

CDC Emergency Response Action Plan

Purpose:

This document outlines the actions and expectations of Cornwall Council, Economic Growth and the LEP of CDC and the Growth Hub in the event of a business emergency response being declared.

These actions clarify the expected commissioned activity within the CDC contract with Cornwall Council.

Background:

Should a business emergency response be declared by the Resilience & Emergency Management (REM) Team that may potentially affect businesses, a business support sub-group will be automatically set up by Cornwall Council with the Service Director of Economic Growth (Sandra Rothwell) as strategic lead.

Contacts:

LEP	Substitute if on annual leave
SR Sandra Rothwell	EK Emily Kent /GC Glenn Caplin
TB Tim Bagshaw	Matt Silver
MS Matt Silver	Tim Bagshaw
JC Jason Clark jason.clark@dca-pr.co.uk	DCA Agency 01208 77900
Economic Growth	Substitute if on annual leave
GS Greg Slater	For information no substitute
Cornwall Council	Substitute if on annual leave
MJ Michelle Jeuken	TH Trisha Hewitt
ML Mark Luxton	Allan Hampshire
CDC	Substitute if on annual leave
MK Mike King	For information no substitute
NP Nicky Pooley	For information no substitute
SA Stuart Anderson	Matt Borne
KMM Kirsty Miles-Musgrave	Julia Hughes

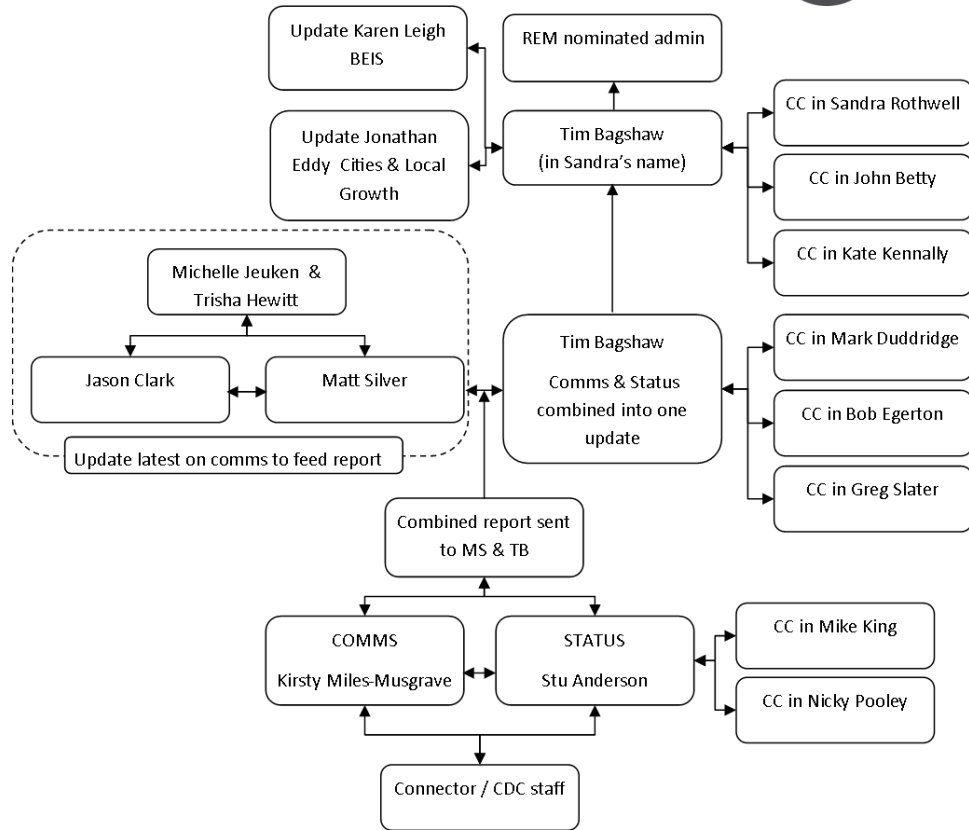
Actions:

Immediate Actions	Lead	Complete Y/N
<ul style="list-style-type: none"> • SR to action this plan by informing TB of the current scale of the emergency <ul style="list-style-type: none"> ○ TB to own this plan and its actions and feedback updates to REM as per Appendix A 	SR	
<ul style="list-style-type: none"> • TB to inform CDC (SA, KMM, MK, NP) the LEP (MS, JC) and EG (GS) 	TB	
<ul style="list-style-type: none"> • MS to ask Mark Luxton to pull all relevant business data for the area affected and pass onto SA and KMM at the Growth Hub 	MS	
<ul style="list-style-type: none"> • TB & MS (for comms sub group) to attend/dial in REM conference call (on behalf of SR) to <ul style="list-style-type: none"> ○ learn latest scale of emergency ○ clarify businesses affected (scale and volume) ○ when it would be appropriate to send in CDC staff to visit businesses ○ gather updated list of department contacts (Planning, 	TB & MS	

Environmental, Business Rates etc.) relevant to the scale of emergency		
<ul style="list-style-type: none"> If the scale of the emergency is large, TB & SR to formally inform Karen Leigh (BEIS) karen.leigh@beis.gov.uk and jonathan.eddy@beis.gov.uk to consider activate their Winter Shock Plan 	SR & TB	
<ul style="list-style-type: none"> LEP & CDC to cascade/ share/ adapt any internal comms issued by Cornwall Council with own staff 	MS & KMM	
<ul style="list-style-type: none"> LEP to set up conference call with relevant CDC staff to outline plan of action pertinent to scale and type of emergency 	MS	
<ul style="list-style-type: none"> MS & KMM to speak with JC, MJ to clarify the 'on the ground' business comms response and to discuss Cornwall Council's plan for public communications for this emergency. Key actions will include: <ul style="list-style-type: none"> Defining awareness/ information campaign Ensure CDC, CC, LEP and GH websites and social media have consistent emergency messaging Decide on the best method of contacting businesses in the area affected 	MS & KMM	
<ul style="list-style-type: none"> MJ/TH to action the business questionnaires* and distribute to KMM & SA <p>*Note: Sept 17 these are still under consideration by CC however, the GH staff may still ask the questions as outlined below</p>	MJ/TH	
<ul style="list-style-type: none"> LEP actions <ul style="list-style-type: none"> MS to update LEP website JC to update and monitor LEP Twitter MS email update to LEP team of what they should do if a business contacts them MS & JC update to the LEP board –if relevant TB update to BEIS and local reps – if relevant 	TB, MS & JC	
<ul style="list-style-type: none"> Growth Hub actions <ul style="list-style-type: none"> SA to action a 'Connector Response' team to visit businesses in area (Typically Matt Borne and SBC for the area) and run through our question set Signposting and Support brokered in as appropriate If appropriate, action Business Navigator team to call businesses based on list supplied by ML. Relevant intel gathered and brief end of day report distributed via NP and MK at CDC Businesses followed up 2-3 days later by Business Navigator/Connector team to see if any further information or help is required Growth Hub Team will ask the following set of questions; <ol style="list-style-type: none"> Are you able to continue trading? If yes, at what level of normal activity? If no, what needs to happen to enable trading to recommence? How long do you estimate it will take to get back to normal levels? What support do you consider you need immediately? 	SA	

Reporting Actions		
<ul style="list-style-type: none"> • CDC create a web page on the GH and also to contact businesses (phone or face-to-face) with questionnaire (as above process) <ul style="list-style-type: none"> ○ Collate responses and feedback ○ CDC to signpost businesses to the correct support available to them (using contacts gathered by TB during the REM call) • Reporting Timeline <ul style="list-style-type: none"> ○ The schedule of reporting will depend on emergency scale ○ Reports to be dated and authored to aid the flow of information (Appendix A) ○ Reports to regularly continue until the REM status is closed 	SA & KMM	
<ul style="list-style-type: none"> • A comms report (in Word) sent to MS to feed into the REM updates • A status report of businesses affected and their issues (in Excel) for TB to feed into the REM updates 	KMM & SA	
<ul style="list-style-type: none"> • TB to join REM calls and represent SR in the business support sub group update and to go through the business list issues • MS to join REM calls to represent comms (when relevant) • TB to liaise with relevant departments and pass on contact details to SA at CDC 	TB & MS	
Long Term Actions Note: it is highly likely that the business issues will continue for longer than the REM status is open.		
<ul style="list-style-type: none"> • Whilst CDC may not be responsible for the ultimate action (i.e. business rates retention) they are committed to ensuring the business is supported and should status report in a relevant and timely manner until all issues are closed 	SA	
<ul style="list-style-type: none"> • Likewise comms reporting by the Growth Hub should continue until the area is “back to business” 	KMM	
<ul style="list-style-type: none"> • In some cases other businesses will be negatively affected by an emergency by association or location (i.e. Coverack and its tourism sector) should this occur the LEP & CC will action a relevant campaign (budget TBC in relation to size) for CDC to coordinate with partners to combat any negative perceptions 	SR (approval) MS (liaison)	
<ul style="list-style-type: none"> • CDC will develop with CC (MJ) and LEP comms (MS & JC) infographics of stats and PR in a timely manner to demonstrate the intervention of the Growth Hub to ensure it is credited for the work completed in relation to the emergency 	SA/KMM	

Appendix A: Flow of information



End of Document.

This document is reviewed on a quarterly basis.