

REPORT TO GOVERNANCE AND AUDIT COMMITTEE

REPORT OF: Cllr Paul Carpenter- Governance and Communication

REPORT NO: CSL023

DATE: 6 December 2012

TITLE:	Business Continuity Annual Report (Including Emergency Preparedness)	
KEY DECISION OR POLICY FRAMEWORK PROPOSAL:	N/A	
PORTFOLIO HOLDER: NAME AND DESIGNATION:	Cllr Paul Carpenter Governance and Communication	
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INITIAL IMPACT ANALYSIS: Equality and Diversity	N/A	Full impact assessment Required: N/A
FREEDOM OF INFORMATION ACT:	This report is publicly available via the Your Council and Democracy link on the Council's website: www.southkesteven.gov.uk	
BACKGROUND PAPERS	The Civil Contingencies Act 2004 http://www.cabinetoffice.gov.uk/content/civil-contingencies-act	

1. RECOMMENDATIONS

- 1.1 That the content of the Business Continuity Annual Report be noted.

2. PURPOSE OF THE REPORT

- 2.1 To provide the Governance and Audit Committee with an overview of the council's performance in respect of business continuity and emergency planning during the period April 2011 to November 2012.

3. Context

- 3.1 The Civil Contingencies Act 2004 places a statutory duty on local authorities to maintain plans that ensure they can continue to perform their functions in the event of an emergency, so far as is reasonably practicable. As defined by the Act, South Kesteven District Council is a Category 1 responder and is subject to the full set of civil protection duties.

These duties include:

- To carry out risk assessments and prepare emergency plans
 - Business Continuity management
 - Provide advice and assistance to business and voluntary organisations
 - Co-operation and information sharing
 - Communicating with the public
- 3.2 The aim of the business continuity programme is to build 'organisational resilience' to ensure that the Council can continue to deliver critical aspects of its day-to-day functions in the event of an emergency.
- 3.3 South Kesteven District Council's corporate business continuity management objectives are:
- To identify the critical activities within Council services in order to determine overall priorities for service continuity and recovery should a disruptive challenge occur.
 - To integrate business continuity work with existing risk management in order to identify and prioritise potential areas of vulnerability as well as corporate risk mitigation actions.
 - To provide a basis for cost benefit analysis based on risk appetite to determine which specific risk prevention and mitigation actions will be adopted.
 - To ensure the Council can continue its critical activities in the event of a situation disrupting 'business as usual' where reasonably practicable.
 - To ensure all service managers contribute to and take ownership of their service business continuity plans so that there is an effective and consistent response to service continuity.
 - To develop a process to review and update the plans.
 - To deliver training and awareness programmes.
 - To carry out tests of the business continuity plans in order to validate and develop the arrangements.

4. DETAILS OF REPORT

- 4.1 The annual cycle for reviewing the list of business critical activities, training relevant managers and reviewing service and business continuity plans has been carried out for this reporting period. There is still further work to be carried out as per the work schedule which can be found at appendix A.
- 4.2 All service area business continuity plans have been restructured, reviewed, updated and reissued. These plans provide each service with a framework for responding to business continuity incidents including key roles and responsibilities, actions, resources and emergency contact details.
- 4.3 The overarching Corporate Business Continuity Plan has also been reviewed and updated. The critical functions list within the corporate Business Continuity plan has been revised to reflect changes to service-critical activities. An example of where critical functions would need reinstating as soon as possible include the taking and passing of emergency related calls by the customer services team during normal office hours and the CCTV Control room for all out of hours calls. If residents are unable to report emergency repairs or dangerous structures their health and welfare could be at risk. Likewise Property Services needs to be able to respond to requests for emergency repairs to protect the most vulnerable residents.
- 4.4 A business continuity exercise was held on 6th November 2012 to test elements of the Corporate Business Continuity Plan. Twenty-three managers attended the exercise. An overview of Business Continuity and why it is essential to service delivery was given prior to the start of the exercise. The exercise focussed on a fire in the main building the day before elections. This provided the opportunity for managers to establish the validity of their business continuity plans and allowed them to share the service pressures that would be experienced during such an incident. It also allowed managers who provide less critical services to consider more accurately the roles they might be asked to undertake during an emergency whilst maintaining an acceptable level of everyday service.
- 4.5 Community Emergency and Flood Plans - The Joint Emergency Management Service (JEMS- County Council) in partnership with other organisations has been working with communities (Parish Councils) in an effort to encourage them to prepare their own emergency and flood plans. These plans enable a local co-ordinated emergency response in times of uncertainty, allowing Parish colleagues to safeguard their residents until emergency services arrive on scene. Plans also detail the dissemination of information to and from the Emergency Planning Unit and Environment Agency incident rooms and enable communities to assist blue light services during the incident, and then, the lead local authority during the recovery phase.
- 4.6 The Information and Communication Technology (ICT) department has carried out a number of live and test restores of our servers mainly for operational service delivery. This authority operates what are called virtual servers so we can build in resilience at many levels of ICT. For instance we can afford to have multiple hardware failures and still operate our servers.

ICT continue to have a shared disaster recovery contract that is shared with other districts in Lincolnshire. This allows for the delivery of hardware should we have a full business continuity issue. We have recently installed a data connection to the leisure centre which would allow critical services to be relocated if the main offices are not available.

- 4.7 The Emergency Plan has been reviewed, updated and reissued. The Emergency Plan outlines how SKDC will respond to the needs of the community during external emergencies whereas the Business Continuity Plan focuses on maintaining critical activities of the council. The plan contains useful contact telephone numbers (staff, elected members) and resources available in the local area. Incident-specific guidance is contained in the plan.
- 4.8 A mutual aid agreement is now in place between all Districts within Lincolnshire, this sets out how we will support each other during an emergency or time when service delivery is severely impeded by severe weather, staff shortage etc. This has already been tested on two occasions:
- During a flooding in June / July the Internal Drainage Boards offered support to District Councils and emergency services
 - During the Olympic Torch Relay a member of NHS Lincolnshire Communications Team assisted the SKDC Communications team.

- 4.9 Significant events- This reporting period has seen severe weather, episodes of social unrest, public protest and industrial action. Combined with the continuing budgetary pressure placed on all agencies within the public sector, this year had the potential to be challenging.

Fortunately, no major incidents significantly affected service delivery. However, the lessons learned by others during such events have been incorporated into our planning.

Although not directly related to business continuity, the Olympic Torch relay that travelled through our District during June/July did draw upon resources on an unprecedented level. The planning and preparation phase in itself for this event lasted some months which could have proved to be a problem were it not for the adaptable manner in which our staff undertakes its responsibilities. This provided a good indication as to the flexibility we can expect from our staff should it ever be necessary to deliver critical services in response to a significant business continuity incident.

- 4.9 A major multi-agency live exercise is planned for week commencing 20th May 2013. The scenario, which is already planned, is a train crash in the village of Claypole. Live play will be simulated at the Lincolnshire Fire & Rescue Urban Search and Rescue site on the A15 in Lincoln where the scene, using actual train carriages, has been constructed. A survivor reception centre will be opened in Claypole and a member of the JEMS team has been working with the community in Claypole to prepare its Community Emergency and Flood Plan. It is hoped the community, including the school, will be involved in the exercise. Staff from SKDC may be required to assist in the Survivor Reception Centre.

This may include staff from Customer Services and the Housing team. It could also include elected member representation.

In addition to the live play, the County Emergency Centre will be open from where strategic and tactical co-ordination will take place. This will involve all of the agencies that would respond to this emergency. This will include senior officers from SKDC who will be represented at both strategic and tactical command.

5. OTHER OPTIONS CONSIDERED

- 5.1 Adopting a managed approach to business continuity and emergency is a statutory duty under the Civil Contingencies Act, 2004. This is a key part of a well run council and reduces the risk of severe interruptions of critical services.

6. RESOURCE IMPLICATIONS

- 6.1 None identified

7. RISK AND MITIGATION

- 7.1 Risk has been considered as part of this report and any specific high risks are included in the table below:

Category Risk	Action / Controls
Failure to maintain critical function service delivery	Function review carried out, Corporate and Service Business Continuity Plans developed
Failure to appropriately respond to an internal/external emergency situation	Corporate Emergency Plan developed

8. ISSUES ARISING FROM IMPACT ANALYSIS

- 8.1 Not applicable

9. CRIME AND DISORDER IMPLICATIONS

- 9.1 None identified

10. COMMENTS OF FINANCIAL SERVICES

- 10.1 Members are reminded the terms of reference for the Governance and Audit Committee include the responsibility to review the annual report and the effectiveness of the Council's business continuity arrangements. Risk management and business continuity are closely aligned with action plans being regularly reviewed to ensure arrangements are appropriate to ensure the Council can deal effectively with a situation in the event of an emergency. There are no specific financial comments to make.

11. COMMENTS OF LEGAL AND DEMOCRATIC SERVICES

11.1 The Council has a duty as a category 1 body to fulfil the duties detailed in the Civil Contingencies Act 2004.

12. COMMENTS OF OTHER RELEVANT SERVICES

12.1 None



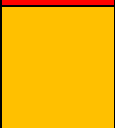


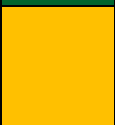


13. APPENDICES:

13.1 Appendix A- Business Continuity and Emergency Planning Work Schedule

Appendix A

South Kesteven District Council Business Continuity and Emergency Planning Work Schedule

Task	Start Date	Target Completion Date	Status	Comments	Officer Responsible
Provide emergency planning awareness training to SKDC Elected Members	01 Oct 2012	01 Nov 2012		HR are coordinating this event, planning phase has started.	Emergency Planning Officer
Produce and circulate Elected Members Emergency Planning Guidance	01 May 2012	01 Oct 2012		Guidance updated and will be issued at training event.	Emergency Planning Officer
Review and update Emergency Planning web pages on SKDC website	01 Nov 2011	Quarterly from start date		Next update scheduled for 01 Feb 2013.	Emergency Planning Officer
Periodically produce articles for SK today and local media on topical Emergency Planning and Business Continuity issues such as how to be prepared for severe weather.	Ongoing Activity	Ongoing Activity			Emergency Planning Officer & Communications Officer
Review and update of IT Disaster Recovery Plan	01 March 2012	01 May 2012		Document to be reviewed and updated annually.	Emergency Planning Officer & IT Manager
Review and update service area Business Continuity Plans	01 April 2012	01 July 2012		A cross check of service area critical functions and those on the master list has taken place, plans have been updated accordingly.	Service Managers with advice from Emergency Planning Officer
Review and update the Emergency Plan	01 March 2012	01 April 2012		The document has been reviewed. This refresh will be carried out annually.	Emergency Planning Officer Support staff
Promote Business Continuity	Ongoing Activity	Ongoing Activity		Continue to work with local businesses, offering advice and support in relation to their own business continuity during and after disruption to normal business.	Emergency Planning Officer
Emergency Planning and Business Continuity refresher training for Senior Management Team	01 June 2012	01 August 2012		This will be carried out annually, briefings will be held with any new members of the Management Team as required.	Emergency Planning Officer

Attend Risk Management and Service Manager meetings as required.	As Required	As Required		Play an active role in raising awareness of BC and EP.	Emergency Planning Officer
Run an emergency planning exercise to test the District's Emergency Plan.	01 Sept 2012	01 Oct 2012		This will be carried out locally and will be supported by the relevant emergency services.	Emergency Planning Officer
Promote community resilience	Ongoing Activity	Ongoing Activity		There is a county group that leads on this project. Documentation for parish councils and communities will be available on www.lincolnshireprepared.co.uk and in hard copy from council offices.	Emergency Planning Officer
Prepare Set Up Manual for Mowbeck House (Emergency Centre)	01 December 2012	01 March 2013		Currently in draft format, to be completed by end of March 2013.	Emergency Planning Officer
Torch relay preparation	01 March 2012	July 2012		This event saw a significant draw upon resources with some other stands of work being rescheduled.	Emergency Planning Officer, numerous district council officers at all levels
Gold Training and Silver Awareness training for Strategic Team and Heads of Service	Ongoing Activity	01 March 2013		This training to be carried out by the County Emergency Planning Team.	LRF Training and Exercising group
Review and update Corporate Business Continuity Plan and Strategy	01 Dec 2012	01 May 2013		The refresh of the Corporate BC plan has been carried out; the review of the strategy has been rescheduled.	Service Manager & Emergency Planning Officer
Prepare and present Business Continuity Annual report	01 Sept 2012	6 th December 2012		Follow up from 2011 report	Service Manager & Emergency Planning Officer

Completed
 In progress on target
 In progress not on target



Glossary: EP Emergency Planning
 BC Business Continuity
 LRF Local Resilience Forum