POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Audit Committee		
DATE:	17 October 2016		
TITLE:	Business Continuity – annual update		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Leader		
REPORT AUTHOR:	Dave Robson, Environmental Health Manager		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

REPORT SUMMARY/COVER PAGE

PURPOSE OF REPORT/SUMMARY:
At its meeting in July 2015, the Audit Committee confirmed that it wished to receive an update each year on the Council's Business Continuity arrangements. This report provides the requested update. It outlines the current position of the Council's Business Continuity arrangements, summarises progress made since the last update and describes work that is planned to be undertaken over the coming months.
KEY ISSUES:
The Council has a responsibility as a Category 1 responder under the Civil Contingencies Act 2004 to develop and maintain plans to ensure that, as far as is reasonably practicable, key services can continue to be performed in the event of a disruption or emergency.
OPTIONS CONSIDERED:
Not applicable; the Council must have plans in place under the Civil Contingencies Act 2004.
RECOMMENDATIONS:
The Audit Committee are asked to 1. review progress made and endorse the approach being taken to the Council's Business Continuity arrangements and 2. confirm whether annual updates on the topic are required.
REASONS FOR RECOMMENDATIONS:
To ensure that Members are kept informed about the Council's Business Continuity arrangements.

REPORT DETAIL

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.

Business Continuity Management

Borough Council of
King's Lynn & West Norfolk

Policy

Strategy

Invocation Process and Incident Checklist

BC Threat Cards
1. Loss of ICT   3. Loss of Staff
2. Loss of King's Court   4. Loss of Fuel

Service Area BC Plans
FIXED CRITICAL ACTIVITIES
1. CIC (resp. to customer contacts) 2. Corporate Comms (incl. website) 3. CCTV Ctrl Room
4. Emergency Planning 5. Homelessness 6. ICT 7. Incident Mgment Team 8. Personnel (staff contacts)
SEASONAL / ONLY IF... CRITICAL ACTIVITIES
1. Electoral Services   2. Env Health – Public Health Inspections   3. Env Health – Env.Quality

Departmental Specific BC Plans

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.

2.0   Current position

2.1   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

2.2   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. The Threat Cards have been updated as necessary over the year under consideration; the main change has been to the Fuel Shortage Threat Card which was updated in April 2016 following national guidance:

- Loss of Staff
- Loss of ICT
- Loss of King's Court
- Fuel Shortage

2.3   The Council has a policy position agreed in September 2015 and will be reviewed in September 2017.

3.0   Progress since last report in July 2015

3.1   Activities undertaken by the BC COG since July 2015 are shown below:

- August 2015 – All critical and non-critical Bronze Plans reviewed and published
- August 2015 – Bomb threat/post room relocation was completed with a live exercise involving white powder being held with staff and outside bodies
- March 2016 – Terms of Reference for the BC COG was created and agreed by Management Team
- March 2016 – An Internal Audit was commenced
- March 2016 – Metis 15 table top exercise was undertaken
- March 2016 – BC Portal address added to staff ID cards

- April 2016 – Staff briefing note no.172 was issued on 11 April explaining the BC Web Portal going live
- June 2016 – Out of hours Contact Card details revised and circulated
- July 2016 – High level 'Business Impact Assessment' undertaken – this was a review of all business activity against a set of criteria to confirm in which order services should be recovered in the event of a disruption
- September 2016 – Annual review of critical activities and key threats

4.0 Forward workplan

4.1 The BC COG have a work plan in place for the next 12 months. 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
- Planning for and running training exercise Metis 16
- Updating the Loss of King's Court Threat Card
- Reviewing Bronze Level Business Continuity plans
- Commissioning and testing an alternative ICT server site

5.0 Conclusion

5.1 The Council's BC arrangements are align to the principles of ISO22301 – which aims to minimise the impact of disruptive incidents. 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.

6.0 Recommendation

6.1 The Audit 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.

7.0 Corporate Priorities

Not applicable, statutory requirement

8.0 Policy Implications

None. Policy last reviewed in September 2015, next update due 2017.

9.0 Financial Implications

None

10.0 Personnel Implications

None

11.0 Statutory Considerations

11.1 The Council is a Category 1 responder under the Civil Contingencies Act 2004 and therefore has a duty to develop and maintain plans of this nature.

12.0 Equality Opportunity Considerations

None

13.0   Risk Management Implications

13.1   Business Continuity arrangements are included on the Council's risk register.

14.0   Declarations of Interest / Dispensations Granted

None

Background Papers

Business Continuity Policy Statement and Strategy

Internal Audit Report on Business Continuity July 2016