

Briefing for:	Overview and Scrutiny Committee	Item number	
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Title:	Update on learning from the response to the Tottenham riots
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Lead Officer:	Andrew Meek
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Date:	1 st March 2013
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1. Describe the issue under consideration (no more than 2 sides of A4)

This briefing provides an update on actions taken by the Emergency Planning and Business Continuity Team, and the Haringey Resilience Forum (HRF) to address lessons identified during the review of the response to the Tottenham riots.

It will be of interest to Members that the response to the riots in Tottenham, and particularly the Community Assistance Centre that was opened in Tottenham Green Leisure Centre is considered nationally as a model of good practice. The response was showcased at the national Community Resilience Workshop led by the Cabinet Office, and is regularly used as a case study for training at a national level.

Its particular success was providing a focal point for the community to come together and get involved in and take ownership of the recovery process. It is felt that this was the first step to restoring civic pride to Tottenham and therefore played a crucial role in a wider sense, besides the help provided to the many people and businesses affected directly by riot damage.

Feedback and reflections from Members are particularly welcome and taking account of this input forms part of the action plan from the riots.

2. Background information

The process of learning lessons and acting on them is crucial to the continuous improvement in emergency planning. It is therefore undertaken routinely after any emergency incident, whether big or small.

Haringey Council reviewed its response to the riots in a process that commenced on 15th August. The lessons were taken in a report to the Risk and Emergency Planning Steering Committee on 11th November 2011 and subsequently reviewed on 10th August 2012.

Local partners reviewed their collective response in a report to the Haringey Emergency Planning Partnership (HEPP), which was agreed on 6th March 2012. HEPP has become a statutory body, and is now known as the Haringey Resilience Forum (HRF). An update on these lessons will be taken to HRF on 19th March.

All agencies review their lessons from emergencies internally first and foremost, and report them upwards to those bodies charged with holding them to account. Thus, the London Fire Brigade's lessons are reported to the London Fire and Emergency Planning Authority (LFEPA), and the Metropolitan Police Service reports to the Mayor's Office for Police and Crime (MOPAC).

There were also two further reviews of which careful note was taken: that of the Riot and Victims Panel, chaired by Darra Singh, and the London Resilience Partnership Review, undertaken by the London Resilience Team at the GLA.

The HEPP review did not attempt to duplicate reviews already happening elsewhere, but was particularly focused on local partnership issues.

3. References to other reviews

"Civil Disturbances in London, August 2011 - Brigade Response" (MPS). Available at <http://www.london-fire.gov.uk/Documents/FEP1797.pdf>

"4 Days In August, Final Report into the Disorder of August 2011" (LFB). <http://content.met.police.uk/News/MPS-report-into-summer-disorder/1400007360193/1257246745756>

"5 days in August – An interim report on 2011 English riots" (Riots Communities and Victims Panel). <http://riotspanel.independent.gov.uk/>

Annex: Lessons Learned – Status update

Updated lessons from the Haringey Council Hot Debrief Report

Actions outstanding or in progress

No	Recommendation	Progress	Owner	RAG Status
7	Identify further officers to train up as potential BECC Managers.	Current officers trained are Anne Woods, Tamara Djuretic and Andrew Meek. Trudie Eagle also to be trained. Scheduled for 9 th April	Andrew Meek	Green
12	Develop a Members training package.	Postponed due to Olympic pressures.	Andrew Meek	Green
13	Seek further feedback from Members on other areas of concern.	Awaiting diary slot for this session – planned for mid-2013		Green
16	Review the London Humanitarian Assistance Plan and share lessons from the Community Assistance Centre.	Review of London HA Plan is now in progress. Post-riot learning has been incorporated into the new draft. Due for completion April 2013	Andrew Meek	Green

Completed Actions

No	Recommendation	Progress	Owner	RAG Status
1	Ensure the notification of all Tier 1 and 2 officers in the event of a major incident.	Notification is via a text alert group. This group has been set up in the Haringey Alerts System.	Amanda Kilbey	Completed
2	Develop a mechanism for coordinating on-call rotas across the Council.	Key gap was between Tier 2 and Gold. Operational rotas are held by Vangent. Gold Rota is now cascaded to Tier 2 officers, and appears in the Outlook calendar of key officers	CEMB	Completed
3	Review the roles in the Emergency Management Plan	Completed in new version. Relatively minor changes but now allows for separation of "Silver" and "BECC Manager"	Andrew Meek	Completed
4	Develop arrangements for Gold support in the Emergency Management Plan.	Completed in new version.	Andrew Meek	Completed
5	Formalise the separation of BECC Manager and Silver Controller in large scale emergencies, and consider how best to resource these roles.	See 3 above. Completed	Andrew Meek	Completed
6	Review the mechanisms for communication between the BECC and Gold.	Actions from Gold will now be immediately cascaded to the BECC via AIMS by the Gold Support team (responsibility of ACE).	Andrew Meek	Completed
8	Ensure the Call Centre are properly briefed to deal directly with calls from the public wherever possible.	Customer Services Managers have access to AIMS and BECC is co-located. Generic FAQs have been completed.	Amanda Kilbey	Completed

9	Review the numbers of and support arrangements for Local Authority Liaison Officers.	Review meeting has been carried out. No increase in LALOs but 3 new officers trained up to retain capability.	Single Frontline	Completed
10	Make provision in emergency plans for briefing of MPs and dealing with enquiries from their offices.	Updated Warning, Informing and Alerting Plan. Dealing with enquiries from government and MPs now a role for the Gold Support Team.	Andrew Meek	Completed
11	Consider how social media might be made use of to keep the public informed during emergencies.	Meeting has been held with Web Comms manager, Press Office, EP&BC and Youth Service. Mobile phone numbers for young people held for urgent contact in event of disorder. Increasing use of twitter during Torch Relay appeared to work well. In addition, Social media monitoring tools are now being used by the Emergency Planning and Business Continuity Team	Communications	Completed
15	Review Emergency Plans to ensure the roles of partners (e.g.Homes for Haringey), contractors and voluntary agencies are reflected.	Completed	Andrew Meek	Completed
17	Review the Council's Business Continuity arrangements in the light of the riots.	Risk assessment updated. Business Impact Analysis process for 2012 was been updated to ensure robust returns. Particularly attention has been paid to	Andrew Meek	Completed

Updated lessons from the Multi-agency Debrief Report

No	Recommendation	Progress	Owner	RAG Status
1	Review of good practice to considering the potential for contingency arrangements for dealing with heightened community tensions.	Events of concern or interest are now routinely notified to the Council's emergency planning team by the Police. Community tensions are discussed and routinely monitored via the Prevent coordinator, and partnership discussions initiated as required. If needed a range of actions can be triggered under the 'Major Incident Standby' procedures as appropriate to the situation.	Council and MPS	Completed
2	Joint review of potential enhanced use of CCTV for local decision support in major incidents	The police and Council routinely cooperate in making use of CCTV for events and emergencies, including deploying a multi-agency team to the CCTV room to facilitate cooperation and joint decision-making.	Council, MPS and LFB.	Completed
3	Haringey Council Emergency Planning Manager to raise the issue of how local and regional command structures should interface at a regional level.	This issue was raised at the London Resilience Partnership Debrief. The London Command, Control, Coordination and Information Sharing Protocol was reviewed subsequently.	Council	Completed
4	Haringey Council to share briefings with partners when appropriate.	The Council will share Situation Reports or briefings and other partners in confidence during an incident.	Council	Completed
5	All agencies to consider when to apply the "Gold" label to meetings, and how better to signal the intended purpose of the meeting, to ensure they are properly resourced.	This point has been noted by all and no reoccurrence has occurred.	All agencies	Completed

6	NHS NCL to review its procedures for cascading information internally and externally, and alerting providers during emergencies.	Confirmed completed.	NHS North Central London	Completed
7	Review of mechanisms for efficiently briefing businesses during and after major incidents .	Businesses can be contacted by: <ul style="list-style-type: none"> • Text alert (Council) • Safer Neighbourhood Teams (subject to resources available) • Council officers (Regeneration Team) • Drop-in sessions at Information Points in public locations • Website information or leaflets 	Council and MPS	Completed