



Service Level Agreement

Between

The London Local Authorities' Panel, The London Fire Commissioner and The City of London Corporation

Period of Agreement: 1st April 2019 to 31st March 2020

Background

This Service Level Agreement has been developed on behalf of the Local Authorities Panel, a group of representative Chief Executives from London local authorities and the Chief Executive of London Councils, that set resilience strategy for the collective London Local Authorities. To support the implementation of the strategy set by LAP is the LAP Implementation Group, chaired by a Chief Executive and comprising of Local Authority Emergency Planning practitioners representing each sub-region of London.

Since 2004 the London Fire and Emergency Planning Authority (LFEPA) now known as the London Fire Commissioner (LFC) has provided a highly effective programme of support to London local authorities' emergency planning and regional response capability. This has resulted in the implementation of robust mechanisms for London Local Authorities as Category 1 Responders to respond effectively and consistently to London regional and local incidents.

In 2016 the EP2020 review was commissioned by the Local Authorities' Panel (LAP) of the London Resilience Forum, to assess the status of local authority emergency planning in London. Following this, additional dedicated support to chief executives and the LAP¹ was established in 2017, known as the Resilience Support Team (RST) which is hosted by the City of London Corporation. Both RST and the service provided by LFC, is funded by all London local authorities.

The two complementary components supporting the work of LAP, and undertaking regional planning work with London local authorities, has produced an effective framework for compliance with the Civil Contingencies Act 2004 (CCA), Chapter 9 of Emergency Preparedness (Cabinet Office), and the London Emergency Services Liaison Panel (LESLP).

¹ Currently comprising the Chief Executive Resilience Advisor and two staff commissioned to establish sub-regional governance arrangements and develop a robust LAP Business Plan programme management approach. These roles are referred to as Resilience Support Team (RST)

This Service Level Agreement will continue to build on these relationships to provide London with consistent, robust, resilient and efficient arrangements into the future.

This document provides a strategic overview of the regional support provided to local authorities and in turn, what is required from the 32 London Borough Councils and the City of London Corporation to enable effective collaborative working, whilst providing an opportunity for further investigation, development and refinement of key services for future years.

The Agreement

LAP is the commissioner of the services under this SLA. It is the expectation under this agreement that all services will meet statutory requirements, adhere to guidance and good practice and deliver high quality outcomes.

The service deliverables will be agreed between LAP, the LFC and RST and detailed within the LAP Business Plan following endorsement from the Local Authorities' Panel.

A business plan for the delivery of the collective London Local Authority resilience strategy will provide direction to capability design and implementation. All London Local Authorities, LFC and RST will contribute to the LAP business planning process and be included in the consultation process on the business plan. This business plan will be output based and include clear objectives and performance indicators, monitored for LAP by LAP IG on a triannual basis. The objectives and outputs will be subject to annual review by LAP via the established programme management reporting process managed by Resilience Support Team (RST) and monitored by LAP IG.

The City of London Corporation agree under this SLA to host the Chief Executive Resilience Advisor and the RST on behalf of LAP and all London local authority chief executives.

This will stand as a rolling SLA between LAP, the LFC and the City of London Corporation and serves as the basis for provision of core statutory support and non-statutory work as defined by the business plan and deliverables detailed within it, outcomes of major exercises and Government-led objectives. Other related supplementary borough support can be requested for inclusion in the business plan through the LAP IG representatives or negotiated at borough level with the LFC or Chief Executive Resilience Advisor dependant on the specifics or the request.

Common Principles

- Simplicity This SLA should be clear and comprehensible by all.
- **Consistency** The same systems and control measures should be applied to all aspects of service delivery as far as is reasonably practicable.
- **Flexibility** The architecture of this agreement should allow local authorities to dynamically respond to new challenges, within the parameters of individual organisational responsibilities.

London Local Authority Governance Structure

LAP provides strategic direction to London local government on resilience and complements the work of the London Resilience Partnership, overseen by the London Local Resilience Forum (LRF), which is a coalition of agencies with a shared interest, driven by the arrangements of the Civil Contingencies Act. Below is a brief description of the role of the LRF and LAP and key local government for supporting them:

• The London Local Resilience Forum: sets the strategy and objectives for the Partnership through its Programme. It is accountable for multi-agency coordination of emergency preparedness arrangements in London. Issues in the partnership that cannot be resolved at a working level are managed by the Forum.

- The Local Authorities' Panel: supports a consistent, coordinated and fully integrated London-wide approach to resilience and emergency planning, through the delivery of a rolling three-year business plan.
- Local Authorities Panel Implementation Group: provides LAP with practitioner advice and input into regional strategy and policy whilst ensuring the strategy and policy set by LAP is delivered effectively by London local authorities through routine monitoring of the LAP Business Plan.
- Local Authority Sub-Regional Fora: comprising Chief Executive level groups and Director led Programme Boards to provide strategic support and direction to local authority preparedness across each sub-region with a focus on collaboration, consistent implementation and delivery of tangible capabilities at the local level
- **Borough Resilience Fora:** they provide the local partnership arrangements for borough-level inter-agency cooperation and collaboration².

See annex B for further details on resilience structures and governance.

Overview of services and responsibilities of constituent organisations

Further details of actions and responsibilities of individual parties to this SLA can be found in Annex A: Schedule of actions and responsibilities below.

Provisions by the London Fire Commissioner (LFC)

The LFC will support pan-London local authority arrangements (as laid out in Chapter 9 of the guidance to the CCA) through operational support, including support to Local Authority governance, major incident response and interagency liaison to regional and sub-regional planning and the co-ordination of pan-London training and exercising.

Operational response co-ordination

Co-ordination and support for operational response in advance, during and post incidents requiring the involvement of London Local Authority Gold. Protocols and procedures of LLAG arrangements and provision and maintenance of an effective coordination centre, known as the London Local Authority Coordination Centre (LLACC). Should local authority 'Gold' arrangements be required, the LLACC will collect and disseminate information, and facilitate the collective decision-making process.

Co-ordinating regional Local Authority training and exercising

Provision of annual training and exercising to support Pan-London arrangements; the LLAG arrangements and where there is an identified consistency of training need for certain elements of plans maintained under the Civil Contingencies Act.

• Support to regional and sub-regional Local Authority planning structures

Providing logistical and technical support to regional and sub-regional local authority planning structures and groups.

Support to Local Authority lead projects

Professional and technical advice together with coordination support to specific local authority led partnership work streams, as detailed in the LAP Business Plan.

² Direct Support to Borough Resilience Fora (BRFs) is delivered at the local level and not by signatories to this agreement. However, BRFs play a key role in supporting the implementation of tangible capabilities at the local level and therefore require appropriate resourcing from each local authority.

Interface with Resilience Partnership

Providing the interface and co-ordination between Local Authorities and the wider partnership, to support regional Local Government planning.

Provisions by Local Authority Resilience Support Team (RST)

Reporting to the Chair of LAP, the Chief Executive Resilience Advisor, supported by the Resilience Support Team will deliver dedicated support to London's Local Authorities. The Resilience Support Team is focused on supporting the development regional Local Authority resilience policy, programme management, sub-regional liaison and commissioning of regional projects.

Support to Chief Executives

Providing direct guidance and advice on resilience matters during planning and operational responses.

Programme Management

Maintain and deliver a programme management function on behalf and in support of LAP and LAP IG, facilitating and monitoring progress from concept development through to capability implementation of resilience requirements identified by LAP.

Support to Regional and Sub-Regional Resilience Planning Structures

Providing secretariat and technical support to LAP, LAP IG and sub-regional local authority planning fora, with a focus on facilitating and monitoring the implementation of capabilities at regional and local levels.

Commissioning services

Provision of a commissioning service for selected regional projects and activities that benefit regional resilience as directed by LAP and including the development of business cases for funding approval by LAP and conducting procurement exercises to secure appropriate delivery.

Additional activities as directed by LAP

Directly deliver work on behalf of LAP, such as introductory briefings to new Chief Executives, reports to CELC and Leaders Committee, facilitation of the annual assurance programme, production of the annual sub-regional and regional assurance assessments and special regional projects such as Grenfell Recovery and EU Exit.

London Local Authorities

Local Authorities are responsibility for meeting their statutory duties under the Civil Contingencies Act and are collectively central to driving the local authority resilience agenda. To achieve that, local authorities must collectively engage through the resilience structures in setting and monitoring support provided by LFC and RST via LAP and LAP IG, and in providing adequate funding for the delivery of activities commissioned of them.

Provision of appropriate and adequate resources

All London local authorities will commit to provide resources in the form of staff time, physical resources and/or money to equally support the work of LAP and LAP IG to meet the requirements of the business plan and strategy, including to attend coordination and planning meetings as required with support from LFC and RST.

Regional Local Authority Strategic Incident Management

All Local Authorities will commit to provision of appropriate resources to support the collective and coordinated approach to responding and managing incidents that require the activation of regional strategic co-ordination provided through London Local Authority Gold Arrangements.

Local Authority projects and business planning

Local Authorities will provide appropriate resources at a sub-regional level to deliver regional resilience projects as allocated on behalf of LAP by LAP IG, with appropriate support from LFC and RST. Local Authorities will implement/ develop resilience and response capabilities in line with the approved London-wide approach agreed by LAP with support of LRG and RST where appropriate and engaging with their Borough Resilience Forum as needed.

Financial contribution

In accordance with this SLA all London local authorities will support the financial contribution to retain the services supplied by the LFC and costs incurred by the City of London Corporation in hosting the Chief Executive Resilience Advisor and the centralised support function provided by RST, under this agreement as directed by LAP and Chief Executives London Committee.

Assurance

All London local authorities will, by acceptance of this SLA, undertake to use the Assurance Framework endorsed by LAP as the basis for CCA compliance and will adhere to the business planning arrangements in support of these standards.

See Annex C for the responsibilities of Local Authority Capability Project Representatives.

Funding

Via LAP and the Chief Executives London Committee (CELC), local authority Chief Officers have agreed to equally fund centralised services outlined within this SLA to support London's collective local government resilience through a Central Resilience Fund (CRF).³

Funds will be collected by the City of London Corporation annually following approval through CELC of the funding proposal recommended by LAP.

All funds will be allocated by LAP on a flexible basis to compliment the needs of all chief executives and the delivery of the LAP business plan. LAP will remain responsible for determining the appropriate apportioning of central funds. This role will be recorded in the LAP terms of reference.

Review of the SLA

This SLA will be reviewed annually. It may also be subject to review by exception where there is significant failure to meet agreed outputs or where there is significant change to parties under this agreement. Reviews will be organised by LAP, supported by representatives of LAP IG, the LFC and Chief Executive Resilience Advisor.

Key Contacts

Service Area /Task

Local Authorities' Panel (LAP)

LAP-Implementation Group (LAP IG)

London Fire Commissioner (LFC)

Key Contact(s)

John Barradell, Town Clerk, City of London (Chair)

Jo Negrini, Chief Executive London Borough of Croydon (Chair)

TBC

³ LAP and CELC have agreed in principle that monies committed to the central fund are required to bolster and enhance individual and collective local authority arrangements and not replace current services delivered at the local level. It is therefore recommended that monies provided to the Central Resilience Fund should be drawn from central budgets and this should not be directly funded from local emergency planning/civil contingencies team budgets or provided to the detriment of a borough's current service.

Signatories to the service level agreement

The signatories hereby declare that they have read and understood the content of this service level agreement, and will adhere to the agreement.

On behalf of London Local Authorities:
Print Name:
Job Title:
Organisation:
Date;
On behalf of City of London Corporation:
Print Name:
Job Title:
Organisation:
Date:
On behalf of London Fire Commissioner:
Print Name:
Job Title:
Organisation:
Date:

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Annex A: Schedule of actions and responsibilities

Note: Legislative requirements are in bold text.

Responsibility	Local Authorities (in relation to relationship with LRG and RST)	LAP / LAP IG	Local Authority Resilience Support Team	London Resilience Group
General	Development of local capabilities in line with regional plan expectations and requirements. Collaborative engagement for resilience development at all levels. Via the Central Resilience Fund, support the financial contribution to retain the services supplied by LFC and costs incurred by the City of London Corporation in hosting the RST and the centralised support function that team provides, under this agreement as directed by LAP and Chief Executives London Committee. Provide adequate local resources for the delivery of regional resilience planning through engagement, design, development and implementation. Provision of resources in the form of staff time, physical resources and/or money to support equally the work of LAP and LAP IG to meet the requirements of assurance and to attend coordination and planning meetings as required.	Set the collective Local Authorities Resilience Strategy in the context of the London Resilience Strategy. LAP IG Drive the delivery of the Local Authority Resilience Strategy through identification of programmes and projects that meet outcomes expected of LAP. Maintain an awareness of capabilities across sub-regions to form a regional picture. Monitor and manage the delivery of the LAP Business Plan.	Oversight of the status of LA EP in London on behalf of LAP. Support to LAP in forming a strategic view of Local Authority resilience. Sub-regional oversight of the status of EP in respective areas. Delivery of a centralised approach to enhancing support to regional peer groups (e.g. Housing Directors, HR Directors, ADASS, Mortuary Managers and LoTAG), to assist in developing greater local authority ownership of the resilience agenda across service areas. Professional advice on resilience related matters to LA chief executives, including briefing new Chief Executives on regional resilience arrangements. Coordination of agreed regional working including briefings to CELC and London Councils Executive Committee and special projects (e.g. Harris Review response and EP 2020). Representing chief executives on regional multi agency planning and coordination fora; such as the London Resilience Programme Board.	Support to the development of local authority led capabilities and input into multi-agency regional plans/ frameworks as necessary. Professional and technical advice together with secretariat and coordination support to local authority led partnership work streams, as detailed in the LAP Business Plan. Coordination of Local Authority response through support to LLAG, mutual aid and regional situational awareness. Monitoring of emergency planning capacity through the provision of Emergency Planning Monitoring reports. Monitoring and providing early notice to councils on seasonal risks and issues

Operational Response				
Response protocols and procedures	Maintain plans for preventing emergencies; reducing, controlling or mitigating the effects of emergencies in both the response and recovery phases; and taking other action in the event of emergencies Meet the responsibilities stated in the LLAG operating procedures. Provision of a Chief Executive, Senior Director and loggist (administrative professional) to partake in on call LLAG rota. Compliance with Local Authority elements of CONOPs.	Review and sign off LLAG policies, protocols and Operating Procedures. Champion involvement in the LLAG rota and the requirement for chief executives to undertake security clearance. LAP IG Commission, agree and monitor training design and delivery for LLAG Chief Executives and support teams. Design input and monitoring of CONOPs. Providing direction on response services requirements delivered by LRG to meet needs of Local Authorities during emergencies. Co-ordinate with LRG for design and delivery of LRG response capabilities in support of Local Authorities. Provide direction on requirements of training and exercising provided by LRG to practice and test regional co-ordination arrangements.	 Oversight of the LLAG Rota, including: identification of Chief Executives to join the rota engagement with new Chief Executives to seek agreement join the rota Appropriate security clearance Maintenance of LLAG arrangements, incl: LLAG resolution and Mutual Aid Agreement. In consultation with LRG, represent LLAG arrangements at regional planning meetings and exercises and updating of protocols in conjunction with other partners. Management of CONOPs policy documentation on behalf of LAP, ensuring regular review. Oversee development of LLAG training by LRG to ensure needs of CEOs and Directors are met. 	Maintenance of LLAG Procedures as reflected in the LLAG resolution, keepin updated through review and revision. Administration of the rota including annual publication. Gold briefing, training and exercising for LLAG, Dep LLAG and Loggist. Pre-on call briefings for duty LLAGs. In consultation with the Chief Executive Resilience Advisor, represent LLAG arrangements at regional planning meetings and exercises. Contribution to development and compliance with requirements of CONOPs. Publication of up to date contact detail of London Emergency Planning Officers in Borough Profiles.
Response activities	As above To co-ordination fully with LRG in provision of the mutual aid in line with the LLAG Arrangements and Mutual Aid Agreement / Memorandum. Prevision of information pertinent to the needs of the incident in the format prescribed by LRG/LLACC.	LAP Monitor LLAG activations and provide peer support to LLAG and chief executives of affected boroughs as necessary.	Strategic advice and assistance to Chief Executives, including LLAG as required, in support of the service provided by LFC, the Chair of LAP and Chief Executive of London Councils: • during large scale and/or protracted incidents • following the identification of challenges affecting core services	Delivery and maintenance of an effective co-ordination centre (LLACC) to collect and disseminate information and facilitate collective decision-making process. Notification of and support to LLAG during incidents requiring activation of LLAG arrangements. Provision of LLAG support in the form of trained officers

challenges affecting core services

which fall outside Civil

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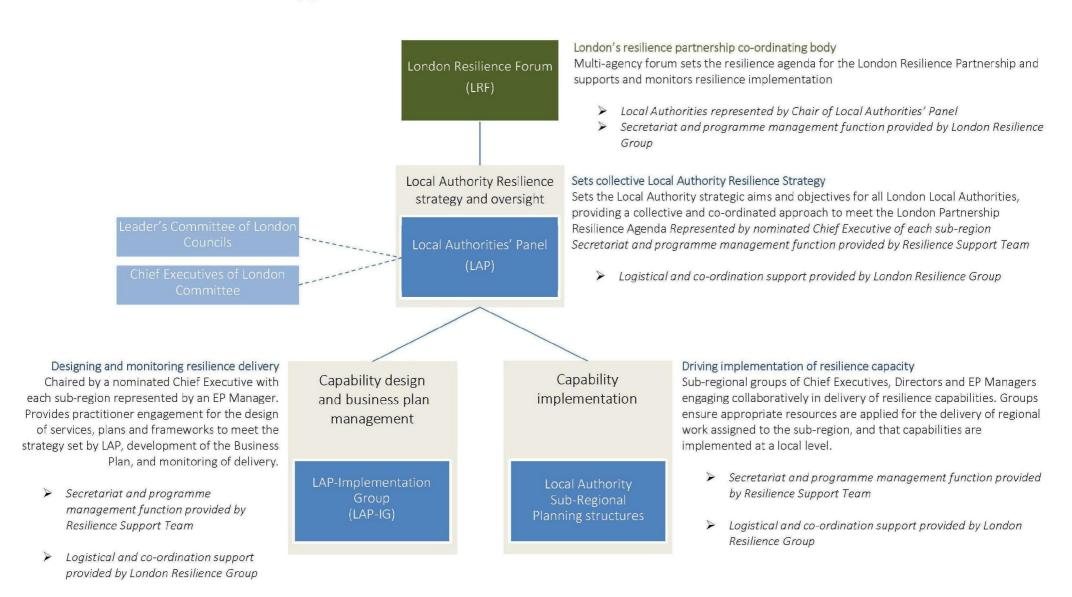
LAP Business Plan delivery	determine where efficiencies can be made. Provide appropriate resources to deliver projects assigned to councils. Implement capabilities of plans approved by LAP/LRF on behalf of all local authorities . Identify and recommend new projects or workstreams to LAP IG based on experience and identification of need.	EAP Receive regular updates on the status of the Business Plan and provide support and direction to any issues, challenges escalated for their consideration. LAP IG Seek equitable dissemination of projects across sub-regions. Maintain overview of programme delivery (see below) Assessment, approval and dissemination of additional workstreams/projects identified throughout the business plan lifecycle.	Custodians of the LAP Business Plan, including articulation and documentation. Business case development on behalf of Local Authorities to access additional resources through the Central Resilience Fund. Commission specialist services for the delivery of regional projects not assigned to sub-regions or LRG.	Deliver projects and programmes assigned to LRG by LAP and LAP IG as determined in the business plan. Facilitating inter-organisational work through liaison with the partnership. Professional and technical advice together with secretariat and coordination support to specific project working groups in support to project/programme leads. Technical advice on partnership arrangements. Shepherding of local authority lead partnership plans through London Resilience approval structures. Support to agreed areas of crossborough working as determined by the LAP Business Plan and administrative support of All Borough Managers Meetings in support of LAP IG.
Regional Programme Management	Provision of updates on project delivery to RST via Sub-Regional Programme Boards. Implementation of capabilities as designed through LAP IG and approved by LAP and/or LRF.	LAPIG Monitor and management of Business Plan Project delivery Approval of PIDs Alignment, co-ordination, prioritisation of projects. Risk and issues management	Provision of Programme Management function, including oversight, monitoring and reporting on projects/programme to LAP, LAP IG and Sub-Regional structures. Provision of documentation required for accurate monitoring and management of business plan delivery by LAP and LAP IG.	Management/Coordination of projects and programmes assigned to LRG. Reporting on progress of LRG assigned projects to LAP IG via RST.
Sub-Regional project management	Maintenance of Sub-Regional Action Plans (programme management). Identification of good practice, post incident learning and issues to be escalated to LAP IG.	LAP IG Maintain awareness of sub-regional delivery and report on this to LAP	Oversight of all Sub-regional Programme Board discussions and Actions Plans Identify complimentary activities, good practice and issues to escalate to LAP	

Additional activities	Reporting of progress of regional projects to LAP IG (via RST).	LAP Consideration and endorsement, as determined, of new tasks or projects not initially included in the Business Plan. LAP IG Identification of additional tasks or projects not initially included in Business Plan. Make recommendations to LAP	Provision of project dashboards to subregional resilience programme boards. Direct delivery or commissioning of services on behalf of LAP where required and within funding allocation for the delivery of projects within the LAP Business Plan and work outside the LAP Business Plan where there is a strong business case for.	Organisation of additional planning phase projects and tasks that fall within resource allocation, such as nonstatutory training, exercising or delivery projects where agreed with LAP.
Training and exercising	Local/operational training and exercising according to local need. Collective training/exercising through sub-regional cooperation where needed.	regarding prioritisation and resourcing of new projects. LAP IG Establish the desired focus for exercises in conjunction with LRG and RST. Oversee the work of the Exercising subgroup ensuring it sets the timetable/ scenarios/ focus/ risks/ capabilities to be exercised to ensure it meets the priorities and needs of LAP.	Support LAP IG in establishing training requirements. Represent London Local Authorities on the London Resilience Partnership Training and Exercising Group.	Provision of training to support pan- London arrangements (including design, administration, delivery) Provision of exercising pan-London arrangements to validated local authority plans through exercising. Deliver an annual training and exercising programme as agreed with LAP.
Learning and Develo	oment			
Learning and development	Provide debrief reports for incidents highlighting lessons learnt for benefit of the rest of London. Highlight important learning from incidents and exercises through subregional structures.	LAP Consideration of lessons with strategic emphasis and determination of actions required to address them. LAP IG Identification of lessons for regional assessment through sub-regional structures.	Collation of identified lessons through sub-regional structures and communication of these to LRG and LAP IG.	Co-ordinate learning database and holding all local authority lessons. Facilitation of debriefs for multiborough incidents, including identification and collation of learning.

Selection of lessons requiring regional action or progress monitoring.

Governance

Annex B - London Local Authority governance structure



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Annex C - Responsibilities of London Local Authority Capability Project Representatives

- 1. Contribute to specific multi-agency capability development by providing advice on, and taking ownership of, LA elements within the Framework or Plan.
 - Includes writing the LA Project Initiation Document, with support from the RST Programme Manager, and scrutiny of multi-agency lessons (which may identify LA specific lessons).
 - For LA led capability workstreams, supported by LRG, this also entails driving the multi-agency work, including drafting of review objectives, agenda setting and chairing of meetings.
- 2. Ensure effective consultation on the multi-agency Framework or Plan with all London Local Authorities at appropriate stage(s), particularly before and once finalised but in advance of London Resilience Programme Board/Local Authorities Panel approval.
- 3. Produce some form of LLA Guidance. This guidance may be focussed on Borough capability development and/or sub-regional/pan-London development of LA capability. This should be within 12 months of a respective multi-agency capability plan or framework being published, or in advance if necessary.
- 4. Act as the subject matter expert, irrespective of the stage or maturity of multi-agency capability development. LA reps may be in a position to provide advice to other Boroughs in their associated planning work or during a related response, should it be asked for.
- 5. May be asked by LAP-IG to further support the development of sub-regional/pan-London LA capability, although this would require agreement and acknowledgement in sub-regional work allocation.
- 6. Report to LAP-IG at appropriate points, such as after initial scoping via the PID, and once finalised but in advance of London Resilience Programme Board approval (and LAP approval for LA led capability workstreams). The capability rep should keep their LAP-IG rep briefed this is the route for escalating issues and reporting progress to LAP-IG.