

Improvement plan

Theme	Ref. no.	Activity	Responsible Officer	Timescale	Comments
Notifications and preparedness	1	Report to EI&ED on resource requirements to support year-round resilience.	Strategic Lead – Environment & Infrastructure	No later than June 2024	Process already underway
	2	Officers to review and put in place new minimum staffing/standby-levels at command and operational levels to ensure resources are available to successfully co-ordinate and deploy all flood defence measures within timescales set within the to be revised protocols (action 8 refers).	Roads Maintenance Partnership Manager	By June 2024	To be undertaken in conjunction with action 4 Process already underway
Incident Management, Resourcing and Response	3	Undertake further training in terms of emergency planning across the wider leadership team to ensure resilience to deal with incidents	Strategic Lead – Strategic Planning, Policy & Resources	By March 2024	Process already underway
	4	The Council's Out of Hours Standby arrangements be reviewed to include exploring the opportunities for expanding the remit of staff from other Council services.	Strategic Lead – Environment & Infrastructure	By March 2024	To be undertaken in conjunction with actions 2 and 7 Process already underway
	5	Continue to work with current Community Resilience Groups and build on the success of these models, reflecting that public agencies including the Council are unable to respond to all impacts across the authority	Strategic Lead – Housing & Communities	This is an ongoing action, which is monitored within the service.	

	6	Review how the logging and sharing of information between partner agencies is undertaken, building upon the conversations which have taken place to date with SSE and SEPA	Strategic Lead – Environment & Infrastructure	By March 2024	
	7	Undertake a review of the handling of calls to the Out of Hours contact centre, as well as a further review of the Council's out of hours customer contact arrangements	Strategic Lead – Environment & Infrastructure Strategic Lead – Customer & Digital Services	By March 2024	To be undertaken in conjunction with action 4
	8	Review the Perth Flood Scheme Gate Closure Operational Procedure document with SEPA	Strategic Lead – Environment & Infrastructure	By June 2024	To be cross-referenced with action 2
Impact and Recovery	9	Review of welfare response protocols and engagement with those directly impacted, including follow up with affected individuals in Perth City and Invergowrie.	Head of Environmental & Consumer Services Senior Service Manager Housing	By 23 December 2024	
	10	Establish formal feedback mechanisms from community resilience groups to take on board learning and develop future response arrangements	Strategic Lead – Housing & Communities	By March 2024	