

**COUNCIL**  
**14 SEPTEMBER 2017****REPORT OF CABINET - SUMMARY OF DECISIONS TAKEN**

---

**Emergency Preparedness, Resilience, Response and Recovery**

1. The Grenfell Tower tragedy was a timely reminder that the Council has statutory duties in responding to civil emergencies. To further support and embed multi-agency co-operation, partnership and inter-operability, the Civil Contingencies Act 2004 mandated the creation of Local Resilience Forums. Based on Police Force areas, the West Mercia Local Resilience Forum (LRF) covers the Herefordshire, Shropshire, Telford & Wrekin and Worcestershire administrative areas. The County Council works closely with its partners in the West Mercia LRF through a Chief Officer Group, a Business Management Group, a Tactical Co-ordinating (Planning) Group, and a sub-group structure. The Cabinet has noted the structures of the West Mercia Local Resilience Forum and County Council representation and participation.
2. The Council's Directorate of Public Health Emergency Planning Unit provides the focal point for emergency preparedness planning, ensuring that the Council is ready to meet its commitments, via a single or multi-agency response, to any emergency that could occur within the County and impact on the citizens of Worcestershire. The Council must therefore ensure its organisational preparedness to deal effectively with the full range of emergency situations from localised incidents such as flooding of property through to catastrophic emergencies such as a major industrial incident. The Council meets this obligation through its Corporate Emergency Response Framework, which details a structured approach to enable the Council to prepare for and respond to an emergency situation.
3. The Police, local authorities and voluntary agencies all have important roles in providing help and support to victims caught up in an emergency. 'Human Aspects' refers to the impacts on individuals during and after an emergency. Addressing Human Aspects in any emergency will comprise a broad range of activities, some of which may continue long after the incident occurred. The provision of multi-agency support to a local community is managed through several defined plans and processes depending on the emergency in hand. The Cabinet has noted the multi-agency suite of emergency plans for responding to emergencies and endorsed the arrangements for humanitarian assistance.
4. The Cabinet has noted the Emergency Planning service level arrangements that the Council has in place with the southern District Councils for the provision of an emergency planning advisory service. The 3 northern District Councils operate a shared service arrangement for the provision of their emergency planning function.
5. Staff training and exercising is provided for Council staff expected to contribute towards an emergency response, including Gold and Silver Commander roles. All Council-trained staff are encouraged to participate in the LRF training and exercising

programme. The Cabinet has noted the regular training of County Council staff and exercising of plans.

6. The Emergency Planning team offers a specialist support service to schools for coping with a critical incident / an emergency. The Critical Incident Response Service Level Agreement is marketed to all schools and to date over 60 have signed up to receive the service. The Cabinet has noted the Emergency Planning Critical Incident in Schools provision.

#### **Balanced Scorecard report Quarter 4 2016/17**

7. The Cabinet has received the latest update of the Corporate Balanced Scorecard for Quarter Four 2016/17, noting the 17 indicators rated as 'green' and considered actions being taken to improve performance for the 5 indicators rated 'red' where there has been an update in Quarter Four 2016/17. These 5 indicators related to: Looked After Children; Children with a Child Protection Plan; Older People Funded in Permanent Care Home Placements; Sickness Rates; and Staff who feel the Council has a clear vision for the future.

8. Two risks have been rated as 'red' in the Corporate Risk Register as follows: Serious harm or death due to failure on the part of the Council; and demographic changes lead to changed demand for services. The changed rating of the first reflects the recent identification of issues with Children's safeguarding services. The second is a Council-wide risk but with particular significance because of the increasing older population and its impact on Council services. The Cabinet has noted the latest refresh of the Corporate Risk Register including actions to mitigate the two risks that are rated 'red'.

9. The Cabinet has supported the refresh of the balanced scorecard to reflect the new Corporate Plan.

#### **Update of Minerals and Waste Development Framework Local Development Scheme**

10. Worcestershire County Council is the Local Planning Authority for minerals and waste planning for the county of Worcestershire. Section 15 of the Planning and Compulsory Purchase Act 2004, as amended, sets out the requirement for Local Planning Authorities to prepare and maintain a scheme and schedule of planning policy documents that it intends to produce, known as a Local Development Scheme (LDS). As circumstances change and the process of making development plans moves forward, it is necessary to review the LDS in order to keep it up to date.

11. This revision of the LDS reflects the need to undertake an additional call for sites and a further additional stage of consultation on the minerals local plan to address issues in relation to the Spatial Strategy (policies in the local plan which govern the location of minerals sites). This additional call for sites is required to ensure that all practical efforts have been made to meet the requirements in the National Planning Policy Framework (NPPF) to make provision for a 7 year landbank for sand and gravel and a 10 years landbank for crushed rock through the plan. The preference in the NPPF is for specific sites rather than preferred areas, and at examination this issue will be fully explored with the Council being required to demonstrate that it has undertaken all reasonable steps to identify specific sites.

12. The Waste Core Strategy was adopted in 2012 and monitored through the Annual Monitoring Report. Although the plan is for the period 2012-2027, it is prudent to review the plan regularly to ensure that it is relevant to changes in local context and national policy. The July 2017 LDS therefore includes provision to commence a review of the Waste Core Strategy for Worcestershire in 2020 (Quarter 1). At present no significant failings have been identified through the Annual Monitoring Report which would indicate the need for immediate review, and the staff resources are not available to commence a review before the submission and examination of the Worcestershire Minerals Local Plan.

13. The Cabinet has approved the Minerals and Waste Local Development Scheme (LDS) July 2017 – July 2020. The Cabinet has given delegated authority to the Director of Economy and Infrastructure to make minor amendments to the LDS prior to publication.

### **Ombudsman Report – Adult Social Care**

14. The Ombudsman published a full report on 15 June 2017 finding maladministration causing injustice following a complaint made by Mr B in respect of his mother Mrs C. The Ombudsman in this case has asked that the report be considered at Cabinet and to be told within 3 months of receipt of the action the Council has taken or proposes to take. The Head of Legal and Democratic Services has circulated a copy of the relevant report to all members in accordance with the requirements.

15. Mr B complained the Council withdrew funding for his late mother's nursing care despite knowing that no-one had authority to deal with her financial affairs. Mr B also complained the Care Provider company then increased the charges for his mother's care without good reason and failed to deliver the care charged for. He complained the Council did not intervene effectively to ensure it paid the increased charge or challenge the price increase. The Ombudsman found Fault causing injustice and recommendations were made for the Council to action within 20 working days of the report. The Cabinet has noted the adverse Ombudsman report in relation to Mr B, published on 15 June 2017.

16. The Director of Adult Services has accepted the recommendations. The Director has acknowledged that the practices at the time and the subsequent actions by the Council and the provider were not adequate and has sent a written apology to Mr B and has paid the £1000 in recognition of the distress caused. With respect to re-issuing of invoices, this is being actioned and will be remedied as soon as practical. An Action Plan has been drawn up to address the areas referenced in paragraph 68 of the report and a follow-up report to the Ombudsman will be supplied by 31 August 2017.

17. The Cabinet has endorsed the response of the Director of Adult Services to the Ombudsman's finding of maladministration. The Cabinet has authorised the Director of Adult Services to take all appropriate steps to address the issues raised in the Ombudsman's report.

**Mr S E Geraghty**  
**Chairman**

## **Contact Points**

### County Council Contact Points

County Council: 01905 763763

Worcestershire Hub: 01905 765765

### Specific Contact Points for this report

Simon Lewis, Committee Officer

Tel: 01905 846621

Email: [slewis@worcestershire.gov.uk](mailto:slewis@worcestershire.gov.uk)

## **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

Agenda and background papers for the meetings of the Cabinet held on 20 July 2017.