



Annual Report

1 April 2008 – 31 March 2009

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Introduction

John Ellis, Head of Emergency Planning, Norfolk County Council

I am pleased to report that to assist the business community in the current global financial turmoil NORMIT has continued to work in partnership with the Private Sector, Voluntary Organisations and Category 1 and 2 Responders to increase resilience in Norfolk.

A steady increase in membership clearly displays how NORMIT is not resting on its laurels but aspires to build on the success of the past ten years. There has been close liaison with business-focused organisations in the county and work with colleagues in adjacent counties on how the NORMIT concept can improve their own resilience.

A decision was taken by the Advisory Board to drop the “Norfolk Major Incident Team” strapline as it was felt that this did not adequately describe the role and work of NORMIT, however, as a nationally recognised “brand” the name was retained. After dialogue with the membership the new strapline “Promoting Resilience and Business Continuity” was adopted, which I am sure all will agree is much more relevant.

The training courses that have been developed and delivered by the NORMIT team have received the recognition they richly deserve and five of them are now ‘Content Approved’ by the Business Continuity Institute.

The Business Continuity Seminar has become a regular event and the 7th was held in May. As in previous years the event was a success, receiving positive feedback. This shows NORMIT’s commitment to going further than is actually required in the Civil Contingencies Act to promote Business Continuity.

This annual report provides in further detail the work that NORMIT has done together with an overview of the way it will go forward in the next 12 months putting it in an even better position.

The driver for this good work is the NORMIT Manager, Sarah Alcock, who remains enthusiastic and dedicated, looking at innovative ways to increase the importance and impact of NORMIT in the county.

The NORMIT team has seen a number of personnel changes over the year. Simon Holmes has left to take up the role of Regional Resilience Manager at the British Red Cross. Charlie Stebbings who performed the role of Technical Support for most of the year left to travel the world, and is now working with BUPA in London. Lynette Fawkes covered Charlie’s role for several months before returning to University. We wish them all well in their new roles.

I would like to welcome Bob Cotton to the NORMIT Emergency Management Officer role. He worked very closely with the Emergency Planning Team in his years in Norfolk Constabulary and I am sure his skills will add benefit to NORMIT.

Contd..

Thanks go to the Emergency Planning Unit at County Hall and the wider team in the county who assist and support the work of NORMIT. Finally, I would like to thank the NORMIT membership for their enthusiasm and support over the year, the Partnership would not exist without them and together we can be sure that Business Continuity and resilience in the county will go from strength to strength.

John Ellis
Head of Emergency Planning, Norfolk County Council

The Past Year: 1 April 08 to 31 March 09

Sarah Alcock, NORMIT Manager

Overview

Our membership has continued its steady growth and the total number of member organisations now stands at just over 140. These include businesses of all sizes, together with, the Public Sector, Emergency Services, Voluntary Organisations, Health and Utility companies. This gives members a wide range of experience and knowledge on which to draw when looking at their own Business Continuity and resilience procedures. A full list of NORMIT Members is at Appendix A.

Our training courses have received the recognition that they deserve and five of them are Business Continuity Institute 'Content Approved' allowing delegates to have one years BCI Affiliate Membership. Our advertising for these courses has now been extended to national publications.

NORMIT Advisory Board

The Advisory Board met twice during the year to agree the priorities for NORMIT work. Members of the Advisory Board are at Appendix B. The Advisory Board also published the Operational Plan for 2009 / 2010. This sets out a clear aim and objectives for NORMIT along with activities that will be carried out in order to meet these objectives.

In accordance with the Terms of Reference we will be holding an election to select the five members that represent the Private Sector on the NORMIT Advisory Board.

NORMIT Membership

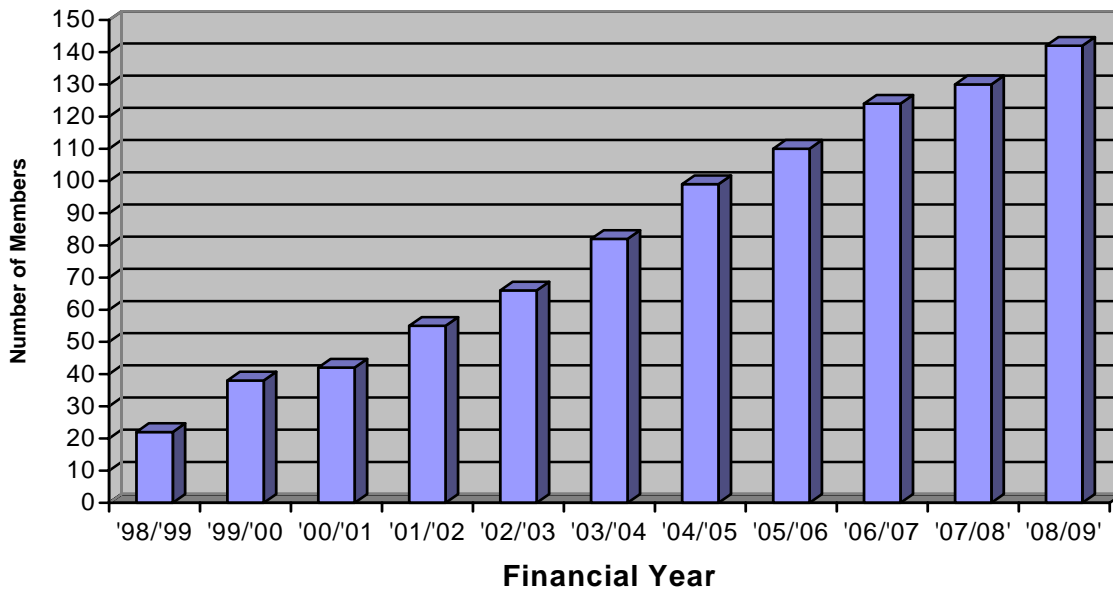
Membership continues to grow with the following organisations joining NORMIT during the year:-

Autopage Ltd
Data DNA Ltd
Larking Gowen Chartered Accountants
Epic International
Associated British Ports - Kings Lynn
Dorrington House
Voluntary Norfolk

Mark Needham
Leon Blackburn
BMN Management Limited
Ma'at Investigations
Eni Hewett Limited
Ikon Ambulance Service
East Norfolk Sixth Form College

Growth Chart

This chart shows the growth in numbers since NORMIT was first formed in 1998.



Breakdown of Organisations

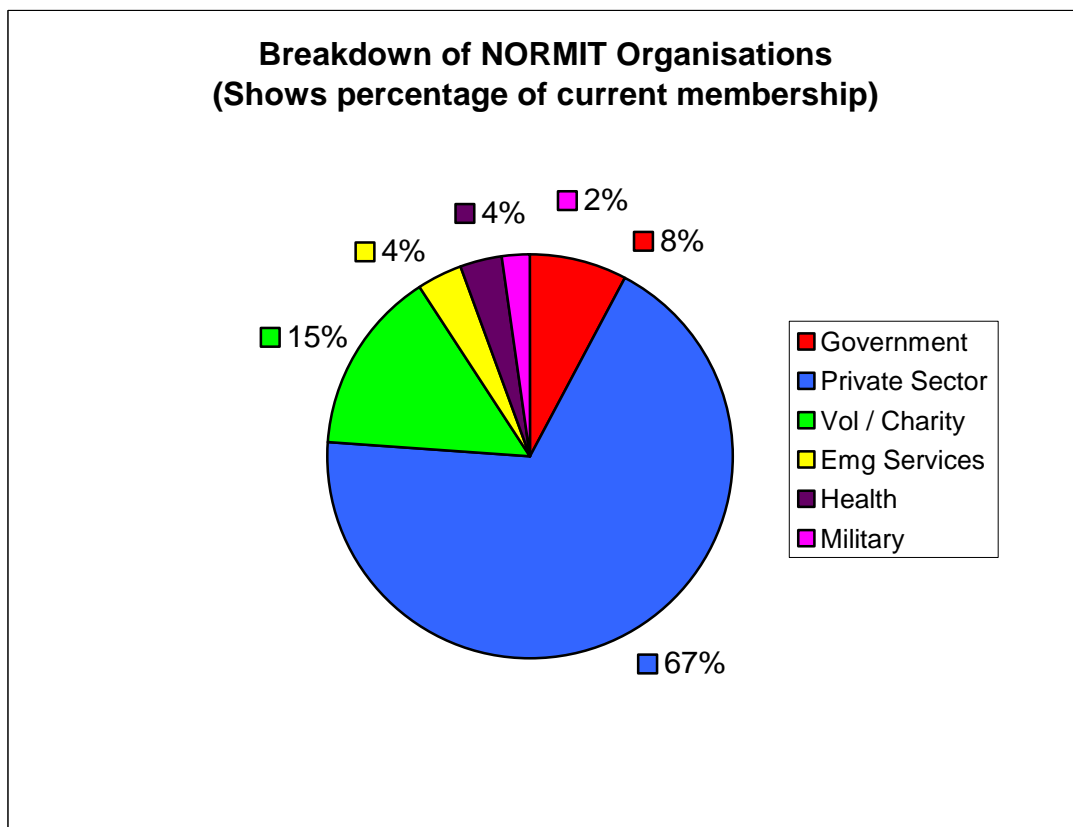
NORMIT members are classified into one of six groups as follows:-

Private Sector
Health

Emergency Services
Military

Government
Voluntary / Charity

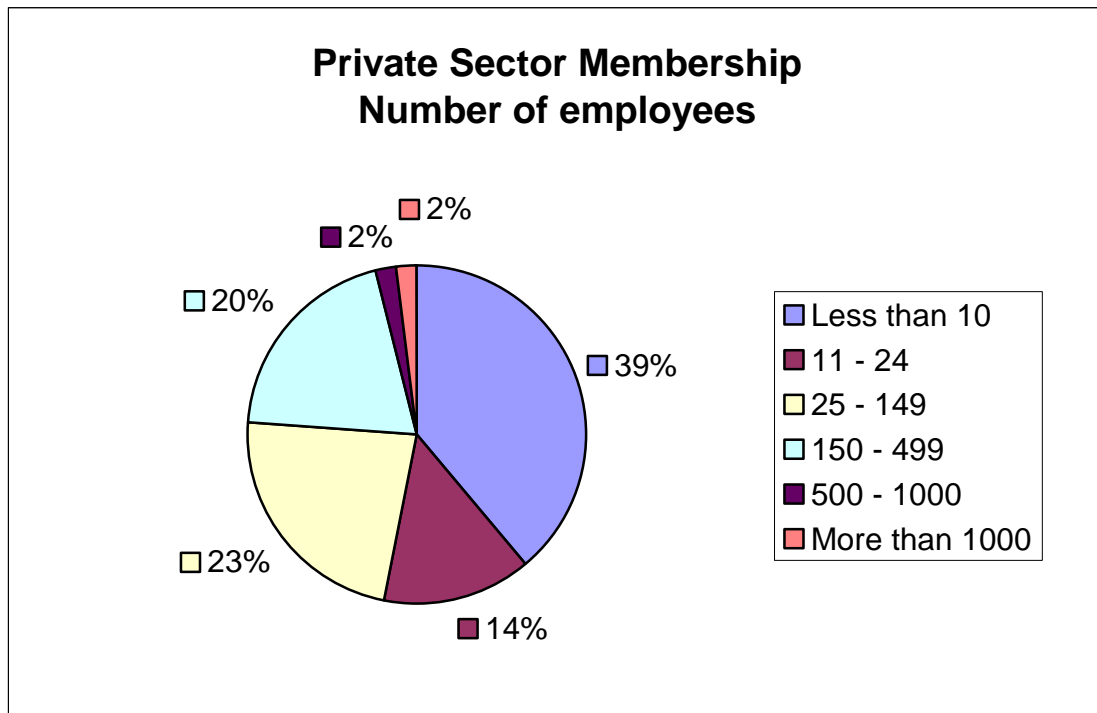
This is shown on the following chart.



Small to Medium Size Enterprises

Within the Private Sector group the majority of NORMIT members fall within the above category ~ defined as an organisation employing less than 250 employees. It is this category, together 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.



NORMIT Activities

Members Meetings

5 June 2008 Edwards Room, at County Hall

After the normal updates members took part in a “Speed Networking” activity. This provided an opportunity to get to know the other members on a one to one basis and proved very popular. There was also a quiz with questions based on Norfolk and NORMIT members.



4th September 2008 Norfolk Civil Protection Volunteers Aylsham



Members were shown around the new Norfolk Civil Protection Volunteers premises at Aylsham. There were also presentations from the Norwich Sea Cadets on the level of assistance that they could provide in an emergency and a report on a recent Business Continuity exercise at the University of East Anglia.

4 December 2008 Fastolff House, Great Yarmouth

Members were shown around the Fastolff Business Centre, looking at the range of facilities available. A video conference with the Met office in London displayed the value of this technology, whilst also giving an overview of the new weather warning systems. This was followed by a visit to the Maritime Rescue Coordination Centre control room at Havenbridge House.



5 March 2009 Norfolk Constabulary Operations and Communications Centre.



Presentations were given by Superintendent Mick Kirkham on the importance of inter-agency cooperation and coordination, and Cliff Cox on the Pandemic Flu plan. After these presentations members were shown around the Contact and Dispatch Centre, Firearms Training and Specialist Search departments.

NORMIT Training Courses

During this year five of the courses developed and delivered by NORMIT gained Business Continuity Institute (BCI) Accreditation and delegates are entitled to 12 months free BCI Affiliate Membership. The courses are marked with an *.

Courses run during the year were:-

Exercise Management*	20 May
Business Continuity*	10 June
Managing Emergencies*	10 July
Media Awareness	24 September
Practical Emergency Risk Management*	16 October
Exercise Management	18 November
Structured Debriefing	26-28 November
Business Continuity	9 December
Media Awareness	19 March 2009

A total of 100 training days were booked for these courses.

Tailored Training and Exercising

NORMIT has continued to provide tailored training and exercising as detailed below:

Training

Norwich Union Healthcare – Managing Emergencies - 7 September

Bacton Gas Terminal – Emergency Management Workshop - 10 March

Exercises

Emu	Perenco	15 July
Firefly	UEA	2 July
Goldfish	CEFAS	25 September
Heron	Kings Lynn Port Authority	3 December
Iguana	Seacor Marine	4 November
Jellyfish	Petrofac	11 November
Kingfisher	Business Continuity	24 March 2009

Promotional Activities

A number of activities to promote the importance of Business Continuity Management and the work of NORMIT were carried out.

Norfolk Resilience Forum

NORMIT is fully integrated into the Norfolk Resilience Forum, the NORMIT Manager chairs the Community and Economic Resilience Sub Group which meets four times each year, and also sits as a full member of the NRF Support Group.

Normit Business Continuity Seminar

Following the success of previous events a Business Continuity Seminar was held on 8 May 2008 at the University of East Anglia Sports Park. It had the theme of "Helping You to Help Yourself" This was a free event for NORMIT Members and 81 delegates attended.

Subjects covered were,

- Project ARGUS, National Counter Terrorism programme.
- Business Continuity issues resulting from the flooding in Gloucestershire.
- IT Security focusing on vulnerabilities, social engineering, damage limitation and post incident response.
- Business Continuity vulnerabilities in the supply chain.
- Guidance on how you can protect the reputation of your organisation.

Annual Study Day

The Annual Study Day was held on 7 October 2008 at the John Innes Centre in Norwich. The event attracted an audience of 192 delegates from around the country. The theme for the day was "From Vulnerability to Resilience". It comprised presentations during the morning, with the afternoon given over to workshops where delegates could choose two of three workshops to attend. Subjects that were examined are listed below.

Presentations covered:

- Humanitarian Assistance Guidance
- Identifying People who are Vulnerable in a Crisis
- Quality of Care – A Local Authorities Perspective
- Considerations when Helping the Aged in a Major Emergency
- North Walsham Crypto 2007 Event - Assisting Vulnerable Customers
- Emergency Response and Vulnerable People
- Disability and Diversity within the Workplace
- Faith – When Dealing with Vulnerable People
- Emergency Plan Writing – Addressing the Vulnerable
- Effective Responses to Diverse Needs in an Emergency

Workshop sessions:

- What information is needed to Respond Effectively?
- How can we Communicate Effectively?
- Duty of Care for Businesses.

Business Continuity Awareness Week 23 to 27 March 2009.

This was an international project to highlight the importance of Business Continuity. NORMIT was heavily involved in this event:-

Exercise Kingfisher ~ A table top exercise dealing with Business Continuity issues associated with severe weather events and resultant loss of utilities.

EDP Business Supplement ~ Two page entry providing Business Continuity advice.

Top Tips Cards ~ A useful reference highlighting what can go wrong and measures that can be implemented to mitigate the effects.

Emergency Awareness Event, Norwich Forum ~ NORMIT had a display stand and worked with Business Link East to provide advice to members of the public who were visiting this multi-agency event.

Business Continuity Plan Template ~ A new template based on the Business Continuity Management Lifecycle was developed and published.

Business Continuity Quiz ~ A quiz designed to encourage entrants to consider basic Business Continuity issues.

Posters and web based advice were also prepared.

Project Argus

NORMIT remains fully involved with Norfolk Constabulary and Local Authorities in the delivery of Project Argus. This is a National Counter Terrorism Office initiative that explores ways to aid the business community in preventing, handling and recovering from a terrorist attack.

Events Delivered 2008-09

Retail

University of East Anglia	2 July 2008
Town Hall, Gt Yarmouth	9 September 2008
John Lewis, Norwich	11 March 2009
Norwich International Airport	13 March 2009

Night Time Economy

Roccas / Mercy, Norwich	23 September 2008
Chicagos Nightclub, Kings Lynn	4 February 2009
Mercy Nightclub, Norwich	10 February 2009
Exercise Cornwall, Norwich	19 February 2009

Other Events

Royal Norfolk Show

NORMIT was represented at the Royal Norfolk Show within the Norfolk County Council stand. During the two days of the event we worked with members of the Norfolk County Council Emergency Planning Unit to play the 'Deal or No Deal' game and provide information on Emergency Planning and Business Continuity.

Flood Awareness Roadshow

Norwich Forum 30 January 2009. NORMIT had a display stand and gave Business Continuity advice to people visiting this multi-agency awareness day.

Emergency Awareness Week – “What If” Campaign

This was a BBC initiative to promote emergency preparedness in the community. NORMIT participated in one of the live radio programmes, explaining steps that businesses and the community can take to increase their resilience.

Working with Young People

Young Enterprise Company Programme

The Young Enterprise programme offers students direct experience of enterprise through working together to run their own real company. NORMIT has been involved in helping to develop the Young Enterprise Business Continuity Award Scheme that has been running in Norfolk for the past two years.

The guidance and plan templates that NORMIT developed for businesses have been modified slightly for use by the Young Enterprise companies. We assisted in the development and facilitation of workshops for the students and judged the Business Continuity Plans that they developed.

Norfolk Crisis Command

The “Crisis Command” table top exercise has proved popular with Colleges, Scout and Guide groups that have visited the Emergency Planning Unit.

Non-NORMIT members

In order to broaden our membership and encourage non-NORMIT members to look at their Business Continuity Management we have advertised our seminars and training courses outside the NORMIT membership.

Business Link East have been used to promote our activities and we have had articles in a number of Business orientated publications.

Sarah Alcock
NORMIT Manager

Financial Review

Income generation during what is a period of unprecedented global financial turmoil will always prove difficult.

The salary and associated costs of the NORMIT Manager and NORMIT Emergency Management Officer have been taken from the budget.

The table below shows the main financial activities for the financial year 08/09.

	Main Income	Main Outgoings
Membership Fees 08/09	£ 17,253	
Study Day Surplus	£ 4,241	
Standard Training Courses Surplus	£ 3,718	
Tailored Training	£ 2,013	
Exercise Facilitation	£ 6,955	
Plan Review / Development	£ 770	
Business Continuity Seminar		£ 1,440
Promotional Products		£ 316
Promotional articles and exhibition fees		£ 1,075
Website hosting and charges		£ 75
Accreditation of Training Courses (BCI)		£ 2,500

This takes no account of officer time and administration costs with the exception of exercise facilitation and tailored training.

In summary, at the end of this financial year NORMIT has a healthy financial position, with £26,994 carried over to the 09/10 budget.

Future Development of NORMIT

The appointment of Bob Cotton will allow NORMIT to develop its services. Bob brings with him a varied police career, including many years in the Contingency Planning Unit and has much experience of working with and supporting NORMIT activities.

Having successfully achieved Business Continuity Institute accreditation for our courses we will work towards attaining similar recognition with the Emergency Planning Society.

Our website has remained in its present form for many years. As a result of changes to our web hosting service we will be redesigning the pages to make use of more current internet programming standards, including accessibility.

As part of this electronic “refresh” we will arrange for NORMIT to have an exclusive email address rather than sharing the Emergency Planning Unit generic mailbox.

In accordance with the Terms of reference we will be holding an election to select the five members that represent the Private Sector on the NORMIT Advisory Board.

The following aim and objectives have been taken from the NORMIT Operational Plan 2009/10.

Aim

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

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.

In order that NORMIT can focus on these objectives the following tables indicate the activities that will be undertaken to work towards the objectives:

Organisational Activities

Activity	Measure	Objectives
Hold NORMIT Members Meetings: <ul style="list-style-type: none"> 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
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

Promotional Activities

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 (YE) to promote Business Continuity within the school curriculum.	<ul style="list-style-type: none"> Provide documentation to YE as requested. Respond to requests from schools to provide guidance, information and support. 	1

Activity	Measure	Objectives
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
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

Resources / Administrative Activities

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

Appendix A

NORMIT Membership at 31 March 2009

4 x 4 Response Network
Ace Management Group Ltd
Action Dry (Emergency Services)
Adam Continuity
Airwave Solutions Ltd (O2)
Alizian Ltd
Anglian Water Services Ltd
Applied Satellite Technology Ltd
Armed Forces - 49 Brigade
Associated British Ports - Kings Lynn
Autopage Ltd
Bayer CropScience UK Limited
BC of King's Lynn & West Norfolk
BMN Management Limited
BPA Limited
Bramley Lakes
Breckland Council
Breckland Land Rover Club/Rover
Rescue
British Red Cross
British Sugar Plc
British Transport Police
Broadland District Council
Broads Authority
Business & Entertainment Security Ltd
Business Link East
Cams & P'bgth Public Health Network
Cavell Management Services
Centrica KL Limited
Chapelfield Shopping Centre
CHC Helicopters
Chem-Dry Uk Ltd
Churches Together
City College Norwich
Claim Experts Ltd
Community Security Trust
Comprehensive Media Training
Concept Document Recovery Limited
Continuity Shop
D.M. Wood Medical
Data DNA Ltd
Daynes Office Interiors
Disability Forward Limited
Dorrington House
Dow Chemical Company Ltd
East Anglian Air Ambulance
East Norfolk Sixth Form College
East of England Ambulance NHS Trust
Eastern Associates
Ecoclean Environmental Services Ltd
Economic Security Consultants
EDF Energy
Energy Power Resources
Eni Hewett Limited
Environment Agency
Epic International
EventGuard Ltd
Fastolff Business Centre
Fire Factors International Limited
Forest Park Caravan Site
G4S Security Services (UK)
Great Yarmouth Borough Council
Great Yarmouth Port Company
Grolier
Heinz Frozen and Chilled Foods
HMP Norwich
HMP Wayland
Ikon Ambulance Service
Independent Flood Defence Products
Infinitis Ltd
Institute of Food Research
Interconnector (UK) Ltd
International Rescue Corps (Eastern)
Jeyes Limited
KL & West Nfk Emergency Wardens
LagMar (Norwich)
Larking Gowen Chartered Accountants
Leon Blackburn
Lyndon Green Ltd
Ma'at Investigations
Maritime and Coastguard Agency
Maritime Volunteer Services
Mark Needham
Marsh Ltd
May Gurney Limited
Media and Crisis Management
Media Answers
Mediapro Media Training
National Grid
NHS Norfolk
NHS Suffolk
Nice to Have

Norfolk Civil Protection Volunteers
Norfolk Constabulary
Norfolk County Council
Norfolk Environmental Waste Services
Norfolk Fire & Rescue Service
Norfolk RAYNET
NORLSAR
North Anglia RAYNET
North Norfolk District Council
Norwich Cathedral
Norwich City Council
Norwich District Safety Officers Group
Norwich International Airport
Norwich Sea Cadets
Norwich Union
Norwich University College of the Arts
NPS Property Consultants Ltd
Office of Government Commerce
Partnerships in Care
Perenco
PFB Safety Management Ltd
RAF Marham
Rapid UK
Regional Resilience Team
Riverside Entertainment Centre

RNLI South Broad
Royal Bank of Scotland
Royal Society of Chemistry
RRH Neatishead
RSPCA
RWE Npower
Safeguard Communications UK Ltd
Safety First Second Nature
Salvation Army
Seacor Marine
Shell UK Exploration & Production Ltd
South Norfolk Council
Spire Hospital
St John Ambulance
Strategic Health Authority
T&P Fire Limited
The Mall Ltd Partnership
Trauma Response Ltd
Tribe
Tullow Oil
UNIPEN
University of East Anglia
Voluntary Norfolk
WLP
World Horse Welfare
WRVS

Appendix B

NORMIT Advisory Board 1 April 2008 to 31 March 2009.

Colin Bland	Broadland District Council
Lynda Chamberlain	Anglian Water Services Ltd
John Ellis	Head of Emergency Planning, Norfolk County Council
Bob Guy	Dow Chemical Company Ltd
Brenda Halesworth	British Red Cross
Frank Harradence	East of England Ambulance Service NHS Trust
Mick Kirkham	Norfolk Constabulary
Mike McCarthy	Norfolk Fire and Rescue Service
Diane Mortimer	Norwich Union
Cllr Richard Rockcliffe	Norfolk County Council
Elliott Summers	Norwich International Airport
Stephen Williams	Alizian Limited



Promoting Resilience and Business Continuity

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