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**Report of Deputy Chief Executive**

**Report to Corporate Governance & Audit Committee**

**Date: 25<sup>th</sup> June 2015**

**Subject: Annual Business Continuity Report: Phase 2 Progress Update**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

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**Summary of main issues**

1. The Business Continuity Programme comprises of two phases.

Phase 1 was completed September 2013 and focussed on the Council's 'critical' services. Critical services are those that if disrupted would have an impact on human welfare and security of the community and its environment and would require recovery within 24 hours (or less) of the disruption occurring.

Phase 2 is to develop and implement business continuity plans for Council services identified as 'ordinary'. Ordinary services are those that if disrupted would have an impact on human welfare and security of the community and its environment but do *not* need to be recovered within 24 hours. Phase 2 is work in progress with a completion target date of September 2015.

The work completed in Phase 1 and Phase 2 will update the Council's existing business continuity arrangements in alignment with good practice guidance contained within ISO 22301 and maintain compliance with the statutory duties required under the Civil Contingencies Act 2004.

This report sets out the current progress towards completion of Phase 2 by the target date of September 2015.

## Recommendations

2. The Committee to note the progress made to date with completion of Phase 2, and that the target completion date of September 2015 currently remains achievable.

## Purpose of this report

- 1.1 To provide an update of current progress towards completion of Phase 2 by the target date of September 2015 as requested by the Corporate Governance & Audit Committee at the April 2015 meeting.

## 2 Background information

- 2.1 The Civil Contingencies Act 2004 made it a statutory duty of all councils to have in place plans and arrangements to be able to continue to deliver critical aspects of their day to day functions in the event of an emergency, to ensure that any impact on the community is kept to a minimum. Although Business Continuity Plans have been in place for our most critical services since the publication of the Act, the plans have in many cases have not been maintained, nor were they developed using the good practice guidance contained within ISO 22301 Business Continuity Management System Requirements (published 2012).
- 2.2 In order for the Council to maintain compliance with the Act, a centrally managed Business Continuity Programme was initiated in 2012. The aim of the programme is to replace existing plans and identify any requirements for new plans all to be developed using the good practice guidance contained within ISO 22301. The BC Programme comprised of two phases:
- 2.3 Phase 1 was completed September 2013 and focussed on the Council's 'critical' services. Critical services are those that if disrupted would have an impact on human welfare and security of the community and its environment and would require recovery within 24 hours (or less) of the disruption occurring.
- 2.4 Phase 2 is to develop and implement business continuity plans for Council services identified as 'ordinary'. Ordinary services are those that if disrupted would have an impact on human welfare and security of the community and its environment but do *not* need to be recovered within 24 hours.
- 2.5 Phase 2 is work in progress with a completion target date of September 2015.

## 3 Main issues

- 3.1 **Phase 2 Scope.** A total of 27 'ordinary' services were originally identified by the Directorate Resilience Groups as forming the scope of Phase 2 (this has since reduced to the current total of 23). The following are examples of some of the services identified for Phase 2:

**Children's Services:** Integrated Safeguarding Unit, Family Information Service, Adoption, Fostering & Family Placement, Multi-Systemic Therapy.

**City Development:** Highway Network Management, Technical Services (Flood Management), Events Team.

**Citizens & Communities:** Localities Teams, Registrars, Digital Access.

**Strategy & Resources:** Insurance & Claims.

**Civic Enterprise Leeds:** Facilities Service (Mail Room), Planned Maintenance (Water Management).

Adult Social Care, Environment & Housing, Public Health and Legal Services did not identify any services for inclusion in Phase 2. All captured in Phase 1.

- 3.2 **Phase 2 Progress.** At the April 2015 meeting, the Corporate Governance & Audit Committee requested that a further progress update be provided for the June meeting. The following is the current progress as at 15 June:

<b>Phase 2 Business Continuity Programme</b>	<b>Total Number of Business Continuity Plans Required</b>	<b>Number of Business Impact Analysis Completed</b>	<b>Number of Business Continuity Plans in Development</b>	<b>Number of Business Continuity Plans Completed</b>
<b>Totals</b>	<b>23 (27)</b>	<b>23 (13)</b>	<b>16 (7)</b>	<b>7 (0)</b>
April figures in brackets				

- 3.3 The reduction from 27 to 23 business continuity plans required in Phase 2 is the result of (a) restructures resulting in services being merged into combined plans or (b) the completion of a business impact analysis identifying that the development of a business continuity plan is not required.
- 3.4 The progress made since the April meeting aims to provide the Committee with confidence that the September 2015 target date currently remains achievable.
- 3.5 In order to achieve the target date, there is a dependency on managers to complete the review, revision and return of draft documents within reasonable timescales. Officers responsible for the review and revision of draft documents are emailed a reminder every 2 – 3 weeks. The September target date for completion of Phase 2 has been noted at CLT.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

The services proposed for inclusion in Phase 2 of the BC Programme were identified by the Directorate Resilience Groups prior to any developmental work commencing.

## **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 Instruction is included when completing business impact analyses and business continuity plans for managers to take account of any potential impacts for staff and/or customers who may have general or specific access requirements in particular those characteristics protected by the Equality Act 2012.

## **4.3 Council policies and the Best Council Plan**

- 4.3.1 The LCC Business Continuity Policy sets out the requirements placed upon all directorates and services.
- 4.3.2 Business continuity is linked to the outcomes and priorities of the Best Council Plan and City Ambitions.

## **4.4 Resources and value for money**

- 4.4.1 No implications.

## **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 The Civil Contingencies Act 2004 requires Category 1 responders (local authorities) to maintain plans to ensure that they can continue to perform their key functions in the event of an emergency, so far as is reasonably practicable.
- 4.5.2 Many of the LCC services covered by business continuity plans have a duty of care or a regulatory requirement to provide their service. This extends to maintaining services during an emergency or disruptive incident.

## **4.6 Risk Management**

- 4.6.1 The Corporate risks LCC 1 City Resilience and LCC 2 Council Resilience are both 'standing' risks on the Corporate Risk Register 'unlikely to ever go away' for which CLT require quarterly assurances on how the risk is being mitigated and managed.
- 4.6.2 The West Yorkshire Community Risk Register provides an assessment of the risks agreed by the West Yorkshire Resilience Forum as a basis for supporting the preparation of emergency and business continuity plans.

## **5 Conclusions**

- 5.1 This update report evidences that progress has been made since April towards achieving the September 2015 Phase 2 target completion date.
- 5.2 Completion of Phase 2 will replace existing plans and identify any requirements for new plans all to be developed using the good practice guidance contained within ISO 22301. This will continue to maintain the Councils compliancy with the requirements of the Civil Contingencies Act 2004 in relation to business continuity planning.

5.3 It must be noted that in order to achieve the target date, there is a dependency on managers to complete the review and revision of draft plans/documents within reasonable timescales. As with completion of Phase 1, the continued support and influence of the Committee is acknowledged and appreciated towards achieving the September 2015 Phase 2 completion target date.

## **6 Recommendations**

6.1 The Committee to note the progress made to date towards completion of Phase 2, and that the target completion date of September 2015 currently remains achievable.

## **7 Background documents<sup>1</sup>**

7.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.