

## Final report data

Last Modified: 06/08/2016

### 1. What is your role in the London Borough of Hounslow?

#	Answer	Bar	Response	%
1	CEO		1	2%
2	Director		0	0%
3	Assistant Director		0	0%
4	Head of Service		4	6%
5	Head of Team		8	12%
6	Team Member		52	79%
7	Other (Please Specify):		1	2%
	Total		66	

#### Other (Please Specify):

deputy team manager

Statistic	Value
Min Value	1
Max Value	7
Mean	5.70
Variance	0.68
Standard Deviation	0.82
Total Responses	66

2. How many years have you been working for the London Borough of Hounslow?

#	Answer	Bar	Response	%
1	1 year or less		14	21%
2	More than 1 year		13	20%
3	More than 3 years		7	11%
4	More than 5 years		7	11%
5	More than 7 years		25	38%
	Total		66	

Statistic	Value
Min Value	1
Max Value	5
Mean	3.24
Variance	2.65
Standard Deviation	1.63
Total Responses	66

3. How important do you feel it is to have an emergency plan?

#	Answer	Bar	Response	%
1	Very important		51	77%
2	Important		15	23%
3	Unimportant		0	0%
18	Not important at all		0	0%
19	I am unsure		0	0%
	Total		66	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.23
Variance	0.18
Standard Deviation	0.42
Total Responses	66

4. In the event of an emergency, do you understand exactly what role you would play in responding to it?

#	Answer	Bar	Response	%
1	Completely understand		16	25%
2	Moderately understand		32	49%
3	Do not understand at all		17	26%
	Total		65	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.02
Variance	0.52
Standard Deviation	0.72
Total Responses	65

5. How prepared for emergencies do you feel the London Borough of Hounslow is?

#	Answer	Bar	Response	%
1	Highly prepared		6	10%
2	Prepared		42	71%
3	Unprepared		9	15%
4	Highly unprepared		2	3%
	Total		59	

Statistic	Value
Min Value	1
Max Value	4
Mean	2.12
Variance	0.38
Standard Deviation	0.62
Total Responses	59

6. How familiar are you with the London Borough of Hounslow's emergency plans?

#	Answer	Bar	Response	%
1	Very familiar		9	14%
2	Moderately familiar		34	54%
3	Unfamiliar		20	32%
	Total		63	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.17
Variance	0.44
Standard Deviation	0.66
Total Responses	63

7. Does your team within the London Borough of Hounslow have emergency plans in place?

#	Answer	Bar	Response	%
1	Yes		28	42%
2	No		8	12%
3	I don't know		30	45%
	Total		66	

Statistic	Value
Min Value	1
Max Value	3
Mean	2.03
Variance	0.89
Standard Deviation	0.94
Total Responses	66

8. Have you seen these plans within the last year?

#	Answer	Bar	Response	%
1	Yes		15	54%
2	No		13	46%
	Total		28	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.46
Variance	0.26
Standard Deviation	0.51
Total Responses	28

9. Have you ever heard of the term Business Continuity Management (BCM)?

#	Answer	Bar	Response	%
1	Yes		38	58%
2	No		28	42%
	Total		66	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.42
Variance	0.25
Standard Deviation	0.50
Total Responses	66

10. How important do you feel it is to have a Business Continuity Management plan?

#	Answer	Bar	Response	%
1	Very important		33	50%
2	Important		20	30%
3	Unimportant		0	0%
4	Not important at all		0	0%
5	I am unsure		13	20%
	Total		66	

Statistic	Value
Min Value	1
Max Value	5
Mean	2.09
Variance	2.30
Standard Deviation	1.52
Total Responses	66

11. How confident are you that you can define Business Continuity?

#	Answer	Bar	Response	%
1	Very confident		10	26%
2	Moderately confident		19	50%
3	Somewhat confident		6	16%
4	Not confident		3	8%
	Total		38	

Statistic	Value
Min Value	1
Max Value	4
Mean	2.05
Variance	0.75
Standard Deviation	0.87
Total Responses	38

**12.** When was the last time you considered the importance of Business Continuity Management and/or emergency planning?

#	Answer	Bar	Response	%
1	Within the past week		9	14%
2	Within the past month		12	18%
3	Within the past year		18	27%
4	Never		15	23%
5	I don't remember		12	18%
	Total		66	

Statistic	Value
Min Value	1
Max Value	5
Mean	3.14
Variance	1.69
Standard Deviation	1.30
Total Responses	66

13. Have you ever heard of the Contingency Planning Unit AND do you know what their team does?

#	Answer	Bar	Response	%
1	Yes		36	55%
2	No		30	45%
	Total		66	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.45
Variance	0.25
Standard Deviation	0.50
Total Responses	66

14. On a scale of 1 to 5 (1 being poorly and 5 being perfectly) how well do you feel the Contingency Planning Unit does in the following areas:

#	Question	1	2	3	4	5	Total Responses	Mean
1	Promoting Business Continuity	2	6	17	7	3	35	3.09
2	Answering e-mails in a timely fashion	2	3	9	10	8	32	3.59
3	Providing access to Business Continuity resources	2	6	12	6	5	31	3.19
4	Being an approachable resource	2	4	10	9	10	35	3.60

Statistic	Promoting Business Continuity	Answering e-mails in a timely fashion	Providing access to Business Continuity resources	Being an approachable resource
Min Value	1	1	1	1
Max Value	5	5	5	5
Mean	3.09	3.59	3.19	3.60
Variance	0.96	1.35	1.29	1.42
Standard Deviation	0.98	1.16	1.14	1.19
Total Responses	35	32	31	35

15. Is there any other feedback you would like to give to the Contingency Planning Unit? (optional)

**Text Response**

Managers only get involved when an incident happens that affects their service e.g. computer virus but otherwise have no interest as it doesn't affect their day a to day operations until something happens.

I suggest that presentations are done at service/team meetings to raise awareness of the CPU

Last year was the first time I was aware of the Contingency Planning Unit and what they did. I've worked for the council for many years and never knew they existed! But since last year I think the team have started promoting themselves and being more vocal, which can only be good.

never used cpu

don't think many people are aware of contingency planning, needs some more awareness and visibility

regularly have staff come visit the emergency control room so they are reminded

I understand emergency planning and the work that the CPU do as my service works very closely with them. Other members of staff would not fully understand what they do, and some staff may not even know that the team actually exists. They think that the CPU role is for borough emergencies and do not realize that they also are part of the planning for potential emergencies here in the Civic Centre

I have heard of the department and I am aware that some staff are involved However that is via the grapevine and not officially

Statistic	Value
Total Responses	8

16. Is there anything you think the Contingency Planning Unit could do differently to get employees involved in emergency preparedness and Business Continuity Management? (optional)

Text Response	
It is very difficult as Teams are already overburdened with work and it should be incorporated into service planning as it would make it easier for Team to address.	
As above	
Keep sending emails and advertising themselves on the intranet and 7 days.	
more comms	
Attend Team Meetings to raise awareness, include real examples. Get ICT to promote their business continuity plans and this is the biggest single point of failure. Get staff to carry some sort of business continuity 'passport' - to include key points of contact etc, date last refreshed etc.	
CPU should be part of the induction program for new starters this is also a good point for recruiting additional members onto the emergency planning team (borough wide emergencies)	
Statistic	Value
Total Responses	6