
Memorandum of Understanding


The British Red Cross Society London Area
Hereafter referred to as the British Red Cross (BRC)

&

London Resilience Local Authorities Panel (LAP)

British Red Cross (BRC) support to London Resilience Local Authorities Panel (LAP)

Covering: 1st July 2018 – 1st July 2019

British Red Cross Emergency Number	24/7 Duty Manager	
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1. Aims of the MoU

The purpose of this MoU is to complement existing London local authority emergency plans. It aims to set out the partnership arrangements and to ensure a mutual understanding of BRC service provisions prior to, during, or following an emergency within each London Borough, and across London as a whole.

This agreement will outline:

- 1 The roles and responsibilities of all organisations party to the MoU
- 2 Service specifications subject to the fixed-rate annual donation of £66,000.00
- 3 Procedural and operational conditions of the MoU
- 4 The activation process (Appendix A)

2. Definitions

"Memorandum of Understanding" (MoU) – this document

"the London boroughs" – the 32 London borough councils and the City of London Corporation

"requesting borough" – a London borough that has requested the support of the British Red Cross (BRC) in its response to a local emergency or Major Incident.

"Local Authorities' Panel" (LAP) - the panel of nominated Chief Executives of London boroughs who provide a strategic overview to local authority civil resilience activity in London, supporting the London Resilience Forum.

"Local Authorities' Panel - Implementation Group" (LAP-IG) - provides LAP with practitioner advice and input into regional strategy and policy set by LAP and ensures that the strategy set by LAP is delivered effectively by London local authorities.

3. Planning Assumptions

This MOU, whilst a non-contractual business arrangement, acknowledges the goodwill between participants. It relies upon an ongoing spirit of co-operation and partnership working for its implementation. The MOU does not have any legal effect – no relationship between the organisations is created by this MOU. No party has any ability to bind the other.

The arrangements made under this MOU can be terminated by any party although each should undertake to give reasonable notice of such termination in writing. The MOU will be reviewed annually to ensure that it meets the requirements/interests of all parties.

In signing this MoU the signatories (on page 10) recognise and confirm that:

- The autonomy of each organisation with regard to the provision of services remains.
- The BRC and each of the London boroughs and the City of London Corporation hold appropriate Employers and Public/Products Liability insurance respectively.
- The BRC and the London boroughs are respectively responsible for issuing identification and personal protective equipment to their own teams prior to any deployment.
- Teams attending an incident must follow the relevant policies and procedures.
- The BRC and the London boroughs are responsible for respectively ensuring that all training is internally maintained within their relevant and respective procedures. All deployable BRC personnel (with the exception of community reserve volunteers) have completed Enhanced Disclosure and Barring Service (DBS) checks and have undertaken training that covers Safeguarding Children and Young People, Safeguarding Adults, and Psychosocial Support. Additional training and development is provided dependent on role(s).
- The BRC may choose to deploy volunteers from the community reserve volunteer (CRV) initiative to carry out specific practical tasks. CRV deployment will be task dependent and CRVs will be supervised at all times by trained BRC personnel.
- A duty of care and the safe working practices of the requesting London borough must extend to that of BRC personnel when the BRC are working on behalf of the requesting borough.
- BRC must be able to demonstrate an audit trail for the appropriate servicing and maintenance of equipment and ensure that any equipment failures or faults are reported and recorded.
- There is a mutual responsibility to ensure that procedures for audit and storage of information comply with the requirements of the General Data Protection Regulation (GDPR).
- Quality assurance processes can be instigated by both parties and information shared.
- Both parties understand that in order to activate this MoU, LAP will donate **£66,000.00 per annum** to the BRC. This amount serves as a fixed rate provided on behalf of all the London boroughs, thus reflecting a consistent and comprehensive service offer.
- This MoU can be terminated by either party, although each party intends to provide reasonable notice (three months) in writing. The MoU will be subject to annual review to ensure all parties' interests are maintained.

4. Organisation Overview

The British Red Cross Society (registered charity number 220949 in England and Wales and number SC037738 in Scotland) is a non-profit voluntary sector organisation and part of the

International Red Cross and Red Crescent movement, the world's largest humanitarian relief organisation. In the UK, the Red Cross is a Crown Auxiliary organisation and is formed by Government in accordance with the Geneva Conventions. Whilst it is well known for work overseas, responding to disasters and working in conflict situations, its role in the UK, as set out in the Royal Charter, is to assist the armed services in times of war and to provide assistance to the statutory services in peacetime. As such, the BRC can respond to a wide range of emergencies providing practical and emotional support to people in crisis in accordance with its fundamental principles. Helping people in crisis, whoever and wherever they are.

The BRC (registered nationally at 44 Moorfields, London, EC2Y 9AL, and in London through its London Area office at 28 Worple Road, Wimbledon, London, SW19 4EE) recognises that London boroughs have statutory obligations under the Civil Contingencies Act of 2004 and the National Assistance Act of 1948 to:

- Co-operate with other Category 1 and 2 responders and other organisations engaged in response in the same local resilience area.
- Carry out risk assessments and co-operate with the multi-agency maintenance of Community Risk Registers.
- Maintain plans for preventing emergencies; reducing, controlling or mitigating the effects of emergencies; and taking other action in the event of emergencies.
- Maintain Business Continuity Plans to ensure continued service in emergencies.
- Warn and inform the public.
- Provide business continuity advice to businesses and voluntary organisations.

In support of this, the BRC in London offers LAP the following service specifications.

5. Service Specifications

The BRC is committed to providing swift, appropriate response to humanitarian need during an emergency, wherever it arises in London.

5.1 Preparedness

- BRC will offer comprehensive emergency centre training to local authority teams including separate training for managers of emergency centres.
- BRC will offer 30 training sessions per year to London local authority staff, each session catering for an average of 22 people. This represents a predicted training reach per year of 660 staff.

- BRC will work with appropriate representatives of LAP-IG to agree suitable arrangements for delivering these training sessions including identification of training venues and the development of course content that complements the outputs of the London local authority standardisation project.
- Where a borough requires additional training sessions, the BRC will endeavour to provide additional sessions where possible, subject to capacity, or to provide support and training materials to the borough should additional sessions not be possible.
- BRC will support with targeted leaflet drops to warn, inform and reassure residents identified as vulnerable and at risk of exposure to a local authority-related incident, where it is agreed to be best use of resources.
- Wider community engagement through targeted resilience schemes (e.g. snow wardens) can be developed and agreed locally at additional cost.
- A BRC representative will attend Borough Resilience Forums (or the equivalent of) when a specific need is identified, and attendance is requested and agreed.
- A BRC representative will aim to attend at least one meeting per year of each BRF.
- The BRC recognises the vital importance of exercising and will endeavour to participate in relevant exercises where possible, subject to capacity.

5.2 Response

- A robust 24/7 on-call structure facilitates support to London boroughs and enables BRC deployments.
- BRC strategic representation at Strategic Coordination Group meetings where BRC are responding or may be able to support the response, either directly through a BRC strategic officer or through London Voluntary Sector strategic representation.
- Provision of personnel at Rest Centres, Humanitarian Assistance Centres, Community Assistance Centres, Survivor Reception Centres and Family and Friends Reception Centres.
- Provision of practical and emotional support to people affected by an incident (including multi-lingual phrasebooks, registration forms and equipment, inflatable beds, blankets, hygiene packs, refreshments (e.g. tea and coffee), and psychosocial care).
- Welfare checks, advice and relevant humanitarian assistance for individual households identified as vulnerable, and with specific needs, during a local authority-related incident.
- Logistical support (e.g. the distribution of sandbags or water) during a major incident.
- Wider services – medical provisions, telephone support lines, communication services and surge capacity personnel can be requested at additional cost and subject to capacity.

NB: The BRC will always attempt to respond to incidents within its remit and capacity. However, during a Major Incident, multi-borough demands, or a protracted response, the BRC reserves the right to prioritise deployments based on humanitarian need. Whilst the BRC strives to respond to all incidents within one-two hours, responses may take longer than normal.

In such cases the BRC will activate its business continuity arrangements and mutual aid procedures, working within clear command and control structures to manage resources and with the aim of meeting all or as many demands as possible. The BRC may also request the activation of its agreement with the London Local Authority Coordination Centre (LLACC), to enable a BRC manager to provide a coherent and consistent approach to the delivery of humanitarian assistance across London.

Requesting boroughs should consider the BRC as an auxiliary to their response, rather than the main responders. There is a clear need for all boroughs to maintain sufficient local capacity if the BRC are unable to provide the requested level of support.

5.3 Recovery

- Visits to properties identified as housing vulnerable residents to provide practical and emotional support to the occupant(s), in turn feeding into the impact assessments of the requesting borough.
- Signposting to other BRC services such as Independent Living (e.g. Support at Home and Community Connectors), Psychosocial Support, International Family Tracing, Refugee Services, and Community Based First Aid Training, to meet on-going and ever-changing community needs.
- Signposting to other voluntary sector agencies via the Voluntary Sector Panel or those identified by the requesting borough.
- BRC strategic representation at Humanitarian Assistance or Recovery Steering Group meetings, or their equivalent.

NB. Please note that during the course of a protracted response (in excess of 72 hours), in a response where a specific and dedicated service is required, or in the recovery phase the BRC will seek to recover resource costs, and any indirect expenses incurred.

These may include:

- i. volunteers and staff expenses, both travel and subsistence
- ii. vehicle fuel used in the specific response
- iii. consumables e.g. first aid equipment, hygiene packs, refreshments
- iv. employment of additional members of staff, e.g. a recovery co-ordinator, support line manager or support network co-ordinator
- v. hire of premises e.g. a refugee reception centre
- vi. hire/purchase of additional equipment.

This is particularly relevant to the recovery phase activities as they are very likely to be longer-term and involve the deployment of dedicated personnel.

Any additional costs would be agreed and invoiced to the requesting borough.

6. Procedural and Operational Conditions of the MoU

- In the preparedness for, response to, and recovery from an incident, London boroughs may request the support of the BRC to provide services, as detailed above, to those in need that are residing within their geographical boundaries.
- BRC will provide 24/7 on-call cover enabling a response to activation requests (see Appendix A on page 10 for the activation process) at any time of day or night.
- On receipt of an activation request, BRC will respond at the appropriate level, as determined by the BRC duty manager using the information received at the time of request.
- BRC vehicles in London are clearly marked and carry BRC insignia.
- BRC maintains a fleet of vehicles to meet various needs but reserves the right to substitute and/or supplement vehicles with alternatives according to the humanitarian needs arising and/or the availability of the fleet at the time of the callout or response.
- BRC personnel will report to the BRC liaison officer either at a pre-determined RVP, which will be agreed with the requesting borough or the emergency services, or remotely via the internal BRC operational procedures.
- BRC personnel will work in partnership with the requesting borough under the management of the requesting borough at emergency centres, but within the policies and procedures of the BRC.
- BRC personnel will liaise with the requesting borough about any media activity connected with a deployment.

- BRC personnel deployed in support of requesting boroughs are aware that they must not perform skills in excess of those achieved through BRC training. It is accepted that some BRC volunteers may hold higher clinical qualifications and, in life threatening situations may have a duty of care to operate to this higher level of clinical practice. However, if BRC level skills are exceeded the BRC and the requesting borough would expect that the individual is operating under their own, or their full-time employers' indemnity system. Any such action must be reported immediately as a critical incident so that a full investigation may be undertaken by the BRC and the requesting borough.
- BRC will keep details of incident logs and will share relevant information in an appropriate way, taking into account confidentiality and data protection. Patient Report Forms must be completed by the BRC teams for any injuries or medical issues attended to. For non-clinical engagements the BRC will aim to complete the recording paperwork supplied by the requesting borough, the BRC rest centre forms, or the survivor rest centre triage tag, depending on the circumstances. All services detailed are inclusive for up to 72 hours from the initial activation.
- For incidents that are protracted beyond 72 hours, or those that go beyond the service specification detailed in this agreement, the BRC will seek to recover any additional resource costs and any indirect expenses incurred.

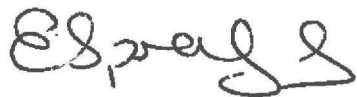
7. Monitoring

British Red Cross shall provide a quarterly report to LAP-IG providing details of:

- Courses, workshops and other activities provided under this MoU
- The details of any incidents to which they were requested to respond:
 - Number of incidents requested to attend
 - Date and time of request
 - Requesting borough
 - Length of BRC involvement
 - No. of personnel involved
 - Type of support provided
 - No. of people assisted

8. Contacts and Signatories to the MoU

The signatories hereby declare that they have read and understood the entire content of this MoU, and will work to adhere to the agreement or communicate otherwise as soon as possible.



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Appendix A – Activation Action Card

