

BABERGH DISTRICT COUNCIL

FROM: Director of Corporate Services

REPORT NUMBER: **J73**

TO: OVERVIEW & SCRUTINY
(STEWARDSHIP) COMMITTEE

DATE OF MEETING: 11 August 2009

BUSINESS CONTINUITY PROGRESS REPORT

1. **PURPOSE OF REPORT**

1.1 The purpose of the report is to up-date the Committee on progress that has been made on business continuity management since January 2009.

2. **RECOMMENDATIONS**

2.1 That the report be noted.

The Committee is able to resolve this matter.

3. **FINANCIAL IMPLICATIONS**

3.1 There are no financial implications associated with this report.

4. **RISK MANAGEMENT**

4.1 This report links to Corporate Business Risk No 7 – Financial, Performance and Risk Management.

Risk Description	Likelihood	Seriousness or Impact	Mitigation Measures
Failure to meet the duties of the Civil Contingencies Act 2004, by not having business continuity arrangements in place to ensure the continuance of services during major incidents so that local communities are not disabled.	Low	Critical	A Business Continuity Planning (BCP) process in place to create a plan for how the organisation will resume partially or completely interrupted critical function(s) within a predetermined time after a disaster or disruption.

5. **KEY INFORMATION**

5.1 Since January 2009 the following progress has been made on business continuity:

- A combined workshop and training session for the Management Team and Heads of Service was held and facilitated by the Business Continuity Manager from the Joint Emergency Planning Unit (JEPU). Both the Business Impact Assessment (BIA) and Incident Management Plan (IMP) were reviewed and up-dated during this session.

- Recovery plans have been comprehensively reviewed and up-dated by plan owners and deputy plan owners at a series of workshops facilitated by the Business Continuity Manager from JEPU. The revised Business Continuity Plan (incorporating the BIA, IMP and recovery plans) can be accessed on BEN. It is also available to the Management Team, Tactical Management Team and plan owners on an extranet site hosted by Suffolk Resilience.
- A business continuity test exercise for loss of staff has been carried out as part of the emergency planning exercise 'Obdurate'.
- A new Business Continuity Management Group consisting of the recovery plan owners, Policy and Performance Officers and the Business Continuity Manager from JEPU, has been established. This is chaired by the Director of Corporate Services.
- Now that the significant task of revising the Business Continuity Plan has been completed, an action plan is being developed to support the continuous improvement of the Council's business continuity arrangements. This will be monitored and managed by the Business Continuity Management Group and is attached to this report for information as Appendix 1.
- Two desk top exercises are currently being planned. A 'Loss of Staff' exercise will be carried out in August 2009 and a 'Loss of IT' exercise will take place in early 2010.
- Two half day training sessions are being planned for senior officers, plan owners and deputy plan owners during October 2009.

5.2 Swine Flu is being considered as part of Babergh's business continuity arrangements and plans have been developed to deal with a potential reduction of 30% staff during the busy holiday period.

6. **APPENDICES**

Appendix 1 – Business Continuity Action Plan

7. **BACKGROUND PAPERS REFERRED TO**

None.

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**Business Continuity
Draft Action Plan**

1. Develop and Improve Recovery Plans

Action	Outcome	Responsible Officer	Target Date	Status
1.1 Compile up to date staff list for each service area and identify minimum number of staff required to run services	List appended to loss of staff recovery plan	Jeanette Bray	February 2009	Completed
1.2 Identify additional skills that would be useful in an incident (e.g. languages) Find out who has these skills	A data base of staff that hold these skills	Jeanette Bray	TBA	
1.3 Explore option to compile a contact list of retired people with appropriate experience willing to work in an emergency	A possible contact list of retired people	Jeanette Bray	TBA	
1.4 Explore option to identify staff who can work at home in an emergency and request Citrix link where appropriate	A list of staff who are able to work from home in an emergency	Jeanette Bray	TBA	
1.5 Questionnaire to service managers on the impact the loss of IT would have to their services	Data base showing how services would operate without IT	Denise Revell	September 2009	
1.6 Identify priority list of IT applications	Priority list of IT applications appended to Loss of IT Recovery Plan	Kevin Peck	February 2009	Completed
1.7 Compile full detailed list of IT start up and shutdown mechanisms	List of IT start up and shutdown mechanisms appended to Loss of IT Recovery Plan.	Kevin Peck	TBA	
1.8 Identify Web based systems	List of web-based systems appended to Loss of IT Recovery Plan	Morag Embleton	February 2009	Completed
1.9 Generator – explore cost of up-dating existing generator.	An uninterrupted power supply in the event of a power failure.	Ryan Jones	TBA	

Action	Outcome	Responsible Officer	Target Date	Status
1.10 Preparation of business continuity recovery plans for Sheltered Housing Schemes	A business continuity recovery plan for each Sheltered Housing scheme	(David Clarke) – Lesley Pretlove (JEPU) working on this with all districts	No target date.	
1.11 Research short and long term accommodation if HQ is seriously damaged. Investigate Corn Exchange facilities.	A list of alternative accommodation and contact numbers appended to Loss of HQ Recovery Plan	Ryan Jones	TBA	
1.12 Identify what business continuity contingencies are covered by insurance	A list of contingencies covered by insurance appended to Loss of HQ Recovery Plan	Ryan Jones	TBA	
1.13 Buy and equip second business continuity battle box and identify off-site location for it	2 nd battle box located off site	Denise Revell	September 2009	
1.14 Develop draft Memorandum of Understanding with Mid-Suffolk District Council	A formal Business Continuity MoU with Mid-Suffolk	Jon Seed/Graham Saward	TBA	

2. Test Recovery Plans

Action	Outcome	Responsible Officer	Target Date	Status
2.1 Table Top Exercise for Loss of Staff Recovery Plan	Participants with an understanding of their role and responsibilities in respect of the Loss of Staff Recovery Plan Weaknesses in the plan will be identified and addressed through the BC Action Plan.	Jeanette Bray	August	
2.2 Table Top Exercise for Loss of HQ Recovery Plan	Participants with an understanding of their role and responsibilities in respect of the Loss of HQ Recovery Plan. Weaknesses in the plan will be identified and addressed through the BC Action Plan.	Ryan Jones	TBA	

Action	Outcome	Responsible Officer	Target Date	Status
<p>2.3 Table Top Exercise for Loss of IT Recovery Plan</p>	<p>Participants with an understanding of their role and responsibilities in respect of the Loss of IT Recovery Plan.</p> <p>Weaknesses in the plan will be identified and addressed through the BC Action Plan.</p>	<p>Kevin Peck</p>	<p>Before end Quarter 4</p>	
<p>2.4 Table Top Exercise for Loss of Depots Recovery Plan</p>	<p>Participants with an understanding of their role and responsibilities in respect of the Loss of Depots Recovery Plan.</p> <p>Weaknesses in the plan will be identified and addressed through the BC Action Plan.</p>	<p>Ryan Jones</p>	<p>TBA</p>	
<p>2.5 Table Top Exercise for Loss of Communications</p>	<p>Participants with an understanding of their role and responsibilities in respect of the Loss of Communications Recovery Plan.</p> <p>Weaknesses in the plan will be identified and addressed through the BC Action Plan.</p>	<p>Dawn Williams</p>	<p>TBA</p>	
<p>2.6 Simulation of live incident - will form part of next Emergency Planning Exercise</p>	<p>A business continuity plan that remains accurate, relevant and operable under adverse conditions.</p> <p>Participants who have gained competence and confidence in the plans and procedures and have learnt from practical experience.</p>	<p>Andrew Hunkin Jon Seed Denise Revell</p>	<p>During 2010</p>	

3. Reporting Arrangements

Action	Outcome	Responsible Officer	Target Date	Status
3.1 Report to Management Team	Management Team updated on progress of Business Continuity Action Plan	Andrew Hunkin	20 July 2009	On target
3.2 Report to O & S (Stewardship) Committee		Andrew Hunkin	11 Aug 2009	On target

4. Audit and Review

Action	Outcome	Responsible Officer	Target Date	Status
4.1 Review Business Continuity Plan	Reviewed and, if appropriate, up-dated plan for presentation to internal audit	Jon Seed	Jan/Feb 2010	
4.2 LGR 'proof' BC Plan	A contingency in place in the event of recovery plan owners being taken away to work on the outcomes of LGR	Jon Seed		
4.3 Submit business continuity arrangements to internal audit	Audited business continuity plan for year end. Recommendations from Audit added to the Action Plan for 2010/11	Jon Seed Jon Seed	March 2010	

5. Strategic Issues

Action	Outcome	Responsible Officer	Target Date	Status
Business Continuity Policy and Framework (including Terms of Reference for Business Continuity Management Group).		Denise Revell	September 2009	

6. Training and Awareness

Action	Outcome	Responsible Officer	Target Date	Status
Tactical Management Team training	Training for all TMT completed by year end	Denise Revell/JEPU	March 2010	
Set up a programme of staff awareness training		Jeanette Bray	TBA	