Report of the Deputy Chief Executive

Report to Corporate Governance & Audit Committee

Date: 8th November 2013

Subject: Update regarding progress with the development of Business Continuity Plans for LCC's most critical services.

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

Summary of main issues

1. This report provides an update regarding completion of the outstanding Business Continuity Plans for LCC's most critical services by the end of September 2013 deadline.

2. The 28 Business Continuity Plans remaining outstanding as reported to the Corporate Governance & Audit Committee in July 2013 have all been completed and signed-off. All 28 were completed before the end of September 2013 deadline.

3. All 67 of LCC's most critical services as reported in July 2013 have Business Continuity Plans in place.

4. The influence and support provided by the Corporate Governance & Audit Committee is acknowledged with completion of the 28 outstanding Business Continuity Plans.

Recommendations

5. The Corporate Governance & Audit Committee is asked to note that all 67 of LCC's most critical services reported in July 2013 have Business Continuity Plans in place.

1   **Purpose of this report**

1.1   The purpose of this report is to confirm to the Corporate Governance & Audit Committee that the 28 outstanding Business Continuity Plans for LCC's most critical services as reported in July 2013 have all been completed and signed-off before the end of September deadline.

2   **Background information**

2.1   The Civil Contingencies Act 2004 made it a statutory duty of all Category 1 responders (including Councils) to "have in place arrangements to be able to continue to deliver critical aspects of their day to day functions in the event of an emergency if the impact on the community is to be kept to a minimum".

2.2   For LCC to achieve and maintain compliance with the statutory duty, a centrally managed BCM Programme was established. The BCM Programme provides a structured approach and support to directorates using good practice guidance aligned with the British Standard BS 25999 to support development of the required Business Continuity Plans.

2.3   During 2012, as a starting point for the programme, LCC identified 67 services as being most critical i.e. those services which require recovery from disruption within 24 hours and require Business Continuity Plans.

3   **Main issues**

3.1   A Business Continuity Plan is a documented procedure and associated information that is developed, compiled and maintained in readiness for use during an emergency or disruptive incident to enable the service to continue to deliver its critical activities at an acceptable level.

3.2   The first stage towards developing Business Continuity Plans commenced in 2012 with the completion of Business Impact Analysis for each critical service *without* a Business Continuity Plan in place.

3.3   The second stage also commencing in 2012, used the output from the Business Impact Analysis to inform development of initial draft Business Continuity Plans.

3.4   By the time that the Annual Business Continuity Report was presented to the Corporate Governance & Audit Committee in April 2013, just 27 (40%) critical services had Business Continuity Plans in place. The Corporate Governance & Audit Committee raised concerns and requested that a further progress update be presented at the July 2013 meeting.

3.5   The July 2013 update report showed that some progress had been made with 39 (58%) critical services having Business Continuity Plans in place. The Corporate Governance & Audit Committee raised concerns that this situation needed resolving and their concerns were relayed to CLT who agreed a deadline of the end of September 2013 for the remaining 28 outstanding Business Continuity Plans to be completed.

3.6   All 28 outstanding Business Continuity Plans were completed and signed-off before the end of September 2013 deadline. All 67 of LCC's most critical services as reported in July 2013 now have Business Continuity Plans in place.

3.7   On sign-off, the responsibility for the on-going maintenance, development and testing of each Business Continuity Plan is handed-over to the service. The service is also responsible for raising awareness of the Business Continuity Plan to staff members particularly those who have roles and responsibilities in responding to an emergency or disruptive incident. Corporate responsibility will be to ensure that an annual management review of the Business Continuity Plan takes place and that any revisions identified as a result of the review are implemented.

Phase 2 BCM Programme

3.8   The Civil Contingencies Act 2004 states that "Category 1 responders make provision for ensuring that their ordinary functions can be continued to the extent required". Phase 2 of the BCM Programme will focus on the 'ordinary' functions i.e. those functions that are important to the human welfare and security of the community and its environment. These are services requiring recovery within 24 hours to 1 week of a disruption occurring. The original criticality assessment completed in winter 2011 identified 196 such service areas.

3.9   Scoping of Phase 2 is to commence in November and will be informed by the findings of the 2011 criticality assessment and the current directorate structures published on InSite. It is proposed that each Directorate Emergency Management Group will act as a filter to refine and prioritise the output of Phase 2 scoping prior to seeking final validation from each Directorate Management Team.

3.10   Other work falling under Phase 2 will include the identification and development of Business Continuity Plans for Public Health's critical services, the continued pilot of the assessment of Business Continuity Plans for commissioned services and the completion and launch of the School Emergency Plan guidance and template.

4   Corporate Considerations

4.1   Consultation and Engagement

4.1.1   Externally, the BCM Toolkit (templates and guidance) has been shared with the Emergency Planning College and Core Cities for peer review purposes. Internally the BCM Toolkit was reviewed by the Corporate Risk Management Group. In all cases positive feedback was received providing confidence in the adequacy and completeness of the toolkit.

4.2   Equality and Diversity / Cohesion and Integration

4.2.1   All templates and guidance published on the LCC InSite Website have been assessed by the Equality & Diversity Team to check that due regard has been given and that Plain English requirements fulfilled.

4.3 Council policies and City Priorities

4.3.1 The LCC Business Continuity Policy sets out the requirements placed upon services across the Council.

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 A failure to maintain critical services during a disruption may result in a risk to the health and well-being of service users or a failure to comply with our legal responsibilities. Robust business continuity arrangements will help to reduce the likelihood of litigation against LCC for failing to meet its responsibilities.

4.6 Risk Management

4.6.1 The Corporate Risk LCC2 Council Resilience is one of six 'standing risks' on the Corporate Risk Register "unlikely to ever go away" for which CLT requires quarterly assurances on how the risk is being mitigated and managed. The implementation of Business Continuity Plans for LCC's most critical services will underpin the required assurances relating to the mitigation and management of this risk.

5 Conclusions

5.1 The 28 Business Continuity Plans remaining outstanding as reported to the Corporate Governance & Audit Committee in July 2013 have all been completed and signed-off. All 28 were completed before the end of September deadline.

5.2 All 67 of LCC's most critical services as reported in July 2013 have Business Continuity Plans in place.

6 Recommendations

6.1 The Corporate Governance & Audit Committee to note the completion of all 28 outstanding Business Continuity Plans (reported as such at July 2013) by the end of September 2013 deadline.

6.2 The Annual Business Continuity Report is due in April 2014. This will provide the Corporate Governance & Audit Committee with an update on progress with Phase 2 of the BCM Programme.

7 Background documents[1]

7.1 None.

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[1] 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.