

Emergency Planning and Business Continuity

Service Charter

Public
Protection

Statement of Aim

The Emergency Planning and Business Continuity Unit aims to provide a coordination function to enable the Council to plan for and respond to incidents. This will include staff who are trained to provide tactical guidance and advice of Council capabilities at the scene of incidents in support of the emergency services.

We will achieve this aim by:

- producing a Corporate Crisis Response Plan which will provide the framework for Directorates to prepare their own Crisis Response Plans
- assessing local risks to inform emergency planning
- assisting and advising businesses and voluntary organisations
- creating crisis response plans and validating them on a regular basis
- creating internal business continuity arrangements
- maintaining arrangements to warn, inform and advise the public in the event of an emergency
- providing information to the public on civil protection matters
- working with other local responders to enhance coordination and efficiency

When we visit your home or business we will:

- show you our council identification and authorisation
- make an appointment whenever possible and appropriate
- clearly explain the task we have come to do
- let you know what follow up action you can expect from us
- clarify any complex advice or action in writing within ten working days of our visit
- leave or send on to you a customer survey form

When you contact us for advice and assistance we will:

- direct you to the most appropriate person and if they are not available, pass your details onto them
- tell you whether we are able to deal with your request for advice or assistance. If we are not able to help you, we will explain why
- send you relevant advice, leaflets and business continuity planning information
- in cases where we are able to deal with your request for advice or assistance, ensure that within five working days, you know the name of the officer who will be dealing with your enquiry
- in cases where you have contacted us by letter, email or fax, give you a full reply within ten working days
- keep you informed of the progress of your enquiry by staying in regular contact



ISLINGTON

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Whenever we come into contact with you we will:

- be polite and helpful
- respect your right to confidentiality
- answer the telephone in a friendly and efficient manner within six rings
- comply with the council's Dignity For All policy
- arrange interpretation, translation or signing where necessary
- always try to direct you to the most appropriate person and if they are not immediately available, pass your details onto them
- welcome comments about the Service

Help us to help you

- please be honest with us, and try to give us all the information we request. We will only ask for relevant information
- please keep appointments
- please take prompt action when requested to do so
- please respond to customer survey forms that we send

Contact

Tel: 020 7527 3195

Fax: 020 7527 3375

Email: emergencyplanning@islington.gov.uk

Web: www.islington.gov.uk

Emergency Planning Service

Public Protection Division

Islington Council

222 Upper Street

London N1 1XR

Any complaints or comments about the service should in the first instance be made to the Service Manager using the above address.

Islington Council has signed up to good enforcement principles as set down by the Government's Enforcement Concordat. Our policy on enforcement tells you what you can expect and requires that our officers act in an equitable, practical and consistent way.

