



# Business Continuity Plan

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## **Introduction**

The aim of this Business Continuity Plan is to ensure as far as possible the continuation of services provided by Barrow Borough Council in case of a major disruption.

For the purpose of this plan a major disruption is defined as “an incident or event that disrupts the delivery of Council services and requires contingency action to be taken”.

Major emergencies which impact on the safety of people will be dealt with by the Cumbria Resilience Unit. The Council has duties and responsibilities under the Civil Contingency Act but they are not included in this plan.

## **Purpose of the plan**

To provide visibility of the Council’s arrangements for the continuation of services in case of a major disruption.

To identify the Council’s critical functions and activities and provide a prioritised and timely response to recovering service delivery if there is a major disruption.

Identify key roles, responsibilities and contacts to ensure we maintain service delivery if there is a major disruption.

## **Activation of the plan**

In the event of a major disruption the Executive Director will make an initial assessment of the situation and determine whether to convene a meeting of Management Board and other officers.

If the business continuity plan is to be activated, Management Board will assign emergency roles to officers as required.

## **Alternative premises and access to systems**

In the event of the Town Hall or other premises being incapacitated alternative accommodation for employees will be provided in the sports hall at the Park Leisure Centre.

The Council has installed a microwave link between the offices of Optech IT Services and the Town Hall, and purchased wireless equipment for links to the others venues. This option includes using a wireless link between the Leisure Centre and Optech office, then onwards to the Town Hall. This provides connectivity to enable disaster recovery plans to be implemented if there was an event which prevented us operating from the Town Hall.

The Optech offices are hosting a replicate Storage Area Network (SAN) and there will be “real time” transfer of data from the SAN in the Town Hall to the SAN in the Optech offices. This has replaced the tape backup arrangements. This will also

provide additional data storage capacity and we will be able to retain data for seven weeks compared to the current four week retention period.

Essential staff from the Town Hall, Lake House, Forum and the Cemetery will be able work from the Leisure Centre with full access to the Council's network. There are a limited number of power points in the sports hall but they will be adequate for bringing critical services back on line. There aren't any Local Area Network points in the sports hall and the IT service will set up network switch cables as required. These cables are readily available.

The Council will maintain a small stock of thin client VDI units and monitors at the Park Leisure Centre to minimise the delay to service recovery. If required additional systems will be procured during the first day of recovery. A small quantity of office furniture will be stored in Craven House which can be retrieved at short notice. Service managers will carry out risk assessments of temporary working.

### **Telephony**

IT Services will contact the telephony provider and transfer the switchboard number (876543) to a telephone point at the Leisure Centre. Mobile devices and the Leisure Centre phones will be used for outgoing calls.

### **Prioritisation**

In the event of a major disruption it is unlikely that the Council will be able to provide a full range of services immediately so there is a requirement to prioritise service delivery. A structured approach has been adopted and the following system of prioritisation has been agreed.

- Priority 1: Services and operations that directly impact on the wellbeing of people in the Borough
- Priority 2: Services and operations that impact on the statutory and discretionary functions of the Council.
- Priority 3: Services that are mainly internal and will not have a significant impact on residents.

Each function has been assessed and the potential impact on customers has been identified. A proposed timeframe for recovery has been agreed and in some cases actions to mitigate the impact have been put in place. A support package including alternative premises, data and systems requirements and additional staff requirements have been identified.

The responsible officer and deputies have been identified.

## **Critical function identification and recovery process**

### **Priority 1: Management Board**

Responsibility	Executive Director (Director of Resources)
Potential impact	Management Board will be required to consider the impact on critical services and re-deploy resources as appropriate
Recovery timeframe	24 hours
Mitigating action	Management Board consists of five senior managers and meet regularly to ensure all are up-to-date with the services across the Council
Alternative premises	Any premises with telephone facilities
Data/system requirement	None
Additional staff requirement	Members of Management Group as required

### **Priority 1: Payment of housing benefits**

Responsibility	Director of Resources (Financial Services Manager)
Potential impact	HB recipients may be unable to pay rent which may compromise their tenancies
Recovery timeframe	72 hours
Mitigating action	Payments are created at Sheffield by Liberata BACS support is available from supplier and at bank Alternative payment arrangements can be made available
Alternative premises	Park Leisure Centre
Data/system requirement	File transfer from Sheffield initiated by the Council BACs transmission software Authorisation card reader
Additional staff requirement	IT Support Officer may be required to initiate the systems.

### **Priority 1: Homeless / Tenancy service**

Responsibility	Assistant Director Housing (Housing Operations Manager)
Potential impact	Families may not have accommodation
Recovery timeframe	72 hours
Mitigating action	A 24 hour emergency service is currently in operation. Bed and breakfast accommodation is available and a list is held by housing department staff.
Alternative premises	Park Leisure Centre
Data/system requirement	Housing systems can be accessed via the backup servers
Additional staff requirement	IT Support Officer

### Priority 1: Household refuse collection service

Responsibility	Assistant Director Community Services (Street Care Manager)
Potential impact	Health risk from accumulating rubbish
Recovery timeframe	72 hours
Mitigating action	Service is provided by external contractor who has contingency plans in place Adverse weather plan waste collection plan in place.
Alternative premises	Any venue with internet access and vehicle storage facility
Data/system requirement	CRM service for reporting fly-tips and dead animals.
Additional staff requirement	Will be provided by Biffa

### Priority 1: Provision of burial and cremation service.

Responsibility	Assistant Director Community Services (Cemetery and Crematorium Manager)
Potential impact	Health risk from delayed burials / cremations
Recovery timeframe	72 hours
Mitigating action	Emergency burial and cremation plan in place. The burial and cremation software system is remote from the Town Hall
Alternative premises	Park Leisure Centre
Data/system requirement	The burial and cremation software system can be accessed via the backup servers.
Additional staff requirement	None

### Priority 1: Customer relationship management

Responsibility	Director of Resources (Corporate Support Officer)
Potential impact	Residents are unable to contact the Council
Recovery timeframe	72 hours
Mitigating action	Service is provided by external contractor who has contingency plans in place. Staff will migrate to PLC to access network.
Alternative premises	Park Leisure Centre
Data/system requirement	Excelsior software
Additional staff requirement	These will be provided by Liberata

**Priority 1: Environmental Health: Food safety, Infectious diseases, H&S complaints and accident investigations**

Responsibility	Environmental Health Manager, Senior Environmental Health Officer (Noise), Senior Environmental Health Officer (Food), Senior Environmental Health Officer (H&S and Licensing).
Potential impact	Health risks failure to meet statutory response times
Recovery timeframe	72 hours
Mitigating action	Procedures are available on Council servers
Alternative premises	Park Leisure Centre
Data/system requirement	Flare and Council servers
Additional staff requirement	Equivalent officers from other LAs and consultants. Access to these resources is currently being investigated.

**Priority 1: Building control**

Responsibility	Building Control Manager (Building Control Surveyor)
Potential impact	Potential risk from dangerous structures which may need inspecting.
Recovery timeframe	72 hours
Mitigating action	None
Alternative premises	Park Leisure Centre. Offsite using mobile devices
Data/system requirement	Northgate software and Council servers.
Additional staff requirement	None

**Priority 1: IT services**

Responsibility	Corporate Support Manager (IT Team Leader)
Potential impact	Access to the Council's network is required to facilitate recovery of others key services.
Recovery timeframe	72 hours
Mitigating action	None
Alternative premises	Park Leisure Centre
Data/system requirement	Council servers.
Additional staff requirement	None

## Priority 2: Environmental Health: health and safety and licensing

Responsibility	Environmental Health Manager, Senior Environmental Health Officer (H&S and Licensing).
Potential impact	Potential impact on the local economy
Recovery timeframe	7 days
Mitigating action	None
Alternative premises	Park Leisure Centre
Data/system requirement	Northgate software
Additional staff requirement	None

## Priority 2: Development Control services

Responsibility	Development Services Manager (District Planning Officer)
Potential impact	Potential impact on local economy
Recovery timeframe	7 Days
Mitigating action	None
Alternative premises	Park Leisure centre. Offsite using mobile devices
Data/system requirement	Northgate software and Council servers
Additional staff requirement	None

## Priority 2: Democratic services and facilities for Council meetings

Responsibility	Democratic Services Manager
Potential impact	Lack of facilities for Councillors and decision making committees
Recovery timeframe	7 Days
Mitigating action	None
Alternative premises	Any venue with conference facilities
Data/system requirement	Council servers
Additional staff requirement	None

## Priority 2: Housing tenancy services, maintenance and business support

Responsibility	Assistant Director Housing (Housing Maintenance Manager)
Potential impact	Increase in residual household waste. Loss of income to the Council
Recovery timeframe	7 Days
Mitigating action	A 24 hour emergency service currently operates
Alternative premises	Any venue with internet access. Offsite using mobile devices
Data/system requirement	Council's network and housing network
Additional staff requirement	None

## Priority 2: Household recycling and green waste collection service

Responsibility	Assistant Director Community Service (Street Care Manager)
Potential impact	Increase in residual household waste. Loss of income to the Council
Recovery timeframe	7 Days
Mitigating action	Service is provided by external contractor who has contingency plans in place
Alternative premises	Any venue with internet access and vehicle storage facility
Data/system requirement	CRM service for reporting fly-tips and dead animals.
Additional staff requirement	Will be provided by Biffa

## Priority 2: Streetcare services including dog control

Responsibility	Assistant Director - Community Service (Street Care Manager)
Potential impact	Health risk from accumulating rubbish
Recovery timeframe	7 Days
Mitigating action	Services are provided by external contractors but some monitoring of service is required.
Alternative premises	Park leisure centre. Offsite using mobile devices
Data/system requirement	CRM service, Flare, Council Servers
Additional staff requirement	None



## Priority 2: Financial Services and Accounting

Responsibility	Financial Services Manager (Accountancy Services Manager)
Potential impact	Financial viability of the Council
Recovery timeframe	7 Day
Mitigating action	Critical payments can be made by the Director of Resources offsite. Payroll is provided by a Bureau.
Alternative premises	Park Leisure Centre
Data/system requirement	Council Servers, Oracle, BACS server, Income Management Systems
Additional staff requirement	None

## Priority 2: Council Tax and NNDR

Responsibility	Director of Resources (Financial Services Manager)
Potential impact	Reduction in income
Recovery timeframe	7 Days
Mitigating action	Direct debit collection files are created by a contractor who will have their own plan in place. These files are collected by the Council, so ftp will still be required. Payments can be made by automated telephone system, online and through the bank. Cheques sent in the post could be redirected to the Park Leisure Centre.
Alternative premises	Park Leisure Centre
Data/system requirement	Council Servers, Income Management Systems, Oracle
Additional staff requirement	None

## Priority 2: Cultural Services

Responsibility	Assistant Director Community Services (Venue managers)
Potential impact	Wellbeing of the public. Reduction in income.
Recovery timeframe	7 Days
Mitigating action	The venues are in different locations and it is unlikely all of them will be affected.
Alternative premises	Park Leisure Centre.
Data/system requirement	Council Servers, Oracle, Venues own systems
Additional staff requirement	None

## Priority 2: Market and Town centre management

Responsibility	Assistant Director Community Services (Town Centre & Festivals Manager)
Potential impact	Impact on local economy
Recovery timeframe	7 Days
Mitigating action	Market attendants are on-site to maintain the facilities.
Alternative premises	Park Leisure Centre
Data/system requirement	Council Servers
Additional staff requirement	None

## Priority 3: Corporate services

Responsibility	Director of Resources (Corporate Services Manager)
Potential impact	Delay in delivering corporate support services
Recovery timeframe	30 Days
Mitigating action	None
Alternative premises	Any venue with internet access.
Data/system requirement	Council Servers
Additional staff requirement	None

## Priority 3: Internal audit

Responsibility	Director of Resources (Head of Internal Audit)
Potential impact	Delay in delivering the audit plan
Recovery timeframe	30 Days
Mitigating action	Service can be delivered offsite if required
Alternative premises	Offsite using mobile devices
Data/system requirement	Council Servers
Additional staff requirement	None

## Priority 3: Electoral services (This will become a priority 1 service during the Purdah period)

Responsibility	Executive Director (Democratic Services Manager)
Potential impact	Delay in maintaining electoral register
Recovery timeframe	30 Days
Mitigating action	Service can be delivered offsite if required
Alternative premises	Offsite using mobile devices
Data/system requirement	Council Servers
Additional staff requirement	None

### **Priority 3: Local Plan**

Responsibility	Assistant Director Regeneration and Built Environment (Development Services Manager)
Potential impact	Delay in delivering the Local plan
Recovery timeframe	30 Days
Mitigating action	Service can be delivered offsite if required
Alternative premises	Offsite using mobile devices
Data/system requirement	Council Servers
Additional staff requirement	None

#### **Testing**

The technical aspects of the system will be tested on a six monthly basis to ensure the plan can be activated.

#### **Information and Publicity**

Information will be cascaded to staff via members of Management Board.

The Executive Director will be responsible for ensuring that the leaders of political groups are kept informed of any developments

The Corporate Support Division will be responsible for external communications.

#### **Record keeping**

The manager of each service is responsible for ensuring that appropriate records are kept of all decisions and transactions.

#### **Availability of the Plan**

The plan will be published on the Council's intranet.

#### **Updating the plan**

The plan will routinely be reviewed on a biennial basis but there may be additional updates as required.