



Lancaster City Council

Overall Business Continuity Plan

Version 0.04

March 2007

Record of revisions

Revision date	Status	Outline of revisions	Made by	Approved by
1 st Approved Version 1.0		New plan	Mark Bartlett	

Circulation

Corporate

- Chief Executive
- Corporate Directors (Community Services, Finance & Performance, Regeneration)
- Heads of Service – 13 copies (1 each)
- District Emergency Control Centre
- Council 24 hour Contact Centre
- Business Recovery Group – 9 copies (1 each)

Intranet

- Civil Contingencies Section

Lancaster City Council
Business Continuity Plan

CONTENTS

Section	Reference	Page
Record of Revisions		2
Circulation		2
Contents		3
Foreword		4
Information	1	5
Civil Contingencies Act		
- Duties of local authorities	1	5
Intention	2	5
Method	3	5
Council BC Structures	3.1	5
Council BC Plans	3.2	6
Purpose of Plans	3.3	7
Corporate responsibility & Prioritisation of services	3.4	7
'In Hours' notification	3.5	7
'Out of Hours' notification	3.6	8
Business Recovery Team	3.7	8
Business Recovery Group	3.8	8
District Emergency Control Centre	3.9	9
Administration	4	9
Finance	4.1	9
Staff Welfare	4.2	9
Logs and Records	4.3	10
Communications	5	10
Communications Strategy	5.1	10
Technical Communications	5.2	10
Health & Safety	6	10
Draft Business Recovery Group agenda	App. 'A'	12
Business Recovery Group membership	App 'B'	14
Decision making log template	App 'C'	15

1.) Information

Civil Contingencies Act - Duties and expectations on local authorities

The Civil Contingencies Act 2004, and regulations made under it, came into force in November 2005. These established a new statutory framework for civil protection in the United Kingdom, replacing previous common law duties and discretionary roles and responsibilities.

The Council's Emergency Planning responsibilities under the Act are covered in the District Emergency Plan. In respect of Business Continuity the Council is defined as a 'Category 1 Responder and, as such, is required to put in place Business Continuity Management arrangements. In summary these responsibilities are:

- To put in place arrangements so that the Council can fulfil its responsibilities in a major emergency situation
- To put in place arrangements whereby the Council can continue to deliver core services during an emergency.
- To promote Business Continuity to the business and voluntary sectors

Through the Lancashire Resilience Forum the City Council has partnership arrangements with other local authorities and many of the responsibilities on promoting Business Continuity are being met in association with those partner authorities to minimise duplication of effort. However, the responsibility for creating and maintaining plans to respond and to continue to deliver services lies solely with this Council.

2.) Intention

This plan describes the overall structures and processes that have been put in place to deal with any Business Continuity event and how the Council will prepare for and respond to any internal crisis, or other emergency situation, that affects the Council both in terms of maintaining core services during the event and also returning to normality.

3.) Method

3.1) City Council Business Continuity Structures

The **Civil Contingencies Group** provides strategic direction for the Council's duties under the Civil Contingencies Act, both Emergency Planning and Business Continuity and meets regularly to consider strategic issues from either of these disciplines.

Civil Contingencies Service Area

A **Business Continuity Team**, comprising representatives that include Civil Contingencies Officer, Risk & Assurance Manager, Communications Officer, Property Services, Financial Services and Information Management, coordinates Business Continuity duties and assists Services in the development of their respective Business Continuity plans. The Team meets regularly to progress and coordinate Business Continuity preparedness within the Council.

In the event of any Council Service activating its Business Continuity plan the Business Continuity Team will meet as a **Business Recovery Group** to coordinate the response and assist the Service concerned in the delivery of its core services and the return to normality. Individual Services have also identified internal Business Recovery Teams to manage the situation and the return to normality.

3.2) City Council Service Business Continuity Plans

Plans to deal with loss of access to buildings, loss of IT or loss of utilities, failure of key suppliers/contractors or the possible mass abstraction of staff are held as follows:

- Hard copies of every Service plan are held in the Civil Contingencies Office at Morecambe Town Hall, in the District Emergency Control Centre (Democratic Services) at Lancaster Town Hall and in the Council's Emergency Call Centre at Cable Street.
- Members of the respective Business Recovery Teams hold hard copies of individual Service plans for the Service concerned.
- Electronic copies of every Service plan, minus personal staff contact details, can be viewed on the Intranet in the Civil Contingencies section.

The full list of Service Business Continuity plans comprises:

City Council Direct Services

Council Housing Services

Corporate Strategy & Communications

Cultural Services

Democratic Services

Economic development & Tourism – 2 plans
Tourism (Tourist Information Centres)
Economic Development (Palatine Hall)

Finance and Internal Audit

Health & Strategic Housing Services – 2 plans

Civil Contingencies Service Area

Environmental Protection, Public Health & Cemeteries
Strategic Housing

Information & Customer Services – 2 plans
Information Systems
Customer Services

Legal & Human Resources – 2 plans
Legal Services
HR Services

Management Team

Neighbourhood Teams

Planning Services

Property Services

Revenue Services

3.3) Purpose of plans

The intention of all Service Business Continuity plans is to identify critical services that either must not fail or must be resumed within a short period of time, and then to put measures in place to achieve that. In addition, the plans identify how the Service can return to normal delivery of all services over a longer period.

3.4) Corporate responsibility and prioritisation of services

Whilst some individual Service plans identify alternative accommodation or other facilities for use if only that Service is affected, in the event of a wide scale emergency the Business Recovery Group will coordinate the allocation of alternative accommodation, equipment and staff based on the need to provide core services.

3.5) 'In Hours' notification

In the event of an incident occurring during normal working hours, which is likely to affect the operation of one or more Council Services, the most senior officer of the Service concerned will consider whether or not this requires the implementation of the appropriate Business Continuity Plan.

If the Business Continuity plan is activated the notification procedures contained therein should be followed. These procedures ensure that the relevant officers of the Service are contacted and can meet as a Business

Civil Contingencies Service Area

Recovery Team to maintain critical services and consider the return to normality.

In addition, through the Council's Emergency Call Centre the members of the Business Recovery Group should be contacted so that they can meet to discuss the provision of the appropriate support to the Service(s) affected.

3.6) 'Out of Hours' notification

In the event of an incident, that is likely to affect the operation of one or more Council Services, occurring outside normal working hours the Emergency Call Centre staff will consult the Business Continuity Plan for the relevant Service(s), contact and brief the appropriate senior staff member listed therein. If the decision is taken to activate the Business Continuity plan the Contact Centre will assist the Service(s) concerned to make the appropriate notifications to staff including the members of the Business Recovery Group.

3.7) Business Recovery Team

Where any Service Business Continuity plan is activated the Service concerned must form a **Business Recovery Team** comprising appropriate officers to deal with the incident, ensure the maintenance of critical services and oversee the return to normality. Details of the Business Recovery Team can be found in the relevant Service Business Continuity plan. The leader of the team will usually be the relevant Head of Service or, if not, an appropriate senior officer.

The Business Recovery Team will consider the relevant Service Business Continuity plan and oversee the implementation of the Actions contained therein.

Any actions requiring the opening of alternative accommodation, diversion of staff to other duties, central resources or additional funding will need to be brought to the attention of the **Business Recovery Group**.

3.8) Business Recovery Group

Any activation of a Business Continuity plan will also initiate the convening of the **Business Recovery Group**. Membership of this group is detailed at Appendix B and contact details are in the Stakeholder section of every Service's Business Continuity plan. This group's membership includes all the relevant Support Services to assist the maintenance of critical services and the return to normality. For widespread incidents, or those affecting more than one Service, it may be appropriate for this Group to be chaired by a member of the Council's Management Team. (A suggested draft agenda for the Group is shown at Appendix A).

The Business Recovery Group will:

- Prioritise the maintenance and restoration of Council services
- Coordinate the movement of Council resources

Civil Contingencies Service Area

- Approve the opening of alternative accommodation and coordinate its allocation
- Approve a Communications strategy for the incident and ensure the appropriate stakeholders are kept informed
- Approve significant expenditure in connection with the incident.

3.9) District Emergency Control Centre

Dependant on the nature of the incident that has affected services it may well be appropriate to activate the Council's **District Emergency Control Centre (DECC)**

The DECC is located in the Democratic Services' offices in Lancaster Town Hall. Its purpose is to oversee the Council response and act as a point for liaising with other agencies.

Further details about the DECC and its activation are contained in the District Emergency Plan.

If for any reason the DECC is not available, i.e. Lancaster Town Hall is affected by the emergency situation, there is a provisional agreement with the Lancashire Constabulary that the DECC can operate from the Training suite at Morecambe Police Station. The local police will need to be contacted by the senior Council officer on duty to make the necessary arrangements for this to take place.

4.) Administration

4.1) Finance

Any significant expenditure that may be incurred in maintaining critical services or the return to normality must be referred to the Business Continuity Group. The Financial Services representatives on the Group will ensure:

- Appropriate resources are identified and prioritised
- All possibilities of reimbursement, compensation and insurance claims can be considered
- All expenditure can be properly accounted for and audited
- Claims against the Government's Bellwin scheme can be considered.

4.2) Staff welfare

A significant emergency affecting Council Services may have an effect on the well being of Council staff. Human Resources are represented on the Business Recovery Group and any staffing issues will be brought to their attention to ensure the full range of possible support is made available where required. Through the Business Recovery Group the staff associations will be kept informed of developments and will have the opportunity to raise any concerns about individuals or groups of staff.

4.3) Logs and records

It has long been accepted in the legal system and courts that “if it isn’t written down or recorded it didn’t happen”

It is therefore essential that a full written or taped record of all decisions and actions be maintained throughout a Business Continuity incident. All managers must ensure they record consecutive numbered decisions, including time, date, background information and reasoning, for post incident reference.

Sample decision-making logs are contained in all Service Business Continuity plans, and in this document at Appendix C. Hard copy decision-making logbooks are kept in the DECC and these, or copied templates, should be used for this purpose.

Legal & HR Services will issue advice about appropriate arrangements for the collation and storage of all records after the incident concludes.

5.) Communications

5.1) Communications Strategy

A significant emergency affecting Council Services may well also impact on internal and external communications. Through the Business Recovery Group a **Communications Strategy** will be developed to ensure that staff, elected members, stakeholders and partner agencies together with the public are kept as informed as possible about the situation, the effect on any Services, alternative arrangements and the likely timescales for a return to normality.

5.2) Technical Communications

Technical Communications that may assist both the provision of critical services and the return to normality will include:

- The use of back up IT Server facilities, remote access and portable IT facilities
- Airwave radios – the Council has access to a small number of Airwave radios and the Business Recovery Group will approach partner agencies with a view to accessing further handsets if these are necessary for either maintenance of critical services or the return to normality.
- Mobile telephony. These are often affected by overload of systems during an emergency but a number of Council telephones have Access Overload Control (ACCOLC) and should continue to operate. Details of these telephones are available from Information Services.

6.) Health & Safety

Emergency situations may well affect the safety of Council premises. The safety of members of the public and Council staff must be borne in mind at all times.

If there is any doubt about the safety of a building the appropriate advice must be sought from Emergency Services, representatives at the scene, a Building Control officer and/or a qualified Health & Safety officer before any person is allowed to enter. Information affecting decision-making must be recorded.

The Line Manager(s) concerned must ensure that appropriate Risk Assessments are conducted before any temporary building is taken into use for Council purposes.

Appendix A

Draft Agenda for meeting of Business Recovery Group

This is a suggested agenda. It is not prescriptive and items can be added or deleted as required according to the circumstances prevailing. In the early stages of a crisis situation the Group may be expected to meet frequently – three times per day would not be unusual. As control of the situation improves the frequency of meetings can be reduced.

Persons present:

Chair

- Information Services Officer
- Information Management Officer
- Property Services Officer
- Financial Services Officer
- Communications Officer
- Legal & HR Representative
- Civil Contingencies Representative
- Risk & Insurance Representative
- Audit representative
- Others (detail)

Agenda

Review of Actions from previous meeting(s)

Situation update and Forward look

Assessment of issues arising

Progress reports from affected Services

Progress reports from Business Recovery Group members:

- Information Services
- Property Services
- Financial Services
- Legal Services
- HR Services
- Communications
- Civil Contingencies
- Risk & Insurance
- Audit

Agreed response

- Mutual aid and assistance (including national support)
- Emergency deployments of resources
- Crisis handling arrangements

Civil Contingencies Service Area

- Prioritisation of Services
- Recovery Management issues
- Staff welfare issues

Communications

- Internal briefing
- Stakeholder management
- Key Messages
- Continuous information flow
- Media briefing and public information messages

Any other items of business

Summary of agreed actions

Date/Time/Location of next meeting

Appendix B

Business Recovery Group (As at January 2007)

NAME	JOB TITLE	OFFICE TEL	Out of Hours Contact details
Caroline Thompson	Information Management Officer	X2192	Via Council Emergency Call Centre 01524 67099
Tracy Barradell	Information Services Operations Manager	X2091	Via Council Emergency Call Centre 01524 67099
Graham Cox	Head of Property Services	X2504	Via Council Emergency Call Centre 01524 67099
Elaine Frecknall	HR Manager	X2076	Via Council Emergency Call Centre 01524 67099
Gill Haigh	Communications Manager	X2178	Via Council Emergency Call Centre 01524 67099
Lynne Armistead	Risk and Insurance Manager	X2141	Via Council Emergency Call Centre 01524 67099
Andrew Clarke	Accountancy Services Manager	X2138	Via Council Emergency Call Centre 01524 67099
Mark Bartlett	Civil Contingencies Officer	X2680	Via Council Emergency Call Centre 01524 67099
Bob Bailey	Principal Auditor	X2055	Via Council Emergency Call Centre 01524 67099

This decision-making log template replicates hard copy log books retained in the District Emergency Control Centre. Log sheets should normally be handwritten, kept in duplicate, consecutively numbered, timed and dated.

Appendix C - Decision making log

POLICY LOG

DECISION REF:

OFFICER MAKING POLICY

DATE OF DECISION.....

.....

TIME OF DECISION.....

ROLE.....

POLICY

[Empty box for Policy description]

REASON(S)

[Empty box for Reason(s)]

OFFICER MAKING ENTRY (if different)

SIGNATURE OF OFFICER MAKING POLICY

.....
Date & Time

.....
Date & Time