

# News



## Studies in resilience

A new intake of Scottish students are set to embark on the Professional Development Award in Resilience Management at Coatbridge College this autumn.

The students are the first to undertake the new course in its finalised form, following the launch of a pilot earlier this year by the Justice Secretary, Kenny MacAskill (see *Scottish Resilience News*, March 2010).

The new course was recognised at the [Emergency Planning Awards 2010](#), held in Glasgow in June, when ScoRDS and Coatbridge College were Highly Commended in the Health Protection Agency Award for Emergency Planning Initiative of the Year.

It was developed by the

[Scottish Resilience Development Service](#) (ScoRDS) in partnership with the College, to put resilience specialists across

**"It's confirmed the leadership qualities required to do this job"**

the civil contingencies community on a strong professional footing. It is delivered through a mix of distance learning, workshops and online learning fora, making it accessible to students across Scotland.

"One of the plus points has been that there's a huge amount of interaction taking place online," says ScoRDS' Implementation Manager, Suzanne Wilkie. "We're about to develop the Professional Learning Community side of the qualification, and that will increase collaboration and learning between students."

John Handling, Emergency Planning Officer at Dundee City Council, is the student representative on the pilot course, which he says has been "fantastic".

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## Welcome

While this has been holiday season for many of us, it has also been a very busy time, as we prepare for autumn's Scottish Spending Review.

We are now entering a period of considerable financial restraint and there is no doubt that the resources available to us all will reduce over the four year spending review period.

Within Scottish Resilience, we are looking at how best to accommodate Ministers' and SCGs' priorities – including the implementation of lessons identified from flu, flooding and other recent severe weather events – while protecting and, where we can, building on the significant progress already made. This will all feed into the consultation paper due in the autumn (see p.3).

Ian Walford and Noel Rehfisch of Scottish Resilience will be talking to individual SCGs about this over the coming weeks. In the meantime, work continues across Scotland to build our resilience. I hope you enjoy reading about some of that here.

*Lorna Gibbs*

Lorna Gibbs  
Head of Resilience Strategy

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A dog and handler from one of the Urban Search and Rescue dog groups represented at the Scottish Voluntary Sector Resilience Seminar (left), held recently in Perth. This well-attended event brought voluntary organisations involved in resilience together to exchange ideas and examples of good practice in community resilience.

The outcomes of workshops and discussions are currently being analysed and feedback will be provided to delegates. A report and recommendations for action will be considered by RABS Voluntary Sector.

## Audit Scotland update

Following the publication of the [Audit Scotland report](#) on improving civil contingencies planning in August 2009, a RABS Sub-group was created to consider the cross-cutting strategic issues arising from the report and incidents and exercises in the recent past. The group met from January to June 2010 and considered four main themes:

- ◆ vision and outcomes;
- ◆ value for money and affordability;
- ◆ governance and accountability; and
- ◆ community resilience.

Discussion was wide-reaching and included consideration of many aspects of day-to-day resilience, with a remit to conduct 'blue sky thinking'.

Members of the group commented on the current financial environment and the chance to take a hard look at resilience in Scotland and determine how best to utilise resources in future.

The group also considered what could be learned from international comparisons and how Scotland can lead the way in mainstreaming resilience so that individuals and communities take a more active role in increasing their own resilience.

The group's report will be shared with Ministers, RABS (Core) and the SCG Chairs, and will also form part of the 12-month impact statement currently being prepared by Scottish Resilience in conjunction with SCGs and responders, to present to Audit Scotland later this month.

For more information contact [Kirsty.Baker@scotland.gsi.gov.uk](mailto:Kirsty.Baker@scotland.gsi.gov.uk).

# EPS annual conference

The Emergency Planning Society annual conference was held at the SECC in Glasgow in June.

'A decade of disasters – take two!' addressed the issues in emergency management and resilience raised by events of the last decade, in an effort to understand how we can be better prepared to deal with the consequences of future events.

The conference was opened for the first time by a Scottish Government Minister; the Cabinet Secretary for Justice, Kenny MacAskill, who outlined the Scottish Government's approach to resilience, and in particular to learning lessons from recent events.

The Cabinet Secretary

was followed by other high profile speakers from leading-edge organisations worldwide, including the US Federal Emergency Management Agency (FEMA), the United Nations Office for the Coordination of Humanitarian Affairs, the BBC, UK Civil Contingencies Secretariat and the World Health Organisation.

Noel Rehfisch, who joined Scottish Resilience recently as head of the Community Resilience Unit, attended the conference as a delegate.

He said: "As someone new to the resilience field, I found the conference very

useful – bringing together a range of interesting speakers and delegates. I was struck by the fact that the challenges we all face demand similar disciplines – sound planning and organisation, a flexible approach to managing response and a need to keep the communities and people who are at risk, or have suffered, in the forefront of our minds in all we do".

More information from [Noel.Rehfisch@Scotland.gsi.gov.uk](mailto:Noel.Rehfisch@Scotland.gsi.gov.uk), and see the report by delegate Sgt Jenny Valentine of Tayside Police in this month's *ScoRDS Update*.

## Highlands communication team wins national emergency planning award

Congratulations to the Highlands and Islands Public Communications Capability Group, which won the City of London Award for Resilience Team of the Year, at the [Emergency Planning Awards 2010](#).

The award, presented at the EPS national conference, recognised the team's successful working across agency and geographical boundaries, and its innovative use of the web and social media to ensure that emergency messages are effectively delivered to all sectors of the community.

Chair of the Highlands and Islands PCCG, Ruth Cleland, says: "The judges were impressed by how we

had managed to co-ordinate public communications across such a large geographical area, with so many non-contiguous organisations involved. Some of the inter-relationships with other SCGs and with national and international organisations are also quite complex in Highlands and Islands, as the recent swine flu pandemic made clear.

"They were also interested in our use of our dedicated [website](#) and other internet communications. A recent innovation is the use of social media to quickly disseminate messages to a wider audience, and we're currently working on an initiative to develop a

phone 'app' for warning and informing."

She added: "The award is a credit to the whole of the Strategic Coordinating Group, which has been consistently very supportive of the communications group."

Also recognised were Tayside SCG, and ScoRDS / Coatbridge College, who were highly commended in the 'SCG National Capability Award' and 'Health Protection Agency Emergency Planning Initiative of the Year' categories respectively.

The Western Isles Emergency Planning and Coordinating Group was shortlisted for 'Resilience Team of the Year'.

# Boost to Scottish Ambulance Service incident response

The Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon, visited the Scottish Ambulance Service earlier this month to meet the specially trained teams who deal with large scale and hazardous incidents.

As previously reported in *Scottish Resilience News* ('Good Sorts', April 2010), support from Scottish Government has enabled the service to develop its major incident capability as part of the Scottish multi-agency CBRN response.

The service's Special Operations Response Teams (SORT), comprise 106 paramedics and ambulance technicians, all of whom are trained and equipped to work inside the inner cordon alongside police and fire and rescue services at large scale hazardous incidents.

David Garbutt, Chairman of the Scottish Ambulance Service Board, said: "I am delighted that the combination of new equipment, training and skills now provides a much closer integration of SAS personnel with other emergency services at major incidents. It is a significant development of our role and comprehensively supports the Scottish resilience strategy."



The Cabinet Secretary for Health and Wellbeing, Nicola Sturgeon, met members of the SORT teams who are trained and equipped to work inside the inner cordon at major incidents (photo: Rich Pictures).

Ms Sturgeon said: "It is important that all emergency services in Scotland are prepared to deal with large scale, hazardous incidents wherever they occur. The Scottish Ambulance Service is at the forefront of the country's emergency response and I am pleased that the Scottish Government has funded expert training for three teams of paramedics and technicians who are now equipped to play an enhanced role in assisting patients during any serious incident."

## Neon Mac

All eight Scottish strategic coordinating groups (SCGs) came together with experts from the NHS, fire and rescue, Scottish Ambulance Service, SEPA, forensic pathology, disaster victim identification (DVI), Crown Office and Procurator



Fiscal Service, the MoD, Home Office and the Scottish and UK Governments in June, to assess Scotland's ability to support the deployment of the National Emergency Mortuary Arrangements (NEMA, pictured above).

KBR (which holds the NEMA contract), also took part in the Neon Mac workshop, which looked at how NEMA would be deployed and what physical resources would be required, how it would be integrated with local command and control arrangements, and how its deployment could be sustained over time.

A workshop report with recommendations will be published and made available to responder organisations in September. For more information, contact [karen.minto@scotland.gsi.gov.uk](mailto:karen.minto@scotland.gsi.gov.uk) (report) or [andrew.elliott@scotland.gsi.gov.uk](mailto:andrew.elliott@scotland.gsi.gov.uk) (mass fatalities policy), and see the 'Learning from Neon Mac' article in this month's *ScoRDS update*.

## Resilience in Scotland: consultation

What is your vision for the future of resilience in Scotland? A public consultation on the subject is due to take place later this year, and the resilience community in Scotland will have a significant role to play in shaping the future.

Drawing on recent incidents and exercises, as well as the Audit Scotland report and the associated work by the RABS (Audit Scotland) group, the Strategy team in Scottish Resilience is now drafting a consultation paper which will map out the direction of travel for resilience.

Set in the context of the Civil Contingencies Act, the paper will describe the vision for resilience in Scotland and consider what Scotland's approach to risk should be in the current financial climate.

It will also consider how best to ensure appropriate accountability and governance arrangements, and the critical role that community resilience will play as we move to a model more centred around individuals and communities.

The paper will also outline options for future models for ensuring value for money and increased efficiency in delivering a Scotland that tackles the biggest risks and their consequences.

There will be opportunities for those in the resilience community in Scotland to be involved in the consultation process, both in the run-up to publication and during the consultation process itself. For further information, contact Kirsty Baker on 0131 244 2163 or [Kirsty.Baker@scotland.gsi.gov.uk](mailto:Kirsty.Baker@scotland.gsi.gov.uk)

## Fire safety guidance for B&Bs

New fire safety guidance, which significantly lessens the financial and administrative burden on many of Scotland's bed and breakfast and self-catering businesses, was published in June following a public consultation. The guidance simplifies requirements and reduces the average cost of safety equipment by over 90% while maintaining high safety standards.

The new guidance is available on the [FireLaw](#) website.



## Guidance for fuel disruption in Scotland

New [Preparing Scotland Guidance for Fuel Disruption in Scotland](#) has been published. Developed in partnership with SCGs, the guidance will help emergency responders to plan for fuel disruption, in particular for the period before the National Emergency Plan for Fuel is implemented.



## Scottish Resilience News

*Scottish Resilience News* is published every two months by the Scottish Government. It aims to keep those working in fire and civil contingencies up-to-date with what's happening at Scottish Government level and across the country. If you have any comments or information you'd like to share with the wider resilience community, please contact the editor: [Joanna.Swanson@Scotland.gsi.gov.uk](mailto:Joanna.Swanson@Scotland.gsi.gov.uk)

### Scottish Resilience

St Andrews House, 1R  
Regent Road,  
Edinburgh EH1 3DG



# Welsh Assembly Government peer-led visit

**On 26 and 27 May 2010, colleagues from the Welsh Assembly Government conducted a peer-visit of Scottish Resilience.**

This was a 'critical friend' review of the Scottish Government's approach to developing Scotland's resilience. Key areas for the visit included governance arrangements, the Scottish Government's own resilience planning, liaison with UK resilience partners, Scottish Government's corporate response arrangements and the Resilience Framework Cycle.

A range of evidence was considered and partners from strategic co-ordinating groups, Scottish Government directorates and from Scottish Resilience participated to provide their views on the Scottish Government's effectiveness in leading the resilience agenda.

The visit identified a number of areas where we are working effectively together; highlighted areas where we can do more or where we may need to provide greater clarity; and offered suggestions for particular approaches which have proved effective in developing resilience in Wales.

We are grateful to Mr Neil Jones and Dr Wyn Price of the Welsh Assembly Government for undertaking this review, and to all of those who contributed their time and their views.

The visit report will be circulated shortly, along with a letter from Scottish Resilience highlighting how this will inform our continuing work to support and develop Scotland's resilience.

Further information from:  
[Scott.Miller@Scotland.gsi.gov.uk](mailto:Scott.Miller@Scotland.gsi.gov.uk)

## National Resilience Extranet goes live

The National Resilience Extranet (NRE) is a new resilient and secure browser-based tool initiated by Cabinet Office that allows exchange of information up to and including 'Restricted' level. The system is designed to support collaborative working between UK responders during routine planning and emergencies.

The pilot phase concluded in April and all members of the UK resilience community can now apply for annual subscriptions, costing £85 per individual

user. At present, there are around 850 users UK-wide, including representatives of Scottish Government, Lothian and Borders and Grampian SCGs.

The Scottish Government is considering wider application of the NRE in Scotland and plans to issue a protocol governing its use. Several workshops have been held to get feedback on the system and it will be tested in a case scenario later this year.

For further information, contact [Asif.Ishaq@scotland.gsi.gov.uk](mailto:Asif.Ishaq@scotland.gsi.gov.uk).



## Business continuity workshop: Edinburgh

Scottish Resilience and the City of Edinburgh Council will jointly host the third Business Continuity Institute, British Standards Institution and Civil Contingencies Secretariat workshop on BS 25999, the business continuity standard, on 6 October in Edinburgh.

The workshop, which is free, is aimed at staff developing BCM programmes for their organisation. It will show how the British Standard can offer a formal structure for this and assist those already working with BS 25999 learn more about the requirements for certification. Further information from: [Andrew.Elliott@Scotland.gsi.gov.uk](mailto:Andrew.Elliott@Scotland.gsi.gov.uk)

## Studies in resilience

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"We've just finished the leadership unit, and that's confirmed the leadership qualities that are required to do this job," he says. "I don't think that recognition was there before. In some cases the course has opened students' eyes to the talents and skills they already have and are using in their jobs. This is going to help raise the profile of the role – from emergency planning officer to professional resilience manager."

Places are still available for a course starting in either September or early next year, and financial support may be available to resilience specialists working for Category 1 responders. For further information contact [Suzanne.Wilkie@Scotland.gsi.gov.uk](mailto:Suzanne.Wilkie@Scotland.gsi.gov.uk).