at the meeting, raised some concerns surrounding the wording of areas of the plan and in particular the exclusion of Hospitals and Prisons.
- 5.7 The MPS responded explaining that there were still many issues to be resolved and the plan was still in the process of being redrafted. However, they also explained that one of the key changes in the new plan was that it would not be an all encompassing operational

document but a strategic framework and, therefore, that it would not be appropriate to include detailed Hospital and Prison evacuation plans within it. These organisations have their own plans in place and it is a case of ensuring that their plans complement the wider London strategy. The MPS offered to attend the next meeting of the Central LRF to answer any questions on the evacuation plan.

ACTION 2: The MPS to attend the next appropriate meeting of the Central LRF to discuss the evacuation plan.

5.5 The Chair emphasised the point he had made at the last Forum and asked if anyone had visited New York to learn lessons from them regarding their evacuation plans, and to share best practice. He considered this would be a valuable opportunity as they had already developed an impressive system.

5.6 There were no further questions or comments.

6. FLOODING UPDATE (Paper LRRF (07) 39)

6.1 The Chair invited the LRT to present paper LRRF (07) 39.

6.2 The LRT explained that following the July flooding in London they had hosted a multi-agency debrief. The debrief identified key lessons from the flood response and recovery and proposed ways to resolve these issues. The LRT explained that similar debriefs had been conducted in all regions affected by the flooding and that the reports from these would be fed into the National Flood review which was being conducted by Sir Michael Pitt.

6.3 The LRT reported that the key areas identified by the debrief were around surface water management and communication between local and regional responders. They explained that work was already ongoing in London on the issue of surface water management through the GLA led "Drain London" project which aims, amongst other things, to map the layout, ownership and capacity of surface water drains in London and to assess the location, frequency and cause of surface water flooding.

6.4 The Chair thanked the LRT, and commented that shifting weather systems, the increase in concrete gardens and the use of non porous building materials have greatly increased the risk of flooding in London. Projects to increase the capacity of drains and sewers were unlikely to be completed until 2014 at the earliest and so it was important to ensure that we are well prepared for these kind of events.

6.5 The Environment Agency explained that they were taking work forward with the MET Office to try and improve the accuracy of forecasts and the ability to issue quick warnings. He also emphasised the importance of organisations using the issuing of Flood Watches as their trigger points for action rather than waiting for Flood Warnings when it is, in many cases, already too late. He also commented that it was important

to identify areas of critical infrastructure (for example Power Stations, Transport Links and Communication Hubs) and to identify in advance the potential risks these facilities face with regard to flooding and to build this into emergency planning. The Environment Agency added that they would be playing in the regional exercise in 2008 and that this would be a valuable opportunity to test these areas.

- 6.6 The Chair invited the LRT to update the group on Exercise Atlantis.
- 6.7 The LRT explained that Exercise Atlantis had taken place on the 25 Oct and was attended by approximately 50 delegates from across the London Resilience Partnership. The aim of the exercise had been to exercise the London Strategic Flood Response Plan and to identify any areas to be improved, particularly in the roles and responsibilities section.
- 6.8 The LRT explained that there had been positive feedback from the exercise and that a number of areas had been identified as requiring further work particularly on the recovery phase of a flood and on the role of the utilities sector. The LRT explained that a case would be put to the London Resilience Programme Board to setup a Task and Finish Group to review the plan in light of the lessons learnt from the floods (both from London and nationally) and the outcomes of the exercise.
- 6.9 There were no further questions or comments.

7. REGIONAL GOLD EXERCISE (Paper LRRF (07) 40).

- 7.1 The Chair invited the LRF representative to present paper LRRF (07) 40.
- 7.2 The LRF representative explained that, linking in well with the previous agenda item, the Regional Gold Exercise would test London's GOLD arrangements in response to a fluvial and surface water flooding scenario. The LRF representative explained that the exercise was due to take place in February 2008 and that the project plan was on course to deliver on time.
- 7.3 The LRF representative encouraged all partners to commit to the exercise and to ensure that their organisations were available to take part. The LRF representative also thanked those who had helped with the planning work thus far.
- 7.4 The Chair thanked The LRF representative, there were no further questions or comments.

8. OLYMPICS (Oral Update).

- 8.1 The Chair invited The Cabinet Office and The MPS to update the Forum on the Olympics.

- 8.2 The Cabinet Office explained that the structural security, safety and resilience framework was now in place for all Olympic locations (not just London). The Cabinet Office outlined that work was now underway to populate this framework with the major workstreams that need to be delivered. For London this specifically meant analysing the risks, identifying the consequences of these risks, and identifying what needs to be put in place to deliver this both in terms of trained leadership and physical capability.
- 8.3 The MPS explained that the first draft of the London Security Plan had now been completed.
- 8.4 The MPS updated the Forum on developments with the Strategic Coordination Centre.
- 8.5 The Chair thanked The Cabinet Office and The MPS, and emphasised the importance of resilience and security planning for the Olympics. The Chair also highlighted the success of the Capital to cope with large scale events such as during the summer when the capital successfully hosted the Tour de France, Wimbledon and Live Earth events simultaneously. The Chair congratulated all involved during that time and explained that this showed that London was already well on its way to having the capability to host events on the scale of the Olympics.
- 8.6 There were no further questions or comments.

9. MEDIA PLAN (Paper LRRF (07) 41)

- 9.1 The Chair invited The Cabinet Office to present paper LRRF (07) 41.
- 9.2 The Cabinet Office explained that the Media Plan, which was presented to the Forum for information, had been reviewed and developed in consultation with partners based on previous and existing protocols. The Cabinet Office explained that it was an organic document which would continually be developed and improved as communications lessons were learnt.
- 9.3 The Cabinet Office explained that the revised plan outlines how communications amongst partner organisations will be co-ordinated in an incident, including handling the flow of public information and dealing with media enquiries. It also covers the setting up and operation of a multi-agency media centre.
- 9.4 The Chair thanked The Cabinet Office and invited any questions or comments.
- 9.5 The London Ambulance Service (LAS) commented that the plan suggested the appropriate spokesperson for organisations during an incident should be a press liaison officer, but for blue lights organisations it may be more appropriate for it to be a uniformed officer. The Cabinet Office agreed with this and explained that it

wouldn't be the same for every organisation and it was up to each to decide who would be most appropriate.

9.6 There were no further questions or comments.

10. LONDON PREPARED WEBSITE (www.londonprepared.gov.uk) (Paper LRRF (07) 42).

10.1 The Chair invited the LRT to present paper LRRF (07) 42.

10.2 The LRT explained that at the LRRF meeting in April 2007 the Forum had agreed an outline strategy for promoting the London Prepared website. The LRT explained that funding had been received towards this from a number of organisations and that the GLA marketing team had developed a marketing plan to promote the website.

10.3 The LRT outlined the proposals for the marketing strategy; they explained that the target audience for the website had been reviewed and that the campaign would now focus on raising awareness among the emergency planning community and the business community. To achieve this the campaign included a number of marketing initiatives such as; direct mail outs, flyers, plastic business cards, PR events and regular newsletters. The LRT explained that the success of the campaign would be evaluated and that this would be reported back to the Forum.

10.4 The LRT emphasised the importance of using the website as a partnership resource. They explained that the success of the website was largely dependent on ensuring that its content was up-to-date and useful and that this would be greatly improved by all partners contributing. The LRT finished by thanking the GLA marketing team for all their hard work and support in developing the marketing strategy.

10.5 The Chair thanked the LRT and invited any questions or comments.

10.6 The City of London commented that as chair of the Local Authority Business Implementation Group (BIG) they were particularly interested in how to reach out to smaller businesses and encourage engagement in resilience and business continuity planning.

10.7 The LRT explained that initially these smaller businesses would be contacted using a cascade mechanism. A number of umbrella organisations would be targeted and through this information will be cascaded to smaller businesses. However, they agreed that this was a difficult issue and explained that this work was at an early stage and so it would be useful for the Local Authority Business Implementation Group to work with the marketing team to take this work forward together.

10.8 Westminster Council commented that a possible way to target small businesses would be by including information with the papers that go to businesses with their business rate bills. The Chair agreed this was a

good idea and suggested the marketing team look into options for achieving this.

ACTION 3: GLA Marketing Team to investigate the possibility of including information on resilience planning in business rate bills.

10.9 There were no further questions or comments.

11. REVIEW OF THE 7/7 LESSONS UPDATE (Paper LRRF (07) 43)

11.1 The Chair invited the LRT to introduce paper LRRF (07) 43.

11.2 The LRT explained that it had been over a year since the publication of the London Resilience Partnership “Looking Backwards, Moving Forwards” Report into the 7/7 bombings. The LRT explained that the report in the paper was in draft format and provided an update to the partnership on progress made against the lessons identified in the original report.

11.3 The LRT explained that the report had been compiled with updates from all relevant organisations and showed good progress. If there were areas that were not covered by the report they encouraged partners to provide information to the LRT as soon as possible so it could be included. Once this report has been completed it will be circulated to all partners.

ACTION 4: All Partners to provide comments on the 7/7 update report if appropriate.

11.4 The Chair thanked The LRT, and commented that whilst he acknowledged there were a lot of valuable lessons to be learnt from 7/7 he felt that we should not undervalue the excellent way the response was handled both on the day and in the following weeks and months. There were no further questions or comments.

12. OPERATION WHIMBREL DEBRIEF REPORT (Paper LRRF (07) 44)

12.1 The Chair invited the LRT to update the Forum on the Operation Whimbrel debrief report.

12.2 The LRT presented the final draft of the Operation Whimbrel Debrief Report to the Forum. They explained that the report had been sent out for extensive consultation with partners and that this was now the last chance for any comments to be received. The LRT thanked The MPS and Westminster Council for their help in developing the draft. The inclusion of the Protocol for Recovery developed by Westminster Council would be particularly beneficial in terms of sharing best practice across the country.

12.3 The LRT concluded saying that the deadline for comments on the report was Friday 9 November 2007. Comments should be sent to LRT.

ACTION 5: All Partners to provide final comments on the Operation Whimbrel debrief report to LRT by Friday 9 November 2007.

12.3 The Chair thanked the LRT, there were no questions or comments.

13. LRF UPDATE (Paper LRRF (07) 45)

13.1 The Chair invited the LRF representative to update the Forum on the work of the LRFs.

13.2 The LRF representative updated the forum on the latest developments from the Local Resilience Forums. The LRF representative explained that the Forums continue to be engaged in the delivery of workstreams identified within their annual business plans as well as engaging in a number of specific projects.

13.3 The LRF representative explained that at the last LRRF a number of projects being taken forward by the LRFs had been outlined and that the Forum would now be updated on their progress.

- The development a protocol for local responders to provide psychosocial support as quickly as possible after an incident was on course to be complete by the end of the year and would then be shared with all partners.
- A regional dispersal plan for the management of British nationals repatriated in the event of an incident overseas was still in development and progress would be reported to the next LRRF.
- Local multi-agency flood response and recovery plans based on flood catchment areas were under development. This work was being informed by lessons learnt from the recent flooding. A number of recommendations for regional workstreams have also been put to the LRPB including: improving notification of incidents (including Utility failures) between Category 1 & 2 responders; Planning for the protection of Critical Infrastructure within flood risk areas and Emergency water distribution and rationing methods during disruption to the public water supply emerging from drought, flooding, technical failure of water treatment works or threat).

13.4 The LRF representative also explained that 5 of the 6 LRFs had now hosted a local Flood debrief and that the outcomes of these will be compiled and reported back to the LRRF and the National Flood Review.

13.5 The Chair thanked The LRF representative. The Forum noted the paper. There were no further questions or comments.

14. LONDON RESILIENCE PROGRAMME BOARD REPORT (Paper LRRF (07) 46)

14.1 The Chair invited the LRT to present paper LRRF (07) 46.

- 14.2 The LRT explained that this update was now in a different format to the past when the Forum had heard reports from all the Working Groups. As these Working Groups (now rebranded Task and Finish Groups) now report to the London Resilience Programme Board (LRPB) the Forum will instead hear a consolidated report from the LRPB.
- 14.3 The LRT explained that an updated delivery plan had been produced and was presented to the Forum updating progress on where we are and highlighting the key activities being undertaken by each Task and Finish Group and outlining their future workplans. This will be presented to each LRRF and will provide a snapshot of the work the LRT and the Task and Finish Groups are doing.
- 14.4 The LRT outlined some key areas for Forum Members to be aware of. Firstly, the LRT explained that on the 10 March 2008 an emergency preparedness seminar "London Prepared 2008" would take place sponsored by the MPS on behalf of the wider partnership. This will be a partnership event for GOLD level organisations aimed at celebrating the good work of the partnership, sharing best practice and learning lessons from other regions and countries. The LRT urged all partners to attend and ensure the date was in their diaries. Secondly, the LRT explained that the LRPB had now agreed to the formation of a Disability Task and Finish Group that would aim to ensure that all the partnerships plans met the disability requirements.
- 14.5 The Chair thanked the LRT, The Forum noted the paper. There were no further questions or comments.

15. REPORTS FROM THE LRRF SECTOR PANEL CHAIRS (Paper LRRF (07) 47).

- 15.1 The Forum heard reports from the Chairs or representatives of Sector panels regarding progress made and the key issues facing each (as set out in Paper LRRF (07) 47). Reports were only taken from Chairs with specific items to report.

15.2 Business Sector Panel

The LRT explained that the Business Cascade was developing well. The panel are awaiting confirmation they can take forward a dual tender action, following this the cascade system will be developed. The LRT passed on their thanks to all partners involved in developing the Business Cascade.

15.3 Utilities Sector Panel

The Deputy Chair of the Utilities Sector Panel explained that the utilities organisations were well aware of the issues raised concerning them at recent flood debriefs and would be working to look into these issues particularly around critical infrastructure. They endorsed the Regional Gold exercise and confirmed that the Utilities sector would be actively engaged in it.

15.4 **Transport Sector Panel**

The Deputy Chair of the Transport Sector Panel reported that a key issue raised at the recent Transport Sector Panel meeting was around the use of face masks in a Flu pandemic, or similar incident. The Deputy Chair explained that current advice from the DoH was not definitive and left it open to individual organisations to decide whether to employ protective face masks or not.

15.5 The Cabinet Office said that Central Government guidance was that face masks would only be of benefit to those who are genuinely at increased risk for example, Ambulance Staff and other Health workers. They added that to other workers the masks add no benefit and worse, can delude wearers into a false sense of security.

15.6 The HPA commented that they could potentially assist by issuing a statement from the HPA Flu Office. They would look into options. The Forum agreed this would be a good way forward.

ACTION 6: HPA to investigate possibility of issuing statement on the use of protective face masks in an incident.

15.7 **Faith Sector Panel**

The Chair of the Faith Sector Panel explained that the Panel were assisting in the development of the London Multi-Faith Plan. Other issues they were involved in were looking ensuring that the Hospital Chaplains irreplaceable role was given due attention in the Plan and developing a Faith Gold Rota with the aim of providing a 24/7 capability to advise at SCC level at Hendon.

15.8 The Chair of the Faith Sector Panel also sought advice from Forum members regarding how Faith communities might adapt existing Business continuity plans for their own operational sites. They would be grateful if anyone was able to assist in this area if they could contact the Faith Sector Panel.

ACTION 7: **All Partners** to provide advice to Faith Sector Panel on how Faith communities might adapt existing Business continuity plans for their own operational sites.

16. **ANY OTHER BUSINESS**

16.1 The Cabinet Office highlighted to the forum that the National Guidance on Recovery would be published on the UK Resilience website (www.ukresilience.info) on 31 October. They explained that this project had been developed over 9 months and provided valuable tools for recovery planning including best practice and templates for a recovery plan.

15.3 The Chair thanked the Cabinet Office, there was no further business.

Summary of Action Points from the 31/10/07 LRRF		
No.	Action	Owner
1	All partners to ensure that the National Capability Survey 2008 is completed by their organisations.	All
2	MPS to attend the next appropriate meeting of the Central LRF to discuss the evacuation plan.	MPS
3	GLA Marketing Team to investigate the possibility of including information on resilience planning in business rate bills.	LRT
4	All Partners to provide comments on the 7/7 update report if appropriate.	All
5	All Partners to provide final comments on the Operation Whimbrel debrief report to LRT by Friday 9 November 2007.	All
6	HPA to investigate possibility of issuing statement on the use of protective face masks in an incident.	HPA
7	All Partners to provide advice to Faith Sector Panel on how Faith communities might adapt existing Business continuity plans for their own operational sites.	All