

Service	Children's Social Care
Completed by & title	Mark Evans Head of Service
What effect did the adverse weather have on your service?	<p>The direct impact on Children's Services was relatively limited, the key issues were:</p> <ul style="list-style-type: none"> • Senior management engagement in delivering the response through the EOC • Providing other support staff to the EOC and other flood related activity • Identification and provision of information about vulnerable people at risk in the community • Some difficulties for staff in moving around affected areas
What plans did your service have in place beforehand to help manage the impact of the severe weather?	<p>Business continuity plans which set out details of how each element of the service would respond in an emergency. This included ensuring appropriate information was made available to the EOC.</p> <p>We contacted the most vulnerable either by visiting or telephoning to ensure they had appropriate support in place.</p>
Of the actions that you had planned, what worked well?	<p>We had appropriate plans in place to identify the most vulnerable, this helped not only with ensuring they had appropriate support in place, it also ensured best use of available resources.</p>
What worked less well or would you change for future events and why?	<p>Flooding coincided with a very busy period within children's social care core services, so capacity to provide staff and resources to aid the flood work were limited.</p> <p>Increase the number of staff who are trained to support the EOC.</p>
What changes, if any, were made to your plan in response to events and what effect did they have?	<p>None at the time.</p>
Please outline any other comments that you may have for the Commission.	<p>As set out above the impact of the flooding was relatively limited on Children's Services directly. Most of our work is focused upon safeguarding and family support, there were a small number of families directly affected by the flooding which made our work with them more complicated for a brief period. We also had some concerns about families of disabled children, but following welfare checks, all affected were able to make their own arrangements to deal with the impact of flooding. The floods did expose the limited capacity within the service to attend to work outside our core business. Because our safeguarding work with vulnerable children is time sensitive and high priority, it was very difficult to re-direct</p>

Appendix C - Overview and Scrutiny Management Commission 1st September 2014

	<p>resources to assist with the flood work. For future emergency operations it may be helpful to have some process to assess what areas of council business can be safely temporarily reduced or stopped and those which need carry on at full capacity.</p>
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