

## POLICY REVIEW & DEVELOPMENT REPORT

<b>Type of Report:</b> Monitoring	<b>Portfolio(s):</b> Resources
<b>Author Name:</b> Dave Robson	<b>Consultations:</b> Management Team
<b>Tel:</b> 01553 616302	
<b>Email:</b> <a href="mailto:dave.robson@west-norfolk.gov.uk">dave.robson@west-norfolk.gov.uk</a>	
<b>OPEN</b>	

**PR&D Panel:** Audit & Risk Committee  
**Date:** 21st July 2015  
**Subject:** Business Continuity – update

### Summary

The Council has a responsibility as a Category 1 responder under the Civil Contingencies Act 2004 to develop and maintain plans to ensure, as far as is reasonably practicable, key services can continue to be performed in the event of a disruption or emergency.

The report provides an update to the Audit & Risk Committee on the current position of the Council's Business Continuity arrangements, outlines progress made since the last update in July 2014 and outlines work that is to be undertaken over the coming months.

### Recommendations

The Committee is asked to note progress made, endorse the approach being taken to the Council's Business Continuity arrangements and confirm that annual updates on the subject are required.

## 1.0 Background

1.1 The Civil Contingencies Act 2004 places a duty on Category 1 responders (as defined by the act and which includes all local authorities) to develop and maintain plans for the purpose of ensuring that, so far as is reasonably practicable, if an emergency occurs they are able to continue to perform their key services / critical activities. This means that, in the event of a disruption or emergency, the Council must have plans available to ensure that it can mobilise the functions it needs to:

- deal with any emergency
- ensure that the impact of the emergency on the Council's day-to-day activities is kept to a minimum, and
- ensure that, so far as possible, vital services for the community can be maintained at appropriate levels.

1.2 Business Continuity (BC) Management in the authority is based around a framework of documents as shown below.



1.3 The responsible officer for Business Continuity in this authority is the Executive Director – Environment and Planning. He is assisted by a small group of officers from across the authority – the Business Continuity Corporate Officer Group (BC COG). Implementing Business Continuity (BC) is the responsibility of the authority's Management Team. However, all members of staff have a responsibility to be aware of the plans that affect their service area and their role following invocation of any BC plan.

1.4 The Council currently has a policy position agreed in September 2013.

## **2.0 Progress since last report in July 2014**

2.1 Activities undertaken by the BC COG since July 2014 are shown below:

- From November 2014 an online training package was produced and rolled out to embed business continuity to all staff members
- April 2015 a task and finish group was set up to review loss of power issues to King's Court
- April 2015 -The membership of the Critical Incident Team (CIT) was reviewed. Geoff Hall has taken on the lead following the retirement of David Thomason. Mathew Henry and Neil Gromett have been co-opted on to the CIT.
- May 2015 – A de-brief and review of the electrical supply interruption during May 2015 was held and will feed in to the ongoing work in this area.
- June 2015 – the Invocation Process and Incident Checklist document was reviewed
- June 2015 – High Level Business Impact Assessment – this was a review of all business activity to confirm those which are the most critical to the authority
- June 2015 – Out of hours Contact Card details revised and updated in view of new Leisure Trust / Local Authority Company arrangements
- June 2015 – Definitions and check on agreed Recovery Time Objectives – the downtime that is tolerable for each service
- June 2015 – Review of Critical Activities – a list of 11 activities which are considered critical to maintain in the event of an event or occurrence
- June 2015 – Review of Key threats – the threats considered most likely to affect the continuation of the Council's services and activities
- In addition, work has been underway during this period on the Council's ICT Disaster Recovery arrangements

## **3.0 Current position**

3.1 Critical Activities are those services that protect life and safety, or are considered essential to support such activity and were considered critical to restore and deliver in the event of a disruption or emergency. Those currently agreed in the Council are:

- CIC – response to customer contacts
- Corporate Communications – including website
- CCTV responsive functions control room
- Emergency Planning – response to incidents
- Homelessness
- ICT – to support other teams
- Incident Management Team – Executive Directors and support

- Personnel – for staff contact details
- Electoral Services – if during a critical time
- Env Health – Food Safety / Health & Safety– if during an incident
- Env Health – Environmental Quality – if during an incident

3.2 A risk assessment has been undertaken to identify the potential threats to the Critical Activities. A 'Threat Card' is in place for each of the threats to guide the Incident Management Team in their consideration of response. The currently agreed threats to the Critical Activities are listed below and as noted above, the Threat Cards have been updated as necessary over the year under consideration:

- Loss of Staff – Threat card updated June 2015
- Loss of ICT – Threat card updated June 2015
- Loss of King's Court – Threat card updated June 2015
- Fuel Shortage – Threat card updated April 2014

3.3 The Council has a policy position agreed in September 2013 and has been recently reviewed for adoption.

#### **4.0 Forward workplan**

4.1 The BC COG have a work plan in place for the remainder of the financial year. Our planning and exercise programme is based upon the agreed threats. Work to be undertaken includes:

- Reviewing live incidents after the event and ensuring the lessons learnt are implemented in future planning
- Finalising the Business Continuity emergency web portal
- Planning for and running training exercise Metis 15
- Review and update the Business Continuity Management Policy and Strategy ready for adoption
- Updating the King's Court Threat Cards
- Reviewing Bronze Level Business Continuity plans in place
- Commissioning and testing an alternative ICT server site

#### **5.0 Conclusion**

5.1 The Council's BC arrangements are aligned with the BCM model outlined in British Standard BS25999 as recommended by the Cabinet Office. Business Continuity is not a static process; it is therefore important that, as the nature of the organisation changes, our BC arrangements reflect the changes. The BC COG ensure that the authority uses the Plan – Check – Do – Review methodology. This means that BC is ongoing.

5.2 Management Team have determined that the BC COG will continue in its current form, in order to continue to embed BC within the organisation.

## **6.0 Recommendation**

- 6.1 Audit & Risk Committee are asked to note progress made, endorse the approach being taken to the Council's BC arrangements and confirm that annual updates are required.