

**Cabinet Response to Overview and Scrutiny Recommendations  
Completed Action Plan**

**Storm Arwen Task & Finish Study Group Response**

In accordance with Section 9FE of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Overview and Scrutiny Committee within 2 months. In providing this response Cabinet are asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

<b>Overview and Scrutiny Recommendation</b>	<b>Officer Commentary</b>	<b>Cabinet Decision (Accept or reject)</b>	<b>Action to be taken (if any) and timescale for completion</b>
<p><b>Recommendation 1</b> <u>Reporting incidents online/telephone etc -</u> To have consideration to undertake to establish a streamlined mechanism to receive and collate information.</p>	<p>Improvements were introduced to more effectively handle subsequent storms during last winter, informed by lessons learned from Storm Arwen.</p> <p>A Customer First Office has been established which provides a new mechanism to receive and collate information. Developing the use of that during an emergency response is being explored.</p>	<p align="center">Accept</p>	<p>The Emergency Planning Leadership Group (EPLG) to review the overall effectiveness of the authority's approach with a view to building-in additional resilience.</p> <p>The timescale for completion of this review is by May 2023.</p>

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<p><b>Recommendation 2A</b> <u>Communication</u> - That consideration be given to review and promote comprehensively the best ways the Authority can receive the reporting of incident/issues, with the generation of a reference number where possible that would provide the customer reassurance that their concern has been logged and is traceable.</p>	<p>This issue is inextricably linked to Recommendation 1 (above) and will be most effectively addressed as part of the proposed action to be taken in response to that.</p> <p>In addition, work is underway to develop a Customer Relationship Management (CRM) system. It will generate a unique reference number with enhanced functionality compared to existing incident reporting mechanisms.</p>	<p>Accept</p>	<p>The EPLG to review the overall effectiveness of the Authority's approach with a view to building-in additional resilience.</p> <p>The timescale for completion of this review is by May 2023.</p>
<p><b>Recommendation 2B</b> <u>Communication</u> - Consideration should be given to explore alternative methods to communicate with elected members, with the proposal to look at using one secure channel to disseminate information to Members.</p>	<p>A new communications strategy has been approved by EPLG</p> <p>An improvement programme is underway which seeks to make wider use of secure channel that are available.</p>	<p>Accept</p>	<p>The EPLG to oversee and monitor progress with implementation of the improvement programme.</p> <p>The timescale for completion of this is by May 2023.</p>

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<p><b>Recommendation 3</b>  <u>Future Planning</u> -            That consideration be given to explore the development of future policies or enhancing existing policies to deal with the projected increase in events of this nature.</p>	<p>In keeping with good practice, the Authority's emergency plans are refreshed on a periodic basis with the primary aim being to keep them up-to-date and fit for purpose. The Climate Emergency Board has established a workstream to assess how the borough adapts its infrastructure and services to adapt and ensure future resilience.</p>	<p>Accept</p>	<p>The EPLG to ensure the impacts of climate change are embedded in refreshed or in the development of new plans.</p> <p>The Climate Emergency Board to work with the EPLG</p> <p>Both actions will be ongoing as part of the authority's continuous improvement and response to events.</p>