



resilience partnership portfolio

navigating crises, ensuring continuity

appliedresilience.org

the challenge

How confident are you that your arrangements will hold when it matters most?

And what does the gap between current provision and that confidence cost to close?

Capacity and resource

Resilience teams are often small, and for many staff emergency planning sits alongside a primary operational role. Growing statutory obligations and rising public expectations place cumulative pressure on finite resource — even where teams manage it without complaint.

Out-of-hours exposure

The sustained availability of experienced, senior incident judgement at any hour is genuinely difficult to maintain internally. At 3am during a developing cyber incident, at Christmas during severe weather, on a bank holiday when infrastructure fails — the decisions made carry operational and reputational weight that only becomes apparent in retrospect.

Assurance and accountability

After any incident, the question is not only what happened — but whether appropriate arrangements were demonstrably in place. For senior leaders, that requires confidence that plans are current, tested, and aligned to national standards — and that the organisation can evidence that to members, auditors, and any subsequent inquiry.

Applied Resilience works alongside your team to close these gaps — confidentially, professionally, and without disrupting the arrangements you already have in place.

Where the case exists for taking on the full function, we can do that too.

about us

The UK's first — and only — Public Service Mutual dedicated to emergency planning, business continuity, EPRR and crisis management. We support numerous Category 1 and 2 partners including local authorities, NHS partners, utilities, education providers and private organisations, every day.

We are not a consultancy that delivers a report and moves on. We work as part of client teams — present when it matters, accountable for outcomes, and available at any hour.

Our advisors have personally declared major incidents, chaired SCGs and TCGs. That is live, current operational practice: not historical experience.

99%
satisfaction
since 2016

1,000+
delegates
trained

10+
years live
delivery

Fully Insured

Providing peace of mind that all services are covered. Cyber Essentials Plus certified, GDPR-compliant, independently governed with no conflict of interest.

Standards Aligned

CCA 2004 · National Resilience Standards for Local Government · ISO 22301 · JESIP · NHS Core Standards for EPRR

Proven & Trusted

A decade of delivery through cyberattacks, flooding, fires, utility failures, unexploded ordnance and pandemics — supporting Category 1 and 2 partners every day.

Expert-Led

Backgrounds in emergency services, armed forces, local authorities, government, healthcare and cyber security — blending strategic insight with hands-on incident management.

Neutral & Embedded

We work as part of client teams, providing long-term resilience support that is independent, confidential, and dependable.

our five partnership options

Whether you are an EP lead managing day-to-day preparedness or a chief executive accountable for organisational resilience, **each option stands alone or combines as your priorities develop.**

OPTION 01

24/7 Retained Incident Advisory

Expert out-of-hours incident advisory for the full lifecycle — not a switchboard, not a call centre, no delay.

OPTION 02

Standalone Training & Exercising

CPD-accredited, NOS-aligned, and entirely bespoke — designed around your own plans, processes and procedures.

OPTION 03

Discrete Project Support

Expert resource for a defined deliverable — including flexible ad-hoc cover for capacity gaps.

OPTION 04

Specialist Functions & Assurance

Independent challenge, validation and organisational learning — red-teaming to Tier 1 exercises.

OPTION 05

Fully Outsourced 24/7/365 Partnership

A complete EP & BC function that replaces the in-house role — at lower overall cost.

All pricing available on application, scoped to the complexity and scale of your organisation, the scope of the work, and your risk profile and budget.

01 24/7 Retained Incident Advisory

Expert incident advisory for the full incident lifecycle —
not a switchboard, not a call centre, no delay.

This service is not a replacement for your team or your existing arrangements. It is experienced, independent support that works alongside them — strengthening decision quality, maintaining governance standards, and reducing the risk of gaps that only become visible under real incident conditions.

Out-of-hours response

- Dedicated 24/7 emergency line answered directly by an experienced practitioner — never a switchboard
- Professional triage and structured escalation aligned to your IMT protocols
- Ongoing advisory support throughout the incident to whatever depth is required

During the incident

- Strategic (Gold) and Tactical (Silver) command guidance
- Emergency Control Centre/Ops rooms support
- Business continuity prioritisation and decision logging
- Multi-agency coordination and LRF liaison

After the incident

- Post-incident debrief support
- Learning capture and improvement recommendations
- Governance documentation to withstand scrutiny

OPTION 01

24/7 Retained Incident Advisory

Covers the full incident lifecycle: out-of-hours triage and escalation, Strategic/Tactical command advisory during live incidents, control room support, and post-incident debrief and learning capture.

02 Standalone Training & Exercising

Our training and exercising programmes are designed to build resilience at every level of an organisation, from executives to frontline staff. Each course is grounded in real-world crisis experience and aligned with national standards.

Every programme is bespoke — designed around your organisation's own plans, processes and procedures, not generic off-the-shelf content. CPD-accredited and aligned to National Occupational Standards, with a formal record of professional development that withstands scrutiny from members, regulators and auditors.

Leadership & command

Strategic Emergency Management

Executive and senior leader training focused on crisis leadership, decision-making under pressure, and managing reputational/legal risks.

Tactical Emergency Management

Preparing tactical (silver) leaders to manage incidents effectively, ensuring smooth coordination with multi-agency partners.

Business Continuity Planning

Support for writing, testing, and embedding robust continuity frameworks that safeguard service delivery and protect reputation.

Emergency Planning for Members

Tailored training for councillors to understand statutory duties under the Civil Contingencies Act and their role during major incidents.

Specialist & operational

Control Centre Training & Exercising

Practical training and live/tabletop exercises to ensure control staff can coordinate effectively during major incidents.

Logging Training

Building accuracy and confidence in documenting decisions, actions, and intelligence to ensure accountability and support effective debriefing.

Reception/Rest Centre Training

Equipping staff and volunteers to support communities during displacement and humanitarian emergencies.

Water Safety Training

Specialist preparedness for managing flooding, water rescue, and water-related risks.

Cyber Incident Response

Practical preparation for digital disruption, ransomware, and data breaches — linking IT, risk, and continuity strategies.

OPTION 02

Standalone Training & Exercising

Covers leadership and command training (strategic, tactical, IMT) through to specialist operational courses — BECC, logging, reception centres, water safety, cyber incident response, and business continuity.

03 Discrete Project Support

Targeted expert resource for a defined scope of work — or flexible cover for short-term capacity gaps, officer absence, and seasonal demand peaks without requiring a long-term contract.

External, independent delivery adds value that internal resource alone cannot always provide — particularly where the task benefits from an objective perspective free from accumulated assumptions. Each engagement is scoped to your organisation's specific requirements.

Project deliverables

- Plan Review & Update — independent review and redraft of emergency plans to current standards, with gap analysis report
- Emergency Preparedness Health Check — RAG-rated, validated against CCA 2004, ISO 22301, JESIP and NOS
- LRF Subgroup Project — dedicated support to lead or contribute on behalf of the Council

Flexible capacity cover

- Staff absence cover — maintaining continuity during planned or unplanned officer absence
- Surge & peak demand — scale up during major incidents, LRF exercises or plan review cycles
- LGR transition bridging — ensuring no gap in statutory resilience duties
- Specialist task support — FOI responses, risk assessments, control room readiness checks

OPTION 03

Discrete Project Support

Covers defined project deliverables (plan reviews, health checks, LRF subgroup support) and flexible capacity cover (officer absence, surge demand, LGR transition, specialist task support).

04 Specialist Functions & Assurance

For organisations that need to go beyond training — targeted support to test, validate and strengthen resilience arrangements through independent challenge and structured learning.

An independent eye on your arrangements — free from the assumptions that accumulate when plans are reviewed only by those who wrote them. The findings are RAG-rated, benchmarked against comparable organisations, and accompanied by a prioritised improvement roadmap.

Challenge & validation

- Red-Teaming — independent challenge and assurance to crisis plans and leadership response under real-world pressure
- Stress Testing — scenario-based testing of systems, protocols, and decision-making
- Organisational Health Checks — objective assessment of resilience maturity, compliance and capability with RAG-rated report

Learning & exercises

- Structured Debriefing — systematic capture of lessons from live incidents or exercises
- Coordination of Tier 1 Exercises — design and delivery of complex multi-agency simulations validating strategic, tactical and operational readiness

OPTION 04

Specialist Functions & Assurance

Covers red-teaming, stress testing, organisational health checks, structured debriefing, and coordination of Tier 1 multi-agency exercises.

05 Fully Outsourced 24/7/365 Partnership

A complete EP and BC function — with a dedicated account manager who knows your organisation, your plans, your risk profile and your people. Behind them sits the full Applied Resilience team: no cover risk, no single point of failure, and the surge capability of a whole team the moment an incident demands it. When salary, National Insurance, pension, leave and sickness cover are factored in, most organisations find this delivers significantly greater capacity — and significantly greater resilience — at lower overall cost than an equivalent in-house role.

Applied Resilience takes on the complete emergency planning function and leads the business continuity strategy — integrating seamlessly with your leadership, governance and incident management structures. There is always someone available with full context of your arrangements, at any hour, without the risk of a single point of failure.

Comprehensive training and exercising programme included within partnership terms

Covering all incident command and key operational roles, fully aligned to National Occupational Standards (NOS). From strategic and tactical leadership through to control room, logging, and business continuity — ensuring your people are prepared, your arrangements are tested, and your organisation can evidence competence to members, regulators and auditors.

Development and upkeep of Civil Contingencies Act and ISO 22301- aligned plans

Ongoing development, maintenance and assurance of emergency and business continuity plans to ensure statutory compliance and operational readiness.

A 24/7 emergency line and incident escalation service

Always-available professional triage and escalation, ensuring incidents are identified early and managed in line with statutory and organisational thresholds.

Integration with Incident Management and Senior Leadership Teams

Embedded support across strategic, tactical and operational leadership, strengthening coordination, situational awareness and decision-making during incidents.

Representation in Local Resilience Forums and multi-agency coordination groups

Consistent, informed representation within LRF structures, supporting effective multi-agency coordination and alignment with local resilience arrangements.

Continuous advisory, compliance assurance, and innovation delivery

Proactive advisory support and independent assurance to maintain compliance, embed learning, and continuously strengthen organisational resilience capability.

Applied Resilience is fully insured, CCA 2004 and ISO 22301-aligned, Cyber Essentials Plus certified, GDPR-compliant with a designated DPO, and independently governed. BCI member and CPD-accredited. No conflict of interest.

why partner with us

Applied Resilience is here to provide confidence, control,
and continuity — whatever challenges you face.

Expertise & Results

Our advisors have personally declared major incidents, chaired SCGs and TCGs, and guided organisations through response, recovery and debrief. As embedded, fully outsourced partners rather than consultants, they remain the people your organisation will call when the next incident happens.

Fully Insured & Standards-Aligned

CCA 2004, ISO 22301, JESIP, NHS EPRR Core Standards. Documentation that withstands scrutiny from members, auditors and any subsequent inquiry.

A Team, Not an Individual

No single point of failure. No leave, sickness or turnover risk. Surge capacity that scales to the incident — not to one officer's availability.

Trust & Relationships

Embedded, confidential, dependable. Seamless integration with your IMT and governance structures — supporting command without ever assuming authority that sits with you.

Let's talk

Every organisation's resilience needs are different. That's why our first step is always a conversation.

01 Talk with us

Arrange a no-obligation discussion with one of our senior practitioners — comfortable talking to EP leads about operational detail, and equally comfortable talking to chief executives about governance, accountability and organisational risk.

02 Tell us your priorities

We'll listen to your current arrangements, your risk profile, your capacity pressures, and your ambitions. We'll ask the right questions — and be direct about where we can add genuine value, and where we cannot.

03 Shape your solution

Together we'll design the right combination of options — scaled to your hours, budget, and in-house capability. All pricing is available on application and scoped to your organisation's specific requirements.

We are comfortable talking to EP leads about operational detail, and equally comfortable talking to chief executives about governance, accountability and organisational risk. No sales process — just a conversation about your specific situation.

If you'd like to explore how Applied Resilience can support your organisation — whether through training, assurance activities, or a fully outsourced 24/7/365 partnership — our team would be delighted to talk.



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Applied Resilience Limited is a company registered in United Kingdom. Registered number: 09358113

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