

## ABERDEEN CITY COUNCIL

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<b>COMMITTEE</b>	Public Protection
<b>DATE</b>	9 May 2018
<b>REPORT TITLE</b>	Duty Emergency Response Coordinators (DERC)
<b>REPORT NUMBER</b>	GOV/18/04
<b>CHIEF OFFICER</b>	Fraser Bell
<b>REPORT AUTHOR</b>	David McIntosh
<b>TERMS OF REFERENCE</b>	2.1, 2.5

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### 1. PURPOSE OF REPORT

This report is intended to give members assurance that arrangements are in place to ensure that Aberdeen City Council have, at, all times, a Chief Officer on-call and available to coordinate the council's response to any major incident or emergency.

### 2. RECOMMENDATION(S)

That the Committee:-

2.1 Notes the content of this report

### 3. BACKGROUND

3.1.1 Under the Civil Contingencies Act 2004, Aberdeen City Council is required to assess the risk of emergencies occurring and use this to inform its contingency planning.

3.1.2 As part of these contingency planning arrangements and as a result of learnings from incidents and exercises, a requirement was identified to introduce a formal on-call rota for Chief Officers to allow them to co-ordinate the council's response to major incidents or emergencies.

3.1.3 In addition to ensuring appropriate coordination of emergencies and major incidents, the introduction of this rota would ensure that all Chief Officers would be exposed to Emergency Planning and Response arrangements regardless of their day to day role. The Council would, as a result, be provided with a cadre of senior individuals with a defined and understood role who could be routinely trained and exercised.

3.1.4 The requirement to participate in the rota is now included in the job profiles of Chief Officers.

## 3.2 **ROLE**

3.2.1 The primary role of the DERC is to coordinate any major incident or emergency on behalf of the Council by assessing any given situation and taking appropriate action.

3.2.2 The DERC is responsible for coordinating the responses of all Services of the Council involved in the emergency response.

3.2.3 The DERC will be required to liaise with other responding organisations, usually through the Local Resilience Partnership (LRP)

## 3.3 **PROCESS**

3.3.1 The Emergency Planning Team operate a formal Duty Officer rota with call-outs being managed through the Regional Communications Centre (RCC).

3.3.2 Call-outs will usually be instigated by emergency services colleagues either in response to an incident or in anticipation of an incident.

3.3.3 Upon receipt of a call, the Duty Emergency Planning officer, after assessing the situation, will contact the DERC to discuss appropriate actions.

3.3.4 The DERC will then take the responsibility for coordinating the Council's response to the incident across all involved services and will represent the Council at any multi-agency tactical co-ordinating group meetings. Where appropriate, the DERC will chair these meetings.

3.3.5 Where a service is dealing with an "internal" incident – for example a major ICT incident – the DERC is available to those managing the incident to advise, support or take over coordination depending on the nature of the incident.

3.3.6 To support the DERC, a list of out of hours contact telephone numbers for key staff and partner organisation is maintained by the Emergency Planning Team. In addition, the Regional Communications Centre (RCC) act as the central contact point for a number of functions that operate formal call-out arrangements:

- ACC Housing Repairs
- ACC Roads/Street Lighting
- ACC Homelessness
- ACC Grounds Services
- ACC Cleansing

- ACC Environmental Health
- ACC Environmental Services
- ACC Duty Mechanic
- ACC Social Work
- ACC OOH Anti-Social Behavioural Investigation Team
- ACC Public Building Repairs
- ACC Dangerous Buildings
- ACC OOH Emergency Planning Officer
- ACC OOH Tree problems
- ACC OOH Information Technology
- ACC Winter Maintenance

### **3.4 Examples of DERC Activation**

3.4.1 Since the introduction of the DERC rota the following incidents have been managed through this process:

Froghall Gardens – Fire, loss of power and evacuation

Cairncry Court – Fire, loss of power and potential evacuation

3.4.2 Both these incidents were managed well with the lessons learned during the response to Froghall being added to the action plan maintained through the Organisational Resilience Group currently chaired by the Chief Officer Early Intervention & Community Empowerment. The learning from these lessons were integrated into training provided to DERCs and were effectively implemented in the response to Cairncry Court.

## **4. FINANCIAL IMPLICATIONS**

4.1 There are no direct financial implications arising from the recommendations of this report

## **5. LEGAL IMPLICATIONS**

5.1 There are no direct legal implications arising from the recommendations of this report.

5.2 The report does however demonstrate the Council's ongoing commitment to its duties under the Civil Contingencies Act and appreciation of the role it plays in community safety and resilience.

## 6. MANAGEMENT OF RISK

6.1 The DERC arrangements mitigate the risks to the Council in relation to reputation; finance and the law. These arrangements should therefore be seen as part of the risk management of this area of work.

	Risk	Low (L), Medium (M), High (H)	Mitigation
<b>Financial</b>	None for this report		
<b>Legal</b>	Failure of the council to have oversight of Services delivering Public Protection could result in the council failing to meet its statutory duties in terms of services aimed at protecting the public, and potential litigation from people who have been harmed	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public.
<b>Employee</b>	None for this report		
<b>Customer</b>	Failure of the council to have oversight of Services delivering Public Protection could result in the public being at risk of harm and loss of customer confidence	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to minimising the risk of failing to protect the public, and ensure compliance with any legal requirements or national standards and guidance for those services including the Civil Contingencies Act 2004 and Civil contingencies Act 2004 (Contingency Planning) (Scotland) Regulations 2005 and Scottish Government guidance "Preparing Scotland"
<b>Environment</b>	None for this report		
<b>Technology</b>	None for this report		

<b>Reputational</b>	Failure of the council to have oversight of Services delivering Public Protection could result in organisational failings being missed and damage the reputation of the council	M	Scrutiny and oversight by this committee on the matters to be reported will allow oversight of these services with a view to ensuring that the council can demonstrate appropriate coordination of major incidents and emergencies.
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## 7. OUTCOMES

<b>Local Outcome Improvement Plan Themes</b>	
	<b>Impact of Report</b>
<b>Prosperous Economy</b>	In addition to securing protection of the public, business compliance with legislation reduces the risk to them of criminal proceedings and/or litigation, and so is good for them individually and for the economy as a whole.
<b>Prosperous People</b>	People who are adequately protected from threats to their health, safety and economic wellbeing are more likely to prosper than those who are not.
<b>Prosperous Place</b>	Safe and Resilient Communities We will maintain resilient and effective Category 1 and Category 2 Responders (as defined by Civil Contingencies Act 2004)
<b>Enabling Technology</b>	No

<b>Design Principles of Target Operating Model</b>	
	<b>Impact of Report</b>
<b>Customer Service Design</b>	The DERCs have a key responsibility to work with and collaborate with partners to coordinate support around the customer.
<b>Organisational Design</b>	The roles and responsibilities of Chief Officer reflect DERC role.
<b>Governance</b>	Appropriate oversight of services delivering public protection provides assurance to both the organisation and the public in terms of meeting the council's statutory duties, and also contributes to compliance with agreed standards
<b>Workforce</b>	DERCs will receive ongoing training in the in role and will participate in internal and multi-agency exercises.
<b>Process Design</b>	

<b>Technology</b>	
<b>Partnerships and Alliances</b>	The DERC has a key role in working with Local Resilience Partners.

## 8. IMPACT ASSESSMENTS

<b>Assessment</b>	<b>Outcome</b>
<b>Equality &amp; Human Rights Impact Assessment</b>	Protection of equality and human rights is integral to the work of these services, and for this reason a full EHRIA is not required.
<b>Privacy Impact Assessment</b>	not required
<b>Duty of Due Regard / Fairer Scotland Duty</b>	not applicable

## 9. BACKGROUND PAPERS

None

## 10. APPENDICES

None

## 11. REPORT AUTHOR CONTACT DETAILS

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