

Policy Overview Committee Review Scoping Template

REVIEW TITLE – Adverse weather procedures

REVIEW CO-ORDINATOR –

Cllr Lloyd Bowen

Terms of Reference - Purpose of review? What are the objectives?

- a) to ensure that we have a robust plan to ensure critical public services are kept in operation
- b) to ensure the public have up to date information regarding essential council services
- c) to ensure that there are enough sufficiently trained staff to operate essential services
- d) to ensure that members of the public experiencing difficulties due to the adverse conditions are suitably catered for.
- e) to ensure that measures are in place for people to travel to work as far as practicable

Benefits of the review:

- With the weather conditions experienced early in 2010 steps need to be taken to ensure SBC are best prepared for the future eventuality of extreme weather causing difficulties across the borough. Lessons should be learnt from Jan / Feb 2010 and measures introduced that will reduce the problems members of the public experienced.
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- The review will also review the priorities in the event of adverse weather and identify the critical services required for the public.
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- The review will also look at the costs placed upon SBC during the adverse weather and identify areas where savings maybe made if we identify critical services rather than to continue to attempt to operate a full service

Link with Corporate Plan priorities:

Creating a Cleaner and Greener Swale
Promoting a Safer and Stronger Community
Becoming a High Performing Organisation

Length of Review / Review to end by?

Short / In-depth? The review should be short and completed in advance of winter 2010/11. Date for completion should be by the end of Nov 2010.

Expected number of meetings: ?

End date for final report to Panel: Nov 2010

Action Plan - Detail the expected outcomes of each Task and Finish Group meeting

- a) to ensure that we have a robust plan to ensure critical public services are kept in operation
e.g. critical services such as waste collections, clearing of paths and payment of benefits or council tax etc are maintained. SBC must have a contingency plan ready to help members of the public maintain their normal day to day activities as far as practicable in the event of adverse weather. By identifying a reduced service in advance and informing people of services on offer is essential and should reduce the number of calls made to the CSC. Part of this would be informing the public of expected weather issues in the coming week and to allow the public to prepare for reduced services in advance. This would also include more information in the local press and on notice boards.
- b) to ensure the public have up to date information regarding essential council services
to have in place, as outlined above, a robust and informative information service for the public to call for up to date information on collections and services available. Also to have an emergency line for the public to call if they are experiencing difficulties in accessing property or in time for food shortages.
- c) to ensure that there are enough sufficiently trained staff to operate essential services.
To review the ability for staff to work from other SBC locations, to allow services to be transferred to other locations and for staff to be able to work from home if practicable and deliver the critical services. So ensure procedures are in place of other members of staff to join other teams delivering critical services for the duration of the adverse weather.
- d) to ensure that members of the public experiencing difficulties due to the adverse conditions are suitably catered for.
To allow people living alone or elderly people to be able to contact the council in case of difficulties and for the council to respond. i.e to help deal with any heating issues they may have by having a roaming engineer.
- e) to ensure that measures are in place for people to travel to work as far as practicable
to review the services in place to allow workers to travel to work at no additional cost to their normal day to day expenditure. i.e. could we make the SBC car parks free of charge around Sittingbourne, Sheerness and Faversham? Bus services are maintained as much as possible to and from railway stations and bus stops are cleared of snow for people to stand around.

Timescales

End of Sept – identify critical services and service requirements

Mid Oct – draft any outstanding infrastructure issues that would need to be resolved i.e. staff training, staff access to systems, identify improvement measures to be introduced to SBC services

End of Oct – final report and recommendations

Witnesses - Who to invite, what information is needed, questions to ask

- Alan Turner – to learn what lessons can be learnt from last year.
- KCC to understand where we can provide services for them in the event of adverse weather and vice versa
- SBC CSC – to determine working arrangements and contingency for ensuring effective communications are in place.
- Brian Planner – to assist with the review.
- Policy officer – for a policy overview

- An Executive Members Perspective and Feedback, especially around the work undertaken with the local business community.
- Representatives from local transportation providers i.e. SE trains, network rail, Arriva and other coach companies.
- Utility suppliers - to determine what action they can take to assist members of the public.

Documents/research/site visits required?

TBC

Members of the Task and Finish Group

TBC