



OPERATIONAL PLAN 2009 / 2010

Promoting Resilience and Business Continuity

www.normit.org
Tel: 01603 222016
Email: epu@norfolk.gov.uk

NORMIT Aim

To increase resilience in Norfolk through a partnership of business & voluntary sector organisations, and Category 1 & 2 Responders*.

NORMIT Objectives

1. To promote Business Continuity and Emergency Planning;
2. To provide a platform to enable the sharing of best practice;
3. To support Category 1 & 2 Responders with their responsibilities under the Civil Contingencies Act 2004;
4. To encourage other organisations to encompass the Civil Contingencies Act 2004 guidance;
5. To provide organisations with specific advice, guidance, training and exercise facilitation as required;
6. To promote mutual aid and support between member organisations.

Note: * Category 1 & 2 Responders are those listed within the Civil Contingencies Act (2004) and includes Fire and Rescue Service, Police, Ambulance, Maritime and Coastguard Agency, Local Authorities, NHS Trusts, Environment Agency, Health Protection Agency, Utility companies, transport companies, Strategic Health Authority and the Health and Safety Executive.

NORMIT MEMBERSHIP

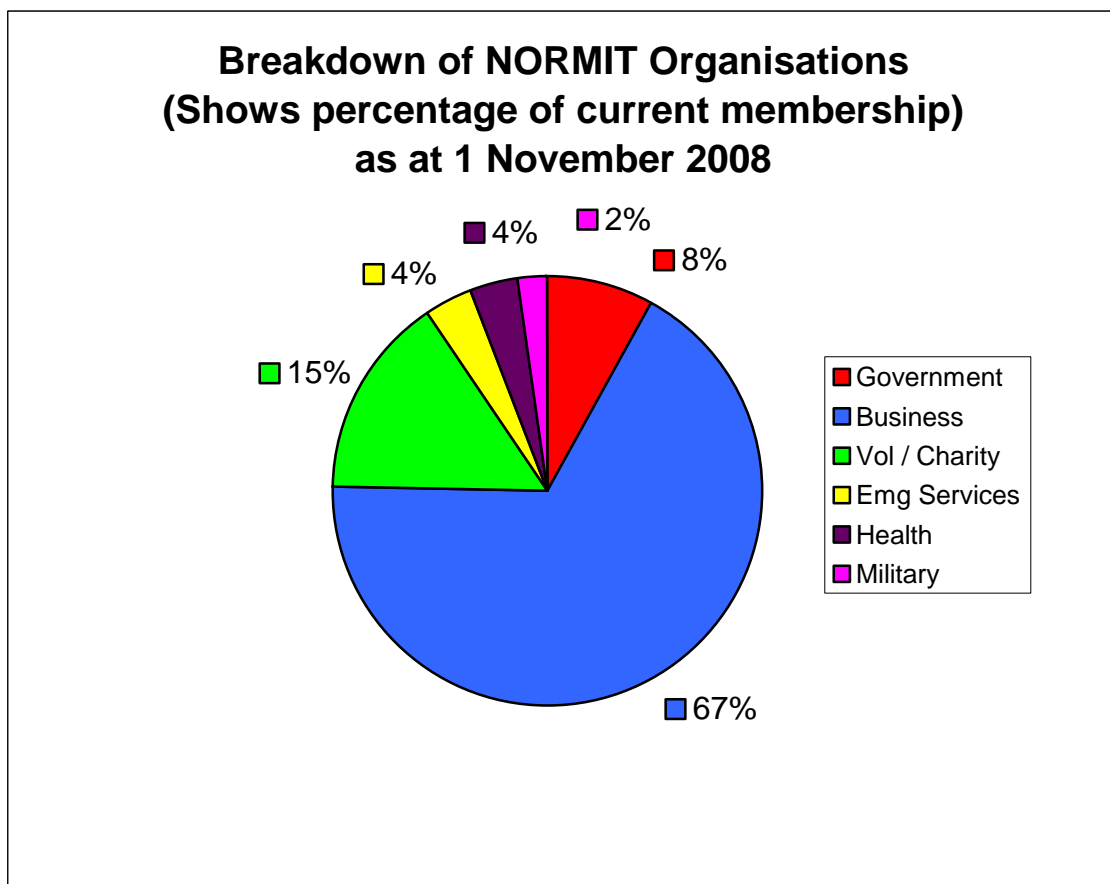
The NORMIT partnership comprises over 130 member organisations from a diverse range of sectors. These include businesses of all sizes, together with, the public sector, emergency services, voluntary organisations, health and utility companies.

This wide spectrum of membership enables NORMIT Members to access a vast range of Emergency Management and Business Continuity experience and knowledge whilst providing a platform to both share best practice and to encourage and enhance mutual aid.

Annual membership fees are based on the number of employees and, as a non-profit making partnership, income is used to continually enhance our services and activities to develop emergency preparedness and resilience whilst reaching out to communities. Such promotion is geared towards highlighting the benefits and best practice of Business Continuity Management whilst increasing the strength of the partnership through additional membership.

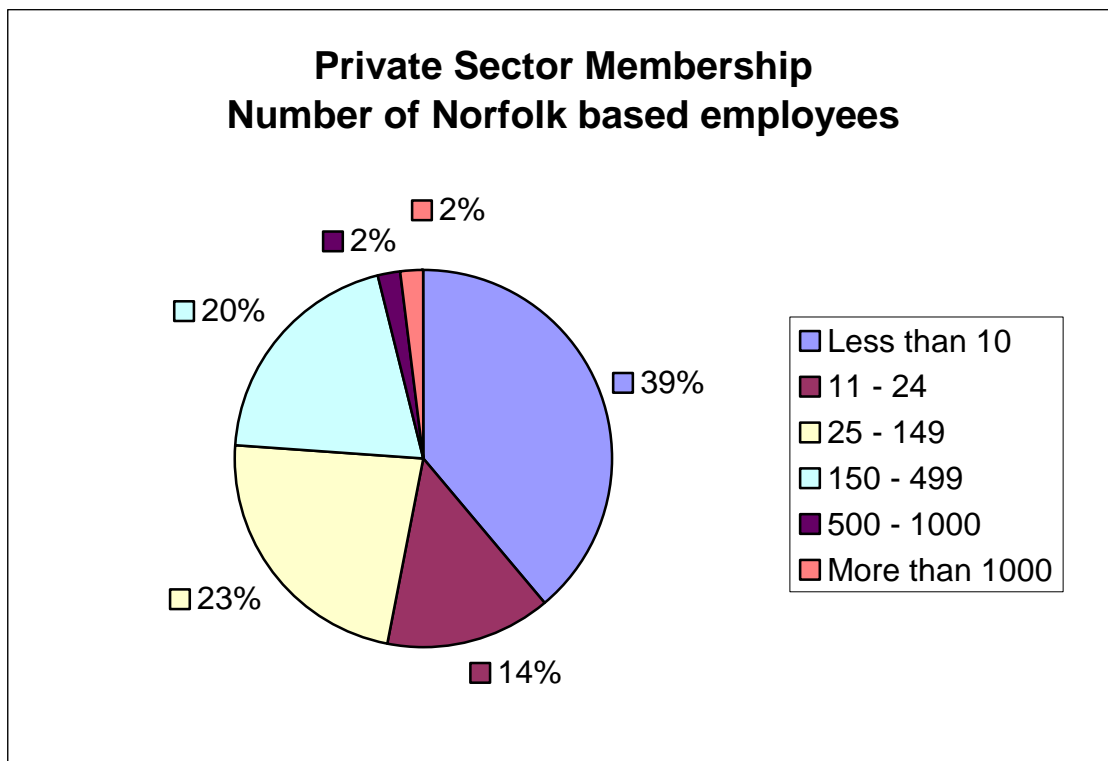
The partnership allows us all to work together to build and enhance resilience to emergencies and disruptions through effective Business Continuity Management.

The graph below shows the breakdown of organisations that make up the current membership.



The majority of the private sector NORMIT members fall within the category of Small to Medium Enterprise (SME), which is defined as an organisation employing less than 250 people. It is this category, along with the Voluntary Sector, that Local Authorities have a duty to provide Business Continuity advice and guidance to.

The graph below shows the breakdown of Private Sector members by number of employees.



Through increasing membership and direction offered from our Advisory Board the partnership strives to meet and reflect the individual needs of all our members, ensuring the NORMIT partnership moves forward together.

ADVISORY BOARD

NORMIT has an Advisory Board that meets twice a year. The Advisory Boards role is to provide advice on the operation and further development of services provided by NORMIT for the mutual benefit of the Members.

The constitution of the Advisory Board is made up from representatives of member organisations as listed below:

Organisation	Representative
Norfolk County Council	<ul style="list-style-type: none">• Cabinet Member of the Fire and Community Protection Panel• Head of Emergency Planning
East of England Ambulance Service NHS Trust	<ul style="list-style-type: none">• Head of Emergency Preparedness
Norfolk Constabulary	<ul style="list-style-type: none">• Superintendent Operations
Norfolk Fire and Rescue Service	<ul style="list-style-type: none">• Assistant Chief Fire Officer
District Council	<ul style="list-style-type: none">• One CEX representing all districts
Voluntary Sector Representative	<ul style="list-style-type: none">• Member of the NRF Voluntary Sector Sub Group Currently British Red Cross
5 x Private Sector Representatives	Currently: <ul style="list-style-type: none">• Anglian Water Services• Norwich Airport• Dow Chemical Company• Norwich Union• Alizian

The five organisations representing the Private Sector membership are elected on a two year term.

The main responsibilities of the Advisory Board are:

- Develop policy for the running of NORMIT;
- Provide the opportunity for Members to comment on the policy;
- Establish the criteria (including subscriptions) for NORMIT Membership;
- Recommend priorities for the use of surplus NORMIT funds;
- Advise the NORMIT Manager of services/projects to be undertaken;
- Make recommendations on any other matter pertaining to NORMIT as the Advisory Board sees fit;
- To review the NORMIT Operational Plan on an annual basis.

Organisational Activities

NORMIT offers a wide range of services and benefits to its members, including:

- Plan consultation, auditing and testing;
- Exercise development, management and analysis;
- Emergency Management and Business Continuity training programme;
- Seminars and Study Days;
- Secure area on the website to share information regarding current incidents; and
- Networking opportunities with a platform to share best practice.

We offer generic and specific advice and guidance to assist organisations develop resilience against the hazards they may face. It is not only major emergencies that disrupt organisations, a wide range of day to day disruptions can threaten the smooth running, or even the very existence, of an organisation.

As a partnership we work to enhance and share knowledge and abilities in developing Business Continuity Management. Quarterly members meetings are hosted by a member organisation and are designed to provide the opportunity to share best practice and experiences from any incidents, training or events. These meetings also offer the platform to network and develop procedures and enhancements together.

The table below indicates the organisational activities undertaken to meet our objectives:

Activity	Measure	Objectives
Hold NORMIT Members Meetings: To encourage networking; To facilitate the sharing of information; To provide generic advice and guidance on current issues.	<ul style="list-style-type: none"> • 4 meetings per year. • Sharing of information as standing agenda item. 	1, 2, 4, 6
Manage and facilitate a programme of Training Courses.	<ul style="list-style-type: none"> • Develop a programme of courses each year. • Facilitate courses with Emergency Planning Unit (EPU) staff and external specialists as required. • Develop presentations, material and hand outs for courses. • Ensure that session outcomes are current for each course. • All course material to reflect guidance from Civil Contingencies Act and BS25999. • Evaluate feedback forms to measure perceived increase in knowledge. 	1, 2, 3, 4, 5, 6
Provide tailored training specific to NORMIT Member organisations as requested.	<ul style="list-style-type: none"> • Respond to requests from NORMIT Members. 	1, 3, 4, 5

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Provide exercise facilitation and management for NORMIT Member organisations as requested.	<ul style="list-style-type: none">• Respond to requests from NORMIT Members.	1, 3, 4, 5
Provide plan auditing and plan development services for NORMIT Member organisations as requested.	<ul style="list-style-type: none">• Respond to requests from NORMIT Members.	1, 3, 4, 5
Provide and develop a secure members only area of the web site.	<ul style="list-style-type: none">• Ensure information is current.• Updates to the Hot Topic* area of the site as appropriate.• Develop the Resource Database.	1, 2, 3, 4, 5, 6

* The 'Hot Topics' area is available on a secure Members Only Area of the website and can provide the latest information regarding on-going incidents and topical issues.

Promotional Activities

We undertake a variety of activities to promote both the importance and benefits of Business Continuity Management and the NORMIT Partnership. These activities are delivered by NORMIT and the Norfolk Emergency Planning Team, often in partnership with the Emergency Services.

NORMIT member organisations support the events financially, by providing sponsorship, and by offering premises to host events or speakers / presenters.

We aim to reach a wide spectrum of the community with our promotional work. Such work is demonstrated by a variety of promotional activities.

The table below indicates the promotional activities undertaken to meet our objectives:

Activity	Measure	Objectives
Organise events to promote Business Continuity and Emergency Planning.	<ul style="list-style-type: none"> • One Business Continuity Seminar per year. • One Study Day per year. • Attendance with display stand at exhibitions and other events as appropriate. • Promote and explain the CCA Guidance. 	1, 2, 3, 4, 5, 6
Work in partnership with Police and LA's to facilitate Project Argus Events.	<ul style="list-style-type: none"> • Respond to requests from Districts or Police to hold events. 	1, 2, 5, 6
Work in partnership with Young Enterprise Scheme (YES) to promote Business Continuity within the school curriculum.	<ul style="list-style-type: none"> • Provide documentation to YES as requested. • Respond to requests from schools to provide guidance, information and support. 	1
Promote a programme of training courses to NORMIT Members and the wider Emergency Planning and Business Continuity community.	<ul style="list-style-type: none"> • Develop a marketing strategy. • Number of courses and attendees. • Promote and explain the CCA Guidance. • Promote and explain BS25999 guidance for Business Continuity Management. • Course delegates from outside Norfolk. 	1, 3, 4, 5
Introduce the Crisis Command Table Top Exercise to youth groups to increase awareness of Emergency Planning issues.	<ul style="list-style-type: none"> • Make available the Norfolk Crisis Command package. • Promote the Crisis Command package to youth groups. • Respond to requests to facilitate the game to youth groups and other relevant organisations. 	1, 5
Develop the NORMIT web site to provide a site that is user friendly and informative to NORMIT Members and the public.	<ul style="list-style-type: none"> • Ensure information is current. • Update the Emergency Guidance on the web and E-Tool. • Monitor traffic on the website. • Promote and explain the CCA Guidance. 	1, 2, 6
Market the NORMIT Partnership	<ul style="list-style-type: none"> • Increase membership. • Increase use of web site • Increase services provided. 	1, 2, 3, 4, 5, 6

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Working in partnership with Business Link East, Voluntary and Community groups and other appropriate organisations to promote Business Continuity to non NORMIT Members.	<ul style="list-style-type: none">• Provide information on Business Continuity and Emergency Planning activities to relevant partner groups.• Provide an opportunity for input into NORMIT activities.	1, 2, 4, 5, 6
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Resources / Administrative Activities

NORMIT is facilitated by the Emergency Planning Unit of Norfolk County Council. There are currently two members of staff dedicated to the work of NORMIT. The partnership is partially funded by the annual membership fees and income generated from the services delivered such as training and exercise facilitation.

The table below indicates the resources / administration activities undertaken to meet our objectives:

Activity	Measure	Objectives
Ensure that NORMIT is integrated with the Norfolk Resilience Forum (NRF).	<ul style="list-style-type: none"> • Provide an update on NORMIT activities to the NRF Community and Economic Resilience sub group meeting. • Provide information on Business Continuity and Emergency Planning activities to the NRF Voluntary Sector Sub Group. • Feedback to NORMIT Members any relevant issues from the NRF Community and Economic Resilience and Voluntary Sector sub groups. 	1, 2, 6
Produce an Annual Report to inform NORMIT Members of activities conducted and planned.	<ul style="list-style-type: none"> • Annual Report to be produced in April each year. • Include financial planning 	2
To manage the activities of NORMIT within the budget.	<ul style="list-style-type: none"> • All operational and promotional activities planned have been delivered. 	1, 2, 3, 4, 5, 6