

# JEPU PEER REVIEW 2016 SUMMARY

A summary of the response to the survey undertaken with the  
Suffolk Joint Emergency Planning Unit's stakeholders

1 August 2016



## 1. Introduction

The Suffolk Joint Emergency Planning Unit (JEPU) was formed in 2005 as part of a Suffolk local authorities emergency planning partnership and provides emergency planning and the business continuity support to all 8 Suffolk local authorities.

The vision for JEPU is:

*The long term goal of the Suffolk Joint Emergency Planning partnership is to support the efficient delivery of civil preparedness and business continuity services within all Suffolk local authorities. This service will be adaptable, to meet the requirements of civil emergency related legislation<sup>1</sup> and will be robust, able to promote a joined up local authority emergency response in support of other Suffolk responders. Ultimately, the partnership seeks to promote excellent civil contingencies performance within councils at low cost.*

The mission of JEPU is:

*To facilitate the development, management, support and validation of integrated civil preparedness and business continuity management within Suffolk Local Authorities to enhance the resilience of communities in emergency situations*

Since the unit's creation, the expectations of our stakeholders have changed and the way the partnership works has constantly adapted to meet new challenges and changes in legislation as they have arisen.

A peer review has been completed to provide feedback on how the range of services delivered by JEPU is perceived by our stakeholders, what works well and to identify where improvements could be made.

Over 1000 survey requests were issued and 317 responses were received (~30% response rate) from a variety of stakeholders including:

- Local Authority Staff & Elected Members
- Civil Contingencies Act (2004) Category 1 Responders
- Civil Contingencies Act (2004) Category 2 Responders
- Other responders (eg Military, voluntary organisations)
- Site Operators (Major Sporting Venues, Major Hazardous Industry sites and Nuclear sites)
- Neighbouring Local Resilience Forums

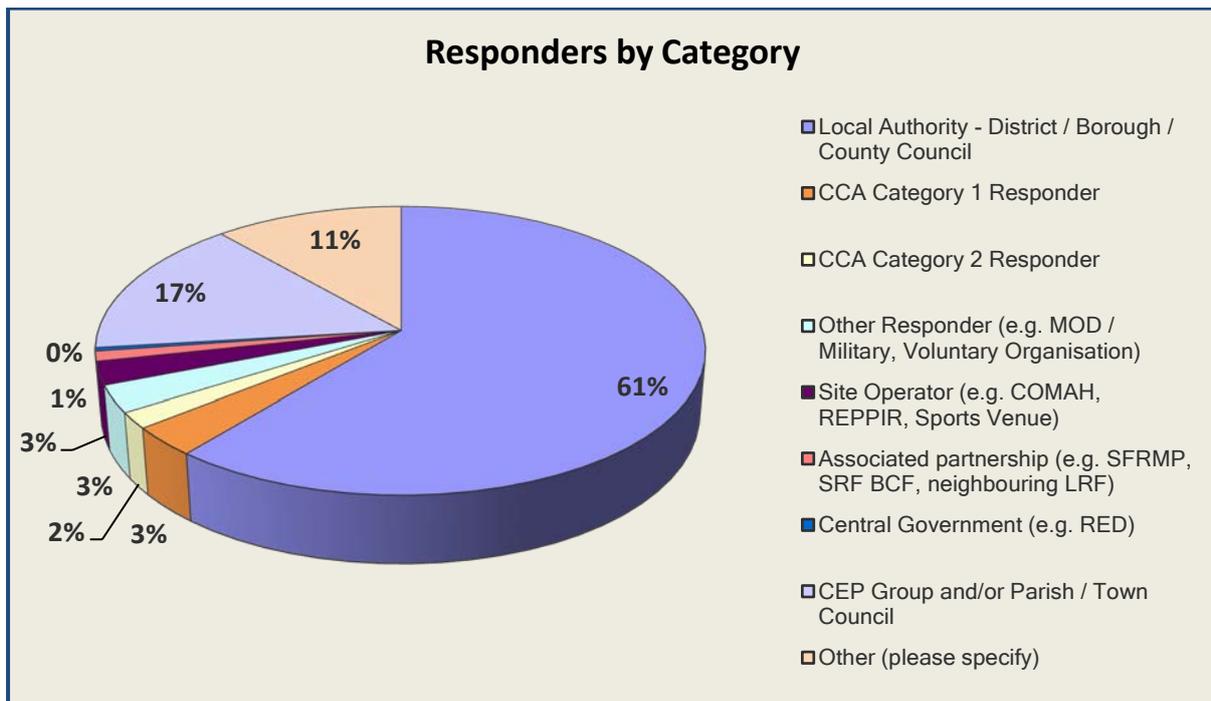
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<sup>1</sup> Civil Contingencies Act 2004, Radiation (Emergency Preparedness and Public Information) Regulations 2001, Control of Major Accident Hazards Regulations 2015 and Pipeline Safety Regulations 1996.

- Central Government
- Community Emergency Planning Groups
- Other not fitting into above

## 2. Summary of Feedback

Analysis of the 317 responses received by organisation is shown below.



Overall the results were very encouraging with a significant majority expressing a positive opinion about the services offered by JEPU. There are some areas where further improvements can be made and these are noted later in this summary.

The survey was split into 3 parts to allow feedback on different aspects of the JEPU and from different stakeholders. The first group of questions was “generic” and was provided to all survey recipients. Of those who responded:

- **93%** Satisfied or Very Satisfied with Emergency Planning Duty Officer service
- **90%** Satisfied or Very Satisfied with general JEPU service
- **97%** rated the Warning Emails service as Good or Very Good<sup>2</sup>
- **98%** rated the Response Briefing service as Good or Very Good<sup>3</sup>

<sup>2</sup> 40% of those who said they did not receive Warning Emails have requested that they be added to the relevant Distribution List.

<sup>3</sup> 29% of those who said they did not receive Response Briefings have requested that they be added to the relevant Distribution List.

- **100%** rated the service provided by our Twitter Feed as Good or Very Good<sup>4</sup>
- **89%** rated the Community Emergency Planning (CEP) initiative as Successful or Very Successful although only **65%** of those who identified themselves as members of CEP Groups rated it this highly.
- **97%** of recipients rated the CEP Newsletter as Good or Very Good<sup>5</sup>

A second group of questions was targeted at Local Authority staff and Elected Members. Of those who responded:

- **71%** of users felt that Resilience Direct (RD) was Easy or Very Easy to use
- **88%** rated the quality of the information on RD as Good or Very Good
- **82%** rated the relevance of the information on RD as Relevant or Very Relevant
- **83%** of local authority responders had attended at least one Emergency Planning (EP) or Business Continuity (BC) training event
- **94%** of EP exercise attendees rated its quality as Good or Very Good
- **96%** of BC exercise attendees rated its quality as Good or Very Good
- **100%** rated the Joint Emergency Response Plan (JERP) as Good or Very Good

A third group of questions was targeted at those responders who are members of Community Emergency Planning (CEP) Groups. Of those who responded:

- **95%** rated the support they received from JEPU as Good or Very Good
- **87%** rated the support as Useful or Very Useful
- **100%** of those that have made use of the [www.getpreparednow.co.uk](http://www.getpreparednow.co.uk) website rated it as Good or Very Good
- **95%** rated the information on the website as Useful or Very Useful

### **3. Areas for Improvement**

Key areas for future JEPU improvement activity are:

1. Examine opportunities for improving JEPU training and exercises from specific areas highlighted in the survey. A revised JEPU training and exercise policy has been recently issued and appropriate changes to course content and delivery will be made over coming months to accommodate specific points raised within the peer review on this topic.

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<sup>4</sup> The number of followers to @SuffolkPrepared is still quite low, but is increasing. Anecdotal evidence indicates that the number of followers increased after the survey was issued with a number of those new followers identifiable as being amongst the group that received the survey.

<sup>5</sup> 37% of those who said they did not receive a copy of the CEP Newsletter have requested that be added to the relevant Distribution List.

2. Analyse how local authority Resilience Direct users are trained and supported to increase their familiarity with the system. This will be delivered over the next 6-9 months by JEPU staff with the aim of embedding use of the system in all emergency preparedness training and exercise activities.
3. Review how elected members' awareness of emergency preparedness (emergency planning and business continuity) and Community Emergency Planning activity can be improved. Over the coming months, JEPU staff will have discussions with a range of elected members on possible enhancements to current arrangements. These will be confirmed by the Senior Emergency Planning Officer's Group before implementation.
4. Review Suffolk Community Emergency Planning approach to increase value for existing groups and to raise awareness in other communities and stakeholders. A review of Suffolk Community Emergency Planning has been recently completed by the JEPU and a strategy for future activity drafted. The Suffolk Community Emergency Planning Strategy is to be discussed with key stakeholders prior to endorsement in the autumn by the Joint Emergency Planning Policy Panel.
5. Review how warning and informing information is made available through social media channels. This will look at the best balance between the use of internal JEPU activity and existing Local Authority communications arrangements.

#### **4. Follow Up**

In the short term, the JEPU will monitor feedback from courses, training activities and ongoing engagement with stakeholders. In the longer term, we will plan to repeat the peer review process to benchmark results and confirm improvements.

#### **5. Detailed response Information**

Further detail on specific responses can be found in a separate document that is published on the Suffolk JEPU web page: <http://www.suffolkresilience.com/suffolk-joint-emergency-planning-unit-jepu/>