



REPORT TO: MORAY COUNCIL ON 6 APRIL 2022

SUBJECT: REVIEW OF COUNCIL RESPONSE TO STORM ARWEN

BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND FINANCE)

1. REASON FOR REPORT

1.1 To advise the Council of the outcome of the reviews of the council response to storm Arwen and approve the recommendations of the improvement actions arising from these reviews.

1.2 The report is submitted to Council in terms of Section III (B) (41) of the Council's Scheme of Administration relating to review of Council wide policy, strategies priorities and objectives in relation to cross cutting issues.

2. RECOMMENDATION

2.1 **That the Council approves the action plan as contained in paragraph 4.2 of this report.**

3. BACKGROUND

3.1 On the 19 January 2022 Moray Council approved the recommendation from the Economic Development and Infrastructure Services Committee of the 7 December 2021 to agree to notice of motion as detailed in **Appendix 1** (para 18 of the minute refers). This was to undertake a review into the Council's response to Storm Arwen and bring back a report to Moray Council.

3.2 Storm Arwen swept across the North East of Scotland and Moray area on 26 and 27 November 2021. The Met Office had issued Yellow, Amber and Red warnings for exceptionally strong winds with a confirmed risk to life, property, transport, and infrastructure across the east coast of eastern Scotland and north-east England with amber and yellow warnings also covering a large portion of the country. Moray Council staff alongside Moray Health and Social Care Partnership staff worked in extremely challenging conditions to manage the consequences of the storm which included widespread loss of power, disruption to rail and road travel with rail lines and roads closed due to fallen trees and debris, damage to properties and infrastructure which left people without power or water, some for several days.

3.3 The Council and HSCP responded, along with partner organisations of the Local Resilience Partnership, working to support service users, communities and those who were vulnerable or made vulnerable by the storm. Staff responded with personal resilience, dedication and professionalism working well together as a team to support the response, and each other, during this challenging event. It is recognised that lessons can always be learnt following a review without detracting from the efforts of staff during the event.

4. **REVIEW OUTCOME**

4.1 There have been 3 reviews looking at the response to storm Arwen; at a national, regional and Moray Council level. **Appendix 2** provides a summary of the outcome of these reviews grouped under theme headings with recommendations under each heading on what action the council could take. The full reports can be accessed from the links shown on the background papers section at the end of this report.

4.2 For ease of reference Table 1 below shows an action plan that services will follow to ensure that these recommendations are achieved.

Table 1

| Action | Lead | Completion |
|---|---|-----------------------|
| <p>Communications</p> <p>The Council's has a range of out of hours arrangements in place across services that are currently under review. This includes the out of hours communications requirements. Progress on this has been delayed due to HR service pressures arising from the impact of the pandemic. Further work is required in order to allow the Council to develop a more strategic, consistent and practical approach to out of hours arrangements, including that of emergency communications.</p> <p>Outcomes for the review would include support for MERC across a range of communication activity, including social media and council web pages.</p> | <p>Head of HR, ICT & Organisational Development</p> | <p>September 2022</p> |

| | | |
|---|------------------------|--|
| <p>Community Resilience</p> <p>Expand existing community resilience partnerships and creating of new groups by writing to community Councils/associations to seek interested communities and develop a programme of assistance.</p> <p>Develop key contact lists within existing community groups to support local response requirements.</p> <p>Assist community groups in applying for funding from available sources that supports developing community resilience.</p> | EPO/CSU | August 2022 |
| <p>Care for People</p> <p>Review of CFP Policies and procedures.</p> <p>Define roles and responsibilities and clearly identify areas of organisational responsibility for Moray Council and HSCP.</p> <p>Agree protocol on producing a criteria list for the identification of vulnerable persons that can be utilised during emergency events</p> | HSCP | September 2022 |
| <p>Organisational Resilience</p> <p>Ensure that there is sufficient back up and relief to support a MERC/EPO during a prolonged event.</p> <p>Development of Resilience Hub on share point to hold incident response guidance and documentation.</p> <p>Review and refresh Major Incident and emergency</p> | EPO/HoEnv&CommServices | <p>October 2022</p> <p>December 2022</p> |

| | | |
|---|-----------------------------|---------------------------------|
| response protocols and procedures. Ensure the organisation is linked to and participates in all National, Regional and category 1&2 (Civil contingency) responder emergency information alert systems. | | September 2022 July 2022 |
| Training Refresher Training for MERCS Joint table top exercising for MERC's and HSCP SMOC's | EPO/ Corporate Manager HSCP | June 2022 September 2022 |

5. **SUMMARY OF IMPLICATIONS**

(a) **Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The Council aims to be a resource-efficient, carbon-neutral council that works with partners to mitigate the worst effects of climate change.

(b) **Policy and Legal**

The Council is required to respond to an emergency in accordance with the Civil Contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005.

(c) **Financial implications**

No financial implications have been identified as yet, however any financial implications arising from these reviews will need to be funded from either existing budgets or be subject to separate business case/growth approval process.

(d) **Risk Implications**

The purpose of a review is to recognise good practice and learn lessons where things could have been done better.

(e) **Staffing Implications**

None.

(f) **Property**

None.

(g) **Equalities/Socio Economic Impact**

An Equality Impact Assessment is not needed because the report is to seek a further report.

(h) **Climate Change and Biodiversity Impacts**

None.

(i) Consultations

Depute Chief Executive (Economy Environment & Finance), Chief Financial Officer, Legal Services Manager, Head of HR, ICT & Organisational Development, Equal Opportunities Officer and Committee Services Officer (T Sutherland) have been consulted and their comments incorporated in the report.

6. CONCLUSION

6.1 Storm Arwen challenged and tested the Major Incident delivery capabilities of all Civil Contingency Category 1 & 2 responders at National, Regional and Local levels. As part of the established process in managing Major Incidents debriefing and lessons learned processes were also completed at all 3 levels. This has led to action plans being created at each level for delivery. The above outlined action plan will be delivered to support Moray Councils abilities to respond effectively to any future Major Incidents that may occur.

Author of Report: Debbie Halliday, Consultancy Manager

Background Papers: [https://www.gov.scot/publications/storm-arwen-review/HSCM and Moray Council Debrief Report GLRP Response Debrief Report](https://www.gov.scot/publications/storm-arwen-review/HSCM%20and%20Moray%20Council%20Debrief%20Report/GLRP%20Response%20Debrief%20Report)

Ref: SPMAN-524642768-722