

# Catering and Cleaning response to a Major Incident – Emergency Catering Provision

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# Our Business Continuity Plan

- In 2014 Powys identified that all service areas needed to create workable and accountable business continuity plans
- The toolkit provided set out a clear method to help an organisation develop its business continuity capability to respond effectively to business disruptions and recover its activities and services
- We operate throughout over 200 sites and the whole of Powys
- We employ over 650 staff
- Our BCP is 52 pages and an important tool for successfully delivering a frontline service in times of emergencies



# Service / Activity Priority Classification

PRIORITY	DEFINITION
<b>RED</b>	Critical service needing to be restored within 0-2 hours
<b>AMBER</b>	Important service needing to be restored within 2-24 hours
<b>GREEN</b>	A service needing to be restored within 5 working days
<b>BLUE</b>	A service which can be restored progressively after 5 working days



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## Important service needing to be restored within 2-24 hours

- Special School Catering
- Free School Meals
- School Cleaning (toilet areas)
- Caretaking (opening sites)
- Emergency feeding in rest centres



# 26<sup>th</sup> to 28<sup>th</sup> July 2017

- CL received urgent call at 11.40 on 26<sup>th</sup> July
- Requested to provide beverages, sandwiches and cakes to in excess of 200 volunteers
- Within 40 minutes at 12.30 everything was in place and operational to provide the required refreshments
- A reception centre was established in the high school dining room within an hour of the initial call to provide beverages and sandwiches for the emergency services and volunteers
- Support from local businesses and our suppliers



## 26<sup>th</sup> to 28<sup>th</sup> July 2017 continued

- Wednesday 27<sup>th</sup> July we were asked by Cllr Stephen Hayes, if we could support facilities for the family of the missing person to be accommodated at Council Offices in Builth
- These facilities were made available until late in the evening
- On Thursday 27<sup>th</sup> July the team were back and ready to feed the searchers by before 8am. At 9.30am a Rapid Relief Team arrived to help support the feeding of all the searchers
- This small team involved staff from every layer of the catering structure and shows the strength and importance in successful team work



# What led to the success of this operation

- due to the ethos and strong management of the catering and cleaning teams there were no problems with any staff not being familiar with working practices
- with the support of the cleaning service every request was met promptly and professionally over the three days
- not a part of the catering and cleaning service's day-to-day function and is only the third occasion this type of emergency has arisen in the last 10 years
- The Business Continuity plan (BCP) that Catering and Cleaning have in place is regularly tested with mock exercises and during this emergency situation it became evident that our BCP is totally fit for purpose



# Summary

- The total cost of providing this highly valued emergency cover to colleagues was just under £2,000
- the appreciation was shown by the volume of thank you messages that the Catering and Cleaning team received
- The cost would have been much higher if management staff had not refused to submit overtime claims for the additional hours they worked
- The service management team worked long hours without reimbursement to serve the communities of Powys, the police and the mountain rescue at this very stressful time.



# Any Questions and Thank you



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