



Report – Policy and Resources Committee

Management Arrangements for the Olympic and Paralympic Games Period

*To be presented on Thursday 21st June, 2012
To the Right Honourable The Lord Mayor, Aldermen and Commons
of the City of London in Common Council assembled.*

Summary

1. This summer, the Olympic and Paralympic Games will impose unique challenges on London as a whole and the City in particular. National, regional and local plans have been developed to manage the Games.
2. At a local level, the Town Clerk will manage the coordination of all the City of London Corporation's services this summer through a Borough Olympic Coordination Centre (BOCC) which will be running continuously in Committee Room 3 from 13 July until 12 September.
3. In this report we explain how the BOCC will report upwards to Government, and liaise with and if necessary coordinate and control, key service delivery activities through Single Points of Contact (SPOCs) in individual Departments.
4. Your Policy and Resources Committee has considered the issues and authorised the Town Clerk to take any action necessary in support of the City Corporation's contribution to the Olympic and Paralympic operations, consulting with relevant Members where practicable.

Recommendations

We recommend that the Court note the contents of this report.

Main Report

Background

1. Plans have been made for the Olympic and Paralympic Games this summer on the assumption that this will be a time of particular pressure on transport and certain local services. Notwithstanding efforts by Transport for London (TfL) to encourage more flexible working during this period, the City will continue to function as a business centre with the associated flows of workers into and out of the City. Overlaid on this will be an increased number of visitors enjoying the atmosphere of the Games in London, exceptional numbers of VIP visitors and people using the City's local transport links to attend Games events.
2. Arrangements for the City of London Corporation's involvement in the events of this summer and management of the challenges imposed by this exceptionally busy period have been overseen by your 2012 Sub-Committee. The Chairman of your Committee updated Members on a range of activities at a post-Court briefing on 24 May.
3. Detailed preparations have been coordinated by the 2012 Lead Officer – Assistant Town Clerk, Peter Lisley - who has worked closely with a number of colleagues from operational areas, particularly the Director of the Built Environment on transport matters, and reported regularly to the Town Clerk and the Economic Development Chief Officers Group (EDCOG).
4. Specific guidance on operational preparedness was issued last year by London Councils and this has proved a useful checklist to ensure that we learnt from others and issues were not overlooked. An assurance statement has been submitted to London Councils by the Town Clerk to the effect that we have addressed the issues identified and have appropriate plans in place for the Games period and this will be the basis for a wider assurance for national Government that Local Authorities are ready for the challenges ahead.
5. This external engagement has characterised the preparations for the Games period. National and pan-London coordination arrangements have been developed and the City of London Corporation's management arrangements described below fit into this larger framework.

Current Position

6. Arrangements are in place to establish a permanent Borough Olympic Coordination Centre (BOCC) in Committee Room 3 from 13 July until 12 September. This covers the period we are required to report upwards to our Borough Group Support Unit (BGSU) located in Westminster which coordinates information flows for the Central Zone of six central London Boroughs and the City before itself reporting to the Local Authority Olympic Coordination Centre (LAOCC).
7. The Town Clerk has been closely involved in the development of these plans through his role as the Chairman of the London Local Authorities Resilience Panel and will be part of an on-call rota of Chief Executives for the LAOCC as a Local Authority Olympic Director (LAOD), whilst Assistant Town Clerk, Simon Murrells and the Exchequer & Business Support Director, Suzanne Jones will be on duty in the LAOCC as Deputy LAODs.

8. In the event of an emergency, existing management arrangements will be invoked, including the manning of a Borough Emergency Coordination Centre (BECC). These arrangements are well-tested and our plans have enough staffing resilience to ensure that both the BOCC and BECC can run simultaneously, although to facilitate coordination and control they will be co-located in Committee Room 3.

Management Arrangements

9. Departments have drawn up service delivery plans for the Olympic period and have put in place their own resilient management arrangements. However, as explained above, the pan-London nature of the Olympic and Paralympic activities requires a greater degree of coordination and joint action that is normal. To that end it is expected that, as well as coordinating existing activities, at times the BOCC will need to move into a more directing role.
10. Arrangements for the management of the BOCC are documented in a Concept of Operations drawn up by the Town Clerk's Security and Contingency Planning Group. This Group will also provide the core staffing for the BOCC supported by staff from Corporate and Democratic Services. A Senior Officer – the "Olympic Gold" - will be on duty for a 24 hour period to ensure appropriate coordination of the City of London Corporation's operations, services and functions and personally agree the reports to the BGSU.
11. Service areas have nominated an on-call Single Point of Contact (SPOC) who will be responsible for being the primary interface between the BOCC and the service areas. SPOCs will attend daily briefings in the BOCC and will either work in the BOCC, in their normal area of work or be on call depending upon the business need.
12. The BOCC will have a link to the City of London Police control room to ensure joined up action can be taken if necessary.
13. Officers are also keen to ensure timely and accurate travel information is available in the BOCC and will be raising the best means of ensuring this is the case in a meeting with the Chief Operating Officer of London Underground on 30 May.
14. Our website already contains a large amount of information about the Games and this can be updated throughout the Games period as needs arise.
15. The Public Relations Office will be represented in the BOCC to manage information flows to Members and the Public. The Contact Centre will be briefed on key issues and will have access to the BOCC as necessary. It is suggested that if Members have queries during the Games period, the contact centre would be the best first point of contact.

Summary of key service delivery activities

16. Our preparations are well advanced and the management arrangements have been exercised across London and locally. Further briefings and exercises are planned for all staff at different level in the arrangements as we approach the Games period to ensure that all plans are in place and exercised well in advance of the Games.

17. Key service delivery areas have special arrangements in place for the Olympic Period. More detail of their activities were contained in the report "Preparing for the operational impact of London 2012" which was considered at a recent meeting of the Policy and Resources Committee, however, a brief summary of key issues to note:

Public Relations

Building upon the lessons of the St Pauls protest, PRO will be represented in the BOCC to monitor external communications e.g. social media and provide information for Members, staff and the public as necessary. It is likely that a daily update to Members will be offered. In addition a programme of interesting opportunities for non-accredited journalists will be offered daily.

Cleansing:

This service will have increased City management and monitoring to oversee delivery of an enhanced and pro-active pre-planned cleansing regime to deliver the best possible street-scene environment at a time when general visitor numbers to the City are expected to increase and particularly when the marathons come through the City (Sundays 5 and 12 August and 9 September). Post marathons, extra supervisors, thirty barrow beats sweepers and other specialist teams will be deployed and on other days manual sweeps will be increased supported by increased mechanical sweeping and specialist teams.

Highways and Parking enforcement:

Parking enforcement on the Olympic Route Network will be undertaken by TfL. In the rest of the City the City's contractor will increase enforcement at certain key locations and extend their operations to seven nights per week to help keep the City moving.

The Highways team are key to a number of activities over the Games period such as setting up for the marathons and ensuring that traffic arrangements around the International Paralympic hotel at the Grange St Pauls work as planned. In addition, highways contractors will be on call in the City to ensure rapid response to issues such as pot holes.

Public Protection

During the Olympic Games, Environmental Health (EH) will be operating a 24 hour rota with four Officers working until 2200 and two Environmental Health Officers (EHOs) on standby in the City overnight; on Saturdays, there will be two EHOs on duty in the City overnight. In addition, there will be the normal out of hours (24/7) cover provided by Street Enforcement Officers.

There will be proactive visits to areas where events are planned or known previously to be a source of concern. Additional staff, including Licensing Officers, will be in the City for the three marathon days.

Enforcement, where necessary, will be carried out, primarily using nuisance legislation.

Open Spaces

There will be additional evening and weekend cover, maintenance of look and feel and enhanced litter collection arrangements throughout the Games period to ensure that the City's Open Spaces are kept at their best. In addition, outside the City attention will be paid to supporting the Metropolitan police's use of Wanstead Flats as a Muster centre and the possibility of car drivers attempting to use Epping Forest as an informal "Park and Ride" for the Games site. Other Open Spaces will seek to deliver services as usual as well as a complimentary Wellbeing Festival.

Visitor Services

Volunteer staff streetguides will be deployed at particularly busy times under the direction of Visitor Services. At other times, these trained volunteers may be deployed by the BOCC to provide information at hotspots – for example particularly busy transport hubs. The City Information Centre will remain open until 8.00pm and as the only Tourist Information Centre in London (and now accredited and promoted by Visit England) it is likely to be very busy. They will be coordinating the Mayor's Big Busk activities at main transport hubs and in the run up to the Games are marketing and helping Sir Nicholas Kenyon programme the Celebrate the City events.

Conclusion

18. Preparations for the challenges of the Olympic and Paralympic Games are now well advanced and being exercised. Central coordination (and where necessary, control) will be implemented on behalf of the Town Clerk through a permanent BOCC linking to individual service areas through SPOCs. At the same time sufficient resilience has been built into the planning to allow for a simultaneous emergency response through a BECC.
19. These arrangements meet the requirements placed upon us to report upwards on local authority issues, whilst ensuring that we run as efficient and effective an operation as possible for those living, working and visiting the City during the period of the Games.

All which we submit to the judgement of this Honourable Court

DATED this 7th June 2012

SIGNED on behalf of the Committee

Mark Boleat
Chairman of the Policy and Resources Committee