

BROMSGROVE DISTRICT COUNCIL – BUSINESS CONTINUITY PLAN – 1ST Draft

JANUARY 2009

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INTRODUCTION

The purpose of the Business Continuity Plan (BCP) is to enable Bromsgrove District Council to respond in a coordinated and effective manner following an incident which affects ability to deliver a service.

The BCP sets down procedures and allocates duties to officers so that in the event of a serious disruption affecting the Council's ability to deliver its critical functions, the Council will be in a position to fulfil those functions to the best of its ability.

The BCP is a reference document which informs officers, Members and the community of how we expect services to be restored following an incident.

Kevin Dicks
Chief Executive

SECTION A - AUDIENCE AND DISTRIBUTION

The BCP is intended for members of the Emergency Planning Management Team (EMPT) and members of the Corporate Risk Group and other staff involved with emergency planning who have a role in ensuring that the Council's essential services remain operational.

Recipients of the BCP are asked:

- promptly confirm receipt of it;
- read and use it in conjunction with the Council's Emergency Plan
- share with other colleagues as deemed necessary
- promptly send any amendments to the Emergency Planning Officer – Executive Director – Partnerships and Projects.

SECTION B - REVIEW PROCESS

The BCP will be reviewed annually in July and revised in the light of any changes that might affect the Plan.

Heads of Service are responsible for reviewing and updating their individual service recovery plans as changes and developments take place in their service area and should inform the Emergency Planning Officer.

SECTION C - DEFINITION OF AN EMERGENCY EVENT

For the purpose of the BCP the definition of an emergency event is:

any significant threat or incident which threatens personnel, buildings or the operational structure of Bromsgrove District Council which requires special measures to be taken to restore functions back to normal.

SECTION D - ACTIVATING THE BCP

The BCP could be activated (in conjunction with the Council's Emergency Plan) by the declaration of a civil emergency by either the Chief Executive or by the Emergency Plan Duty Officer following information received by one of the following agencies:

- West Mercia Constabulary
- Herefordshire and Worcestershire Fire and Rescue Service
- other District Councils
- County Council (Emergency Planning Unit)
- Environment Agency, a NHS Trust, Meteorological Office or privatised utilities.

Following activation a decision will be made regarding which of the Council's office accommodation will be used during the emergency (as set out in the Asset Support service recovery plan).

In the event of an out of hours emergency, the duty Emergency Plan Personnel Services will inform selected employees of the situation.

Information will also be posted on the Council's website and notices posted on the relevant notice-boards/doors to Council buildings. The Communications Team will be responsible as set out in their service recovery plan.

To ensure a co-ordinated response the Emergency Plan Management Team comprising the Chief Executive and Heads of Service will be established at the earliest opportunity. EMPT will:

- as and when necessary instruct the Lead Officers of the three Recovery Teams to convene their groups and instigate their respective areas of activity, subject to the impact of the incident.
 - Co-ordinating Team - **Appendix 1**
 - Damage Assessment and Building Control Team - **Appendix 2**
 - IT Recovery Team - **Appendix 3**

SECTION E - INITIAL CHECKLIST AND RECOVERY LOG

To assist the Chief Executive or nominated Officer

	Date/Time	Task	Action Taken
1.		What facts are known so far	
2.		Which buildings/services are affected and extent of damage/likely duration	
3.		Who has responded, do I need to activate EPMT or is this local to an individual service area	
4.		Where is the most suitable location to convene EPMT	
5.		If I activate the whole cascade someone must monitor progress and record - who is available	
6.		Do I have a log keeper	
7.		Assess whether recovery will meet prioritised objectives. Do I need additional resources to meet recovery timescale	
8.		How can I best utilise my team - am I aware of the skills available and those I am short of	
9.		What info. has the CSC been instructed to give out	
10.		Establish length of disruption - short, medium or long-term	
11.		Brief Communications Officer	
12.		Authorisation for potential actions - expenditure, etc.	
	Date/Time	Task	Action Taken
13.		Is the problem isolated or is a greater geographical area affected	

14. Need to contact Emergency Services or commercial organisations?
15. Need to utilise Operational Services/(van)
16. Determine whether 24 hour and weekend rostering is necessary
17. Arrange regular briefings for service area managers to ensure their employee are briefed
18. Consider welfare of employee - breaks, etc.
19. Is photographic evidence relating to damage or injury required
20. Do any service areas require specialist salvage of documents, etc.

Strategic Housing

Revenues and Benefits

Property

Procurement

Planning

Personnel

Parks/Cemeteries/Crem

Operational Services

Legal

Information Technology

Financial Services

Environmental Health

Electorat Registration

Customer Service Centre

Communications

Car Parking

Business Support

Building Control

Audit

RECOVERY LOG

Normal bu available Y/N
Current locat
Current mobile no.
% of emp available tod
Employee working home
Are all emp contactable/ informed Y/N
Access to systems Y/N
IT shortfalls/nee
Electricity available Y/N
Gas availabl
Water supply

Critical functions delivered Y/ %
Outstanding needs/issues
Costs to date

|

SECTION F - Arising from assessment the incident will be classified at one of the three levels:

Level 1 - single service affected.

Level 2 - partial loss of the Council's Offices in Burcot Lane (several service areas affected).

Level 3 - complete or substantial loss of the Council Offices (including IT) and the Council's Depot .

The action required will vary according to the circumstances of the emergency but it is envisaged that all or most of the following steps would need to be taken within the proposed time scale:

Stage 1 - immediately and within 24 hours of the emergency

Stage 2 - within 4 - 7 days

Stage 3 - from 7 days onwards

Wherever possible, implementation of the BCP will be directed from the Training Room at the Council Offices in Burcot Lane. However should an incident at level 2 or 3 occur access to the Council Offices could be limited. Therefore, business recovery procedures will be instigated by taking over other existing Council premises (set out in the Business Support service recovery plan). Provision of IT and telecommunications in this respect, is attached to the IT service recovery plan.

Level 1 Incident - single service affected:

It is probable that only a small area of operation, workstation equipment and records will be affected and it is unlikely to have any serious disruption to services or displace employees over an extended period. It is probable that, following the initial assessment by the Emergency Plan Management Team, responsibility for the management of the incident and the necessary recovery measures will be passed to the relevant Head of Service.

Resources should be split appropriately between recovery management and continuity of business and service. Service Managers must establish, as soon as possible, the level of losses and/or damage and their effect on the service's operations. This list is not exhaustive but the following questions should be considered in line with the service recovery plan:

- which aspects of the service are affected;
- who are the key employee in these areas and what are their responsibilities in respect of business recovery;
- which employees need to be contacted and what are their contact details (telephone numbers);
- how many workstations are affected and what are the number of workstations required to maintain critical functions;
- how many employee are displaced;
- can operations be continued from the same workstations and offices;
- what is the minimum time that can be tolerated without these services
- are there alternative accommodation needs;
- what are the effects on service delivery;

- what equipment is lost or damaged;
- what are the essential IT requirements;
- who are the key external contacts;

Level 2 Incident - partial loss of operations at the Council Offices (several services affected):

This second level could represent substantial building damage resulting in several areas unfit for occupation, together with substantial loss of equipment and records affecting a number of services and operational provisions. It has been assumed that total redeployment within the remaining property would not be feasible but that some recovery of equipment and records could be possible.

Under such circumstances, the Emergency Plan Management Team would meet and take immediate steps to address the questions posed at Level One incident and to:

- relocate employee to appropriate alternative accommodation;
- ensure IT and communication systems are in place;
- ensure that all other resources required are available;
- identify the services with lowest level of tolerance that are a recovery priority;
- ensure that full information relating to the event and the recovery arrangements implemented is made available wherever necessary.

Level 3 Incident - complete or substantial loss of operations at the Council Offices and Depot:

This third level may be rare and would be identified by total loss of buildings, equipment and records or a significant number of staff together with an expectation that the recovery period would be a prolonged one.

In such circumstances and under the direction of the Chief Executive the Emergency Plan Management Team would meet (membership of this is detailed in the Emergency Plan Guidelines) possibly at an agreed alternative location, to assess the situation and to take such steps as are necessary to maintain and restore the overall level of service or ensure services with the lowest level of tolerance are priorities for recovery.

SECTION G – STAGED ACTIONS

Stage 1 - Action to be taken immediately and within 24 hours of an incident:

Convene a meeting of the EPMT to agree to implement the BCP following assessment of the impact of the incident.

Commence logged record of events to facilitate structured management of the disaster, legal enquiries, insurance claims, detail of expenditure and subsequent review of effectiveness of the BCP. (See sample log).

Under EPMT's direction if and when necessary, Lead Officers of the three Recovery Teams (Co-ordinating Team, Damage Assessment and Building Control Team and IT Team - **Appendices 1, 2 and 3**) will convene their groups and instigate their respective areas of activity subject to the impact of the incident.

Heads of Service to contact and assemble the required key employee, (names and telephone numbers are located within service recovery plans), brief them of the incident and the impact on their service.

The Communications Team will act as the focus for receipt and transmission of information so that Council employee and the public will be aware of what services are available and will advise all other employee of situation and of action required of them at that stage.

Communications Team will issue media statement informing public of situation and Services affected.

Introduce emergency financial expenditure provisions as required.

The building manager in conjunction with the Head of Customer Service and E-Government will establish alternative employee accommodation and work with Head of Finance to contact and liaise with Insurers, Loss Adjusters and Emergency Services as required.

If necessary establish emergency office(s) for dealing with public.

The Head of Customer Service and E-Government will co-ordinate and create procedures to implement emergency IT arrangements.

Inform the Leader of the Council, Leaders of Opposition Groups and Members of the Cabinet of any civil emergency for them to sanction the necessary action, authorise expenditure, and to subsequently keep the Leaders/Members informed of further developments.

Contact and liaise with Insurers, Loss Adjusters and Emergency Services as required.

APPENDIX 1 - CO-ORDINATING TEAM

Business Continuity Co-ordinating Team

Chief Executive Executive Director – Partnerships and Projects	Kevin Dicks Phil Street
Head of Financial Services Assistant Chief Executive Officer	Jayne Pickering Hugh Bennett
Communications & Customer First Manager Head of Legal, Equalities and Democratic Services	Anne-Marie Darroch Claire Felton
Buildings and Asset Manager	Peter Redfern
Head of Customer Services and E-Government	Deb Poole
Head of HR and Organisational Development	Jo Pitman
Head of Planning and Environment	Dave Hammond
Head and Deputy of Street Scene and Community Building Control Manager	Mike Bell and John Godwin Adrian Wyre
Customer Service Manager	Roger Horton
Environmental Health Manager	David Mellors

1. TERMS OF REFERENCE FOR CO-ORDINATING TEAM

The main aims and terms of reference of the Co-ordinating Team are as follows:-

- Provision of support and advice to senior management, the other Business; Recovery Teams, Service area managers as appropriate;
- Management of transport requirements.

2. PRIORITIES IN THE EVENT OF AN EMERGENCY

1. The need to identify and secure alternative location(s) for carrying on the Council's work, or the work of the service area(s) affected by an emergency.
2. Prioritising functions ensuring those with the lowest tolerance are given priority for recovery. Advice will be provided as appropriate in prioritising services in the event of a major disruption, so as to ensure that the most vital services are relocated/restored in advance of the less critical services. They will also help to determine optimum use of alternative accommodation for sections or service areas affected by the emergency.
3. The salvaging and transportation to new locations of equipment and materials to enable the work to be continued:
4. Listing alternative locations, either already under the Council's control or outside it, together with an assessment of their capacity, potential and facilities (e.g. telephones, photocopiers, fax, parking, accessibility, IT links). Premises have been identified as potential alternative sites.

N.B. The choice of site(s) selected for use as alternative(s) would be dependent upon the nature and extent of the emergency. In the event of major or complete disabling of the Council Offices and / or Depot , pre-determined alternative Bromsgrove offices will become the centre of senior management operations if they have suitable facilities and are easily accessible.

NOTE = NEED TO DO WORK ON IDENTIFICATION OF ALTERNATIVE LOCATIONS FOR ACCOMMODATION

5. Ensure appropriate communication with employee and the sourcing of labour to meet service delivery requirements.

3. SPECIFIC SUPPORT ROLES OF CO-ORDINATION TEAM MEMBERS

Assistant Chief Executive Officer and Communications Officer –

Information - Receipt, collation and provision of information will be vital. The Communications Team will act as the focus for the receipt and transmission of 'common' information so that Council employee and the general public will be aware of what services are available, where they are being provided or administered from and of any emergency telephone numbers or help lines. The Communications Team will use the Customer Service Centre to also communicate this 'common' information. The Communications Team will deal with the media (see confidential Appendix 2 template) which should also be used to communicate information to employees who will obviously be very interested in how the emergency arose and what steps are being taken to deal with it. The Communications Team section will utilise alternative phone, fax, computer (with e-mail), internet and photocopying facilities for their use. There is already a County-wide Communications Plan in place for use in the event of a major incident or disaster. The Communications Team are familiar with this Plan and retain a hard copy for everyday reference. The Plan is maintained by the Emergency Planning Unit at Worcestershire County Council.

Head of Human Resources and Organisational Development –

Personnel Matters - HR will ensure the availability of up to date data on employees. This information includes the telephone number, address and details of the next of kin. Employees have a requirement to provide HR with this information on commencement of their employment with the Council. The information is stored electronically. The electronic system is backed up by the I.T. Section on a regular basis. Establishment details are also accessible in the Payroll Section and also by designated Managers within the Council. HR also provide welfare and support services for all employees as appropriate including continuity of salary payments.

Head of Legal and Democratic Services –

Legal Services - Advice as necessary on liability issues and any legal implications arising out of the implementation of all stages of the recovery procedure. These issues will include putting in place all necessary agreements and contractual arrangements relating to the use of premises and the drafting and completion of contracts for the supply of goods and services.

Emergency Supplies - The Procurement Services Manager will be able to identify alternatives to the usual sources of supply in case of excess demand etc. and maintains a list of suppliers of food, furniture, caretaking, personal hygiene and medical supplies, water coolers and stationery, etc.

Business Support - Business Support and Procurement Services are central. They have a pivotal coordinating role covering telephony, postal services, security issues including isolating areas, procuring appropriate equipment and employee to protect the site, coordinating the movement of materials and equipment, word processing and printing services and arranging the procurement and hire of essential supplies and services.

Head of Financial Services –

Insurance - the Insurance & Investments Officer will keep the Council's Insurers fully informed of the nature and extent of the emergency and any damage sustained. He will, as and when necessary, call in loss adjusters and reclamation firms as advised by Insurers who will also advise on liability issues.

Insurer : Zurich Municipal, (Local Office) - Zurich House, PO Box 351, 126 Hagley Road, Edgbaston, Birmingham, B16 6BQ

Finance – Provision of financial support including as necessary. In particular, the Head of Financial Services will ensure that funds are readily available to meet immediate needs such as payment for the purchase or hire of emergency equipment or other materials at short notice. Pre-printed and pre-signed cheques are currently available from Finance.

Head of Street Scene and Community –

Transport - the Head of Street Scene and Community should co-ordinate and work with the Assets and Buildings Manager and Head of E-Government as necessary:

- the assessment of needs to meet the particular circumstances of an emergency (e.g. vans/lorries to remove desks and general office equipment to alternative locations);
- identification of transport resources from the Council's own resources;
- likely sources and costs of hiring in alternatives.

Head of Customer Service and E-Government –

Central Telephone System & Switchboard - The support contract for our central telephone system Cisco is with NextiraOne. We have a four hour call out time for responses to faults/problems on the system. NextiraOne covers system monitoring, fault recording and service provision.

NextiraOne

Emergency Public Service Telephone Network (PSTN) facilities

The main telephone service relies on mains power. A UPS in each cabinet keeps the phones working for a short period of time following loss of power and the phones in ICT are connected to the generator. The main switchboard, if disabled or unserviceable has emergency drop-back extension lines, which revert to BT-type use when phone system fails (standard call out, call in as direct telephone lines).

NOTE = CHECK PARAGRAPH

Mobile Telephones - The Council is able to procure mobile phones either replacements or new connections within 24 hours. These can be used as an emergency phone with the relevant diverts set up therefore allowing the public to contact officers using the standard numbers.

Cabinet Office sponsored Contingency Telecommunication Provision

The CTP network is designed to connect Central and Local Government, Police, Fire, Military and other connected services, e.g. water companies, the Environment Agency and BT Emergency Centres. This being re-evaluated and replaces the old Emergency Communications Network (ECN) in 2006. Currently there is a Migratory Solution (MS) in operation - a single satellite mobile telephone, held day-to-day by the Emergency Planning Officer.

NOTE = CHECK INFORMATION IN THIS SECTION OF RESPONSIBILITIES

APPENDIX 2 - DAMAGE ASSESSMENT AND BUILDING CONTROL RECOVERY TEAM

Team Members:

Asset and Building Manager	Peter Redfern
Building Control Manager	Adrian Wyre
IT Manager	Darren Webley
Health and Safety Adviser	Dawn Ibbotson
Building Supervisor	Steve Godwin

1. TERMS OF REFERENCE

The main aims and terms of reference of the Damage Assessment and Building Control Team are as follows:

- Provision of support and advice to the other Business Continuity Recovery Teams, HoS and other managers as appropriate.
- The management of the requirements relating to the building structure and mechanical and electrical services, including the initial response to the disaster, the subsequent repair and rebuilding works, together with the provision of both temporary re-locatable accommodation, and alternative accommodation in the longer term, as necessary.

2. PRIORITIES IN THE EVENT OF AN EMERGENCY

- Securing the site and building to prevent trespass, theft and damage due to the effects of the weather.
- Assessing the damage as soon as possible after the incident, to establish the extent of it and how long the Council (or part of) will be disrupted.
- Assessing the need for any temporary re-locatable accommodation and if required the provision of it.
- Assessing the need for any further temporary accommodation and if required the provision of it.
- Organising the repairs and rebuilding work.

3. SPECIFIC SUPPORT ROLES OF THE TEAM MEMBERS

- a. **Asset and Building Manager** - to be responsible for:
- leading and co-ordinating the work of the team;
 - reporting to the Emergency Plan Management Group on:
 - i. extent of damage and approximate length of time the Council (or part of) will be disrupted
 - ii. the cost of rebuilding, temporary works and repairs
 - iii. the progress of work being carried out by the team
 - notifying the other members of the team that there has been an incident.
 - prior investigation of temporary emergency accommodation for District Council services affected either from the internal council portfolio or external sources.
 - Establishment of appropriate lease etc for the duration of the emergency.
 - in connection with the mechanical and electrical services to be responsible for:
 - liaising with other members of the team, the Emergency Services, subcontractors and the utility companies;
 - isolating and making safe all services affected by the incident;
 - assessing the extent of the damage and approximately how long the Council (or part of) will be disrupted;
 - arranging for the provision of temporary re-locatable accommodation and temporary fixed accommodation if required;
 - ensuring that Building trades and labourers are available as necessary;
 - the co-ordination of Building trades and labourers at the site of the incident;
 - organising repairs, and the permanent reinstatement of services, including the preparation of drawings and specifications, invitation and acceptance of tenders and agreeing final accounts.
- b. **Building Supervisor** - in connection with the building structure (including fire and security alarms) to be responsible for:
- liaising with other members of the team, the Emergency Services, sub-contractors and consultants;
 - securing the site to prevent loss due to theft or the effects of the weather;
 - assessing the extent of the damage and approximately how long the Council (or part of) will be disrupted;
 - arranging for any temporary supplies required in connection with any temporary accommodation.
- c. **Building Control Manager** - to be responsible for:
- the provision of advice on structural matters, to ensure that at the end of the consolidation phase of the incident, the building is structurally stable and fit to be occupied.
- d. **Health and Safety Adviser** - to be responsible for:
- the provision of advice on health and safety matters generally;
 - ensuring that at the end of the consolidation phase of the incident, the building is safe for access and inspection by authorised personnel;
 - arranging for a report from the Emergency Services identifying the cause of the incident.

- e. **IT Manager** - to be responsible for:
- coordinating role covering telephony, postal services, security issues including isolating areas, procuring appropriate equipment and employee to protect the site, coordinating the movement of materials and equipment, word processing and printing services and arranging the procurement and hire of essential supplies and services.

4. OUTLINE DETAILS OF PLAN

Throughout the duration of the disaster until full re-occupation of the building is achieved, regular liaison with all interested parties will take place, with regular reports being given to the Emergency Plan Management Team.

At the end of each stage a full review of the previous stage will take place to identify any outstanding items requiring action and plan the action required during the next stage.

The response to the disaster has been split into three stages:

Stage 1 - initial response and consolidation - immediately and within 24 hours of the emergency

Stage 2 - recovery - within 4 - 7 days

Stage 3 - restoration and normality - from 7 days onwards

APPENDIX 3 - IT RECOVERY TEAM

Team Members:

IT Manager (Lead Officer)	Deb Poole
IT Manager	Darren Webley
IT Operations and Technical Manager	Neil Perrett

1. TERMS OF REFERENCE & KEY ROLES

In the event of a disaster, the Head of Customer Service and e-Government will co-ordinate procedures to create facilities for the Emergency Management Plan Team and the set-up and data recovery of all servers.

The Head of Customer Service and e-Government will be responsible for the infrastructure to include hardware and software provision to the Bromsgrove District Council alternative management site.

The Head of Customer Service and e-Government will be responsible for voice recovery.

IT disasters are more probable than an entire site disaster and problems may range from local server and workstations to an entire network failure. However, the IT provision is based on an entire site disaster and summary and detailed plans have been created.

Detail withheld for security reasons.

2. DISASTER RECOVERY SUMMARY

Recovery locations and setup

Bromsgrove District Council has two sites, one at Burcot Lane and the other at the Depot. These are the only two major sites available for use wholly owned by Bromsgrove District Council. Experience has shown that power failures (most common disaster) that affect one site don't affect the other.

Alternative is to use facilities at the County or a District to locate the equipment mention above.

Several of the more common scenarios with their associated plans and risks are as follows.

Disaster	Plan	Risk
Mains power failure of 40 minutes or less	UPS takes over and servers remain up	Likely but effect is minimal
Mains power failure of >40mins but <3days	Do nothing. Time to setup new offices would be about 3 days.	Medium and an outcome that can be accepted
Mains power failure >3 days	Relocated a few critical services to alternative location in another District or with County	Very low. Acceptable risk
Water failure	Man offices but allow staff to go elsewhere for drinks and toilets.	Medium without seriously affecting services
Server failure (repairable)	Repair under warranty	High but effect is minimal
Server failure (total loss)	Buy new as server out of warranty	Medium but the servers are low impact ones
Total disaster	Same plan as long power outage. Some backups are available	Extremely low risk

2.1.1 **Wiring:** Standard Cat5e cabling throughout buildings.

Wireless operation – in theory there should be no damage to the wireless boxes as the devices have no moving parts. However, thick smoke may the coverage of the wireless signal may be affected.

There are a number of wireless points around the Council House, the two key ones housed in the ICT suite and the Leisure offices. If these were destroyed by fire the whole of the wireless network would stop working. Should any of the other devices be affected the system would still function albeit with a reduced coverage.

As the two main devices are situated in close proximity, it is worth considering moving them further apart.

2.1.2 **Wide Area Network Links:** Two independent sites with fibre data links between them.

3 **Systems Reconstruction**

3.1.1 There is currently a DR site at Worcester. These would then be rebuilt at either the Council Offices in Burcot Lane or the Depot. If the whole centre was out-of-action then a request would be made to relocate to another District or the County Council.

3.1.2 Current proposal to move away from Worcester and locate to Redditch..

3.1.3 Data would be restored from backup tapes.

4 **Hardware Replacement**

4.1.1 If a server is in warranty then it is repaired. If a server is a low impact one it is allowed to go out of warranty. It is repaired or replaced as necessary.

3. CURRENT BACKUP POLICY

Service Managers should ensure that any locally held data needed for local service recovery is backed up to central IT servers, or make appropriate arrangements for local back up.

SECTION H - COMMUNICATIONS

CONTACTING ELECTED MEMBERS

In the event of a serious disruption the communications officer will be instructed by the Chief Executive to contact the Leader of Council and the relevant portfolio holders. This should be done within the shortest possible time. If a disruption has occurred within a particular area of the district the communications officer will contact the relevant ward councillors.

It is crucial that the elected members are informed of any incident and that the Leader will then arrange for the Cabinet members to be informed.

Elected members will be provided with a contact point for obtaining information on progress in addressing the disruption.

Bromsgrove Media Emergency contact details

BBC Hereford & Worcester

News Editor: Joe Baldwin Mob:

Assistant News Editor: Mark Hellings Mob:

Forward Planner: Sophie Marsh

All above available on: News desk Emergency no:

Main switchboard:

If not possible to contact BBC H&W, call BBC London failsafe no:

Email: bbchw@bbc.co.uk

Radio Wyvern

News Desk:

News Editor: Vicky Breakwell Mob:

Main switchboard:

Email: daniel.houlston@gcapmedia.com; vicky.breakwell@gcapmedia.com

Bromsgrove Advertiser
Contact details

Bromsgrove Standard
Contact details

Birmingham Evening Mail
Contact details

Birmingham Post
Contact details

SECTION I - INTRODUCTION TO MISSION CRITICAL SERVICES

Department	Planning and Environment	Document Date Document Owner	2009 Environmental Health Manager
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Background

The Department's task, throughout any period of emergency affecting the Council is to ensure:

- That delivery of the identified critical functions is delivered to an agreed standard
- All employees are aware of the contingency arrangements
- Satisfactory communications can be maintained both internally & externally
- Full business recovery can be effected over a planned timescale

In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel

- **Environmental Health Manager – David Mellors**
- **Principal EHO – Robin Goundry**
- **Principal EHO – Ian Keagle**

Contact details for these personnel are found in the Emergency Plan Activation file held on the shared drive and in hard copy in the Duty Officer 'grab bag' and with the Emergency Planning Officer and the Strategic Housing Manager.

Critical Functions

- 1 Drainage investigations and remedial enforcement action including sewers, septic tanks, etc.**
- 2 Outbreak investigations, quarantine, sampling, closure of premises, exclusion of persons**
- 3 Public Health investigations including clear outs, infection control, pest control**
- 4 Air pollution investigations and inspections**
- 5 Dealing with Food Hazard Warnings including removal of unfit/injurious foods from sale**
- 6 Food safety inspections and investigations**
- 7 Health & safety inspections and investigations**
- 8 Accident investigations including fatalities**
- 9 Land pollution investigations**

- 10 Contaminated land investigations**
- 11 Noise investigations**
- 12 Ensuring the safety of Private water supplies**
- 13 Enforcement of Smoke Free legislation**
- 14 Environmental Health Licensing**
- 15 Travellers'/encampments**
- 16 Consultations on behalf of Planning and Licensing functions**

Activation of this plan

In the event of an emergency situation arising, initial contact with the Environmental Health Division should be made via the Environmental Health Manager.

In their absence, contact should be made with the Principal EHO.

Contact details for these personnel can be found in the Emergency Plan Activation file held on the shared drive and in hard copy in the Duty Officer 'grab bag' and with the Emergency Planning Officer and the Strategic Housing Manager.

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident.
- Note any specific instructions given.
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining section employees and brief them as appropriate to the situation.

AFTER 1 HOUR

- Notify the Emergency Planning Duty Officer (i.e. who have been able to contact).

Relocation/Redeployment

The Environmental Health Section Bromsgrove District Council's IT system and the Uniform software systems. If not available at the Council Offices the system can be accessed from the homes of the Environmental Health Manager and Principal EHOs, as all software systems can be accessed via citrix, which is available with internet access.

Resource requirements

The following resources are the minimum required, to ensure the Environmental Health Division is able to deliver its Critical Functions from an alternative location:

Critical Function Contingency and Continuity Arrangements

Software (non – standard)		Location		
Noise monitoring software		EH Unit		
Contaminated Land spreadsheets		EH Unit		
Hardware (non – standard)		Location		
Noise monitoring equipment		EH Unit		
Digital Cameras		EH Unit		
Secure chilled storage		EH Unit		
Food Thermometers		EH Unit		
Protective clothing		EH Unit		
Documents, Forms etc		Location		
Legal documents, codes of practice, procedures, policies, Hard Copy Files		IT Server/ Hard copies EH Unit		
Critical Facilities/Resources required				Contingencies/Comments
HUMAN RESOURCES				
	1 Day	1 Week	1 Month	
Number of Staff	2	4	12	
Key skills required (Please describe)	Customer communications Basic record keeping Urgent public health investigations	Customer communications Electronic record keeping Urgent public health investigations Basic Licensing functions Pest Control (via contractor) Flood alleviation Land drainage	Full Service	
Number of desks /chairs	1	4	12	

Functions that can be undertaken by contract staff	0	0	0
Number of contract staff required	0	0	0
Staff working from home	1	2	0
Other			

Details of various contingency and continuity arrangements, relevant to each of the Section's Critical Functions, are contained in the attached annexes, as detailed below:

- Appendix 1 - Service Recovery Plan
- Appendix 2 - Employee's contact numbers – everyone's
- Appendix 3 - Supplier contact details – everyone's

Functions put on hold

During events that cause a significant disruption to normal services, a number of routine tasks will be put on hold until appropriate resources are available to enable reinstatement. A decision on which particular tasks will be suspended will be taken by the Environmental Health Manager and will be dependent on the nature and scale of the Emergency and the EH resources required to deal with the situation.

Examples of the tasks that may be suspended are :

- Programmed Risk Inspections
- Projects, initiatives and exercises (such as meetings, seminars, enforcement exercises which the EH manager deems not to be of an urgent nature.
- Issue of licences.
- Investigation of non-urgent complaints (i.e. complaints which do not warrant action outside of normal office hours)
- Non-statutory activities.
- Attendance on Training Courses

Communications

An Environmental Health Emergency Out of Hours Kit will be prepared.

Procedure to access the Council Offices to be established

The EH Manager and Principal Officers will convey all communications from within the organisation to Env. Health Officers and other necessary employees.

Liaise with Customer Service Centre to facilitate service requests/complaints.

Employees & Domestic Welfare

All matters relating to the health, safety and welfare of employees will be identified and, where possible, addressed by the Environmental Health Manager and Principal EHOs.

Any issues that cannot be addressed by the EH Manager or Principal EHOs must be brought to the attention of EPMT

Business Continuity Plan 'Go Kit'

The following items will be kept in the EH Out of Hours Emergency Kit.

- EH Emergency Mobile Phone containing all EH personnel contact numbers
- Division's Service Recovery Plans (Appendix 1)
- Employee's contact details (Appendix 2)
- Critical Supplier contact details (Appendix 3)
- Stationery i.e. pens/paper
- Local Conditions of Service
- Empty Memory Stick

Bromsgrove District Council – Business Continuity Plan

SERVICE RECOVERY PLAN

Prepared by: David Mellors

Mission Critical within 24 hours

Date:

	Risk of loss	<ul style="list-style-type: none"> What options available to replace functional service 	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
1	<u>Loss of building</u> Structural failure Fire/arson Vandalism Explosion Flood Storm damage/severe weather Terrorism Denial of access/inaccessible - Legionella, asbestos, crime scene, gas leak, bomb alert or contamination	<ul style="list-style-type: none"> Potential for EH Management to manage workload from home with peripatetic EH staff. EH Manager and Principal EHOs have access to the Council's system from home where they can access employee contact details and Business Continuity Plan documents. A paper copy of a full list of employees contact details is held by Environmental Health Manager. Other members of Environmental Health team available if required. 	IT need to ensure system access available from home of EH Management if alternative Council locations are unavailable. Emergency Plan Duty Officer	Environmental Health Manager/Principal EHO's Emergency Plan Duty Officer	Need to ensure that Principal EHO is provided with home access.
2	<u>Loss of employees</u> 'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage Sickness. Lack of skills/knowledge and/or	<ul style="list-style-type: none"> Postponement of non-essential activities as determined by EH Manager. Non-essential activities to be assessed against nature and scale of circumstances. Flexible hours/home working. 	As above	Environmental Health Manager/Principal EHO's	<ul style="list-style-type: none"> Consider flu jobs New Principal Officer to have home/mobile access to IT systems. Amend contracts of employment/job descriptions to allow for homeworking and call out if required for mission critical team. Improve training and multi-skills

	Risk of loss	<ul style="list-style-type: none"> • What options available to replace functional service 	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
	individual employees having sole knowledge/skill.	<ul style="list-style-type: none"> • Continuity Plan documents. • Other members of Environmental Health Division available if required. 			training – succession planning
3	<u>ICT / Comms:</u> Failure of employees to update systems	<ul style="list-style-type: none"> • A paper copy of a full list of employees contact details is held by Environmental Health Manager. • Hard copy of service requests, complaints, events to be kept by Environmental Health Officers and at Customer service Centre pending system recovery. • National Fuel Plan • National Telecom Resilience Programme • Mobile telephone, supply of suitable emergency accommodation, files, computers, access to Computerised Personnel Information Systems and BCP documents. 	As above	As above	Arrange for service request templates to be designed and kept in Emergency Call out bag. List of critical documents (Emergency Plans) to be retained at the Council Offices.. Ensure access to Council Offices available out of hours e.g. caretaker's tel no or relevant contact details.
4	<u>Electricity/Gas/Water:</u> Temporary Loss Long Term Loss	<ul style="list-style-type: none"> • Electricity – Generator • Move to a serviced location or homeworking. • Bottled water & Portaloos • Alternative heating arrangements. 	As above	As above	

	Risk of loss	<ul style="list-style-type: none"> • What options available to replace functional service 	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
5	<u>Lack of Fuel</u>	<ul style="list-style-type: none"> • Homeworking. • Car Sharing/Walking/Cycling 	As above	As above	N/A
6	<u>Loss of land, sea, air transport for up to one month</u>	<ul style="list-style-type: none"> • Homeworking. • Car Sharing/Walking/Cycling 	As above	As above	N/A
7	Others				

Appendix 2

Service Area	Contact	Office Tel.	Mobile	Out of hours
Licensing Officer	Sharon Smith			
Senior H & S Officer	Dawn Ibbitson			
Food Safety Officer	Ian Keagle			
Env. Health Manager	David Mellors			
Pollution Officer	Robin Goundry			
EH Emergency Call Out				
EH Emergency Contact Provider				

Appx 3
CRITICAL SUPPLIERS LIST
ENVIRONMENTAL HEALTH

Name, address, tel. no. of supplier	What supplied	Name, address, tel. no. of alternative supplier
IT Section Council Offices Burcot Lane Bromsgrove B60 1AA	Telephones, computer software, hardware	None
	Personal Protective Equipment	
	Legionella Sampling	
	Microbiological Analysis	
	Faecal Analysis	
	Chemical/Food Analysis	
	Pest Control Services	
	Dog Warden	
	Calibration of Sound Equipment	
	Calibration and Maintenance of Air Quality Monitoring Equipment	
	Asbestos Sampling	
	Ocella EHS System	
	Courier Service	
	Transcription services	
	Translation and Interpretation Services	

Department	IT	Document Date	January 2009
		Document Owner	Deb Poole

Background

The Department's task, throughout any period of emergency affecting the Council is to ensure:

- Delivery of IT support and services
- Prioritisation of immediate IT support and services is by agreement with Service areas
- All staff are aware of the contingency arrangements
- Satisfactory communications can be maintained
- Business recovery is achieved over a planned timescale.
-

In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel – identify

- **Head of Service – Deb Poole**
- **ICT Manager – Darren Webley**
- **Principal GIS Officer – John Knott**
- **Principal ICT Officer – Neil Perrett**
- **ICT Officer – Jonathan Marshall**
- **ICT Officer – James Earp**
- **ICT Officer – Leon Hall**
- **ICT Officer – Suffein Hussein**
- **CSC Manager – Roger Horton**
- **CSC Asst. Manager – Val Jarvis**

Contact details for these personnel are contained in Appendix 2.

Critical Functions

The Council has identified critical function which, if not delivered by this department, would cause disruption to operational service levels, compromising its ability to respond to its customers.

1. Ensure continuity of telephony systems

2. Provide an Email Service Internally and Externally Including Blackberries
3. Provide users with their relevant business applications.
4. Provide the business applications with network and internet connectivity
5. Monitor/Block Emails for Spam and Viruses
6. Provide the business applications with backups
7. Negotiate with vendors and external helpdesks to fix problems

Critical Facilities/Resources required				Contingencies/Comments
HUMAN RESOURCES				
	1 Day	1 Week	1 Month	
Number of Staff	1+1	2+1	2+2	
Key skills required (Please describe)	Helpdesk + infrastructure	Helpdesk + infrastructure	Helpdesk + infrastructure	
Number of desks /chairs	2	3	4	
Functions that can be undertaken by contract staff	Delivering kit Asset Management	Delivering kit Asset Management	Delivering kit Asset Management	Only menial tasks could really be done
Number of contract staff required	0	0	0	
Staff working from home	Could be both prefer 1 on site	1 helpdesk	1 helpdesk 1 infrastructure	Could have all working from home unless it's a physical fault.
Other				

Activation of this plan

In the event of an emergency situation arising, initial contact with the Head of Service – E-Government and Customer Services

In their absence, contact should be made with their alternate, the **Operations and Technical Manager** or **Development Manager**

Contact details for these personnel are contained in Appendix 2.

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident
- Note any specific instructions given
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact any further IT staff and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the department's call-out status.

Relocation/Redeployment

IT systems are located in the Council Offices in Burcot Lane. There are currently no alternatives for relocating the IT hardware. Remote access to IT systems is available in the Depot and Customer Service Centre.

Resource requirements

Critical Facilities/Resources required			Contingencies/Comments	
IT & COMMUNICATIONS				
	1 Day	1 Week	1 Month	
PC`s	2	2	2	
Printers	0	0	0	
Network Connections PC`s	1	1	1	
Network Connections Printers	0	0	0	
Software/applications Network based	All	All	All	

Software/applications PC based	All	All	All	
Telephones	2	2	2	
Mobile Phones	0	0	0	
Radios (2way)	0	0	0	
Fax machines	0	0	0	
Photocopiers	0	0	0	
Stationery (Please specify)	0	0	0	
Power Sockets	4	4	4	
Other equipment or facilities (Please describe)				

Critical Function Contingency and Continuity Arrangements

Details of various contingency and continuity arrangements, relevant to each of the Department's Critical Functions, are contained in the attached annexes, as detailed below:

- Appendix 1 - Service Recovery Plans
- Appendix 2 - Staff contact numbers
- IT Business Continuity Manual - Supplier contact details

Functions put on hold

During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:

- Dependant on emergency
Recording and monitoring requests for information received centrally, obtaining the information from appropriate officers and responding to the request within the timescales set by legislation (20 working days for FOI, 40 calendar days for DPA)
- Renewing annual notification to Information Commissioner

Communications
<p>Requests for information from any external sources will be directed to the CMT.</p> <p>The Manager or deputy will convey all communications from within the organisation to the department's staff.</p>
Staff & Domestic Welfare
<p>All matters relating to the health, safety and welfare of staff will be identified and, where possible, addressed by the Departmental Manager or deputy.</p> <p>Any issues that cannot be addressed by the Manager or deputy must be brought to the attention of the CMT.</p>
Business Continuity Plan 'Go Kit'
<p>The following items will be kept in the Emergency Planning Room (Training Room)</p> <ul style="list-style-type: none">• Department's business continuity plans (Appendix 1)• Staff contact details (Appendix 2)• Supplier contact details (IT Business Continuity Plan))
Go Kit location
<p>Emergency Planning Room, Council Offices, Burcot Lane, Bromsgrove</p>

Bromsgrove District Council – BUSINESS CONTINUITY PLAN SERVICE RECOVERY PLAN – IT Services Prepared by: Darren Webley	Mission Critical within 24 hours Date: 2008
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	Risk of loss	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
1.	<u>Loss of building</u> Structural failure Fire Vandalism Explosion Flood Weather damage Terrorism etc.	Rebuild systems from backups.	External companies provide services at any level. Cost is the prohibiting factor.		
2.	<u>Denial of access/inaccessible to offices</u> Legionella, asbestos, crime scene, gas leak, bomb alert or contamination etc.	Use other offices or work from home via remote access.			
3.	<u>Loss of staff</u> 'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage	Impact on new work. Systems would continue to operate with little intervention.			
4.	Loss of external data links	Affected services needing to make alternative arrangements -	BT but lead time too long. Alternatives are not		

	Risk of loss	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
		Car Parking, Housing, Planning, Revs & Bens, CSC.	economic.		
5.	Electricity/Gas/Water	Loss of electricity for less than 40 mins will cause no problem. Longer power outages will shut down systems. Gas or Water may close offices but would cause little disruption to business.	Not economic		Power outages have never been over a day and are not economic to protect against. There is UPS and generator to back up power loss at Burcot Lane.
6.	Loss of fibre optic link between	Systems would be unavailable from			
7.	Loss of single/multiple systems	IT will repair system. Use of virtual servers reduces downtime.			
8.	Loss of telephony	Mobile phones	Mobile phone providers		

Appendix 2

Service Area	Contact	Office	Mobile	Out of hours
IT	Deb Poole			
IT	Darren Webley			
IT	John Knott			
IT	Neil Perrett			
IT	Jonathan Marshall			
IT	James Earp			
IT	Leon Hall			
IT	Sufine Hussain			
CSC	Roger Horton			
CSC	Val Jarvis			

Name, address, tel. no. of supplier	What supplied	Name, address, tel. no. of alternative supplier
	Internet	Demon
	Software	Microsoft
	HP & Nextiraone	Hardware
	Nextiraone & Cisco	Network
	Symantec & MIMESweeper	Security and Spam
	Cisco	Firewall
	Sospos	Virus Checker
	Veritas	Backup
	Openview	Storage mirror
	O2	Blackberry contract
	Selection Services	Heldesk

DOCUMENT 1 - INTRODUCTION TO YOUR OWN SERVICE AREA

Department	Human Resources and Organisational Development	Document Date Document Owner	May 2008 Head of Service
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Background

The Department's task, throughout any period of emergency affecting the Council is to ensure:

- That delivery of the identified critical functions is delivered to an agreed standard
- All employees are aware of the contingency arrangements
- Satisfactory communications can be maintained both internally & externally
- Full business recovery can be effected over a planned timescale

In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel

- **HR + OD Manager – Joanne Pitman**
- **HR Advisor - Sarah Graham**
- **HR Advisor – Mark Stanley**
- **HR Assistant – Nicola Wright**
- **Health & Safety Adviser – Dawn Ibbotson**

Contact details for these personnel are detailed below

Critical Functions

The Council has identified 3 critical functions which, if not delivered by this service within 24 hours, would cause disruption to operational service levels, compromising its ability to respond to its customers.

1. - Conditions of Service/Communication/Advice
2. - Safety Advice/Inspections
3. - Payroll



Activation of this plan

In the event of an emergency situation arising, initial contact with the Personnel Section should be made via the Head of Service HR and OD

In their absence, contact should be made with their alternative, the Personnel Officer marked *.

Contact details for these personnel are detailed below

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident.
- Note any specific instructions given.
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining section employees and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the section's call-out status (i.e. who have been able to contact).

Relocation/Redeployment

The Personnel Section uses Bromsgrove District Council's IT system. If not available at Burcot Lane the system can be accessed from the Depot and home.

The Head of Service, in liaison with CMT will determine which site will be used.

Resource requirements

The following resources are the minimum required, to ensure the Personnel Section is able to deliver its Critical Functions from an alternative

location:

- Head of Service, Senior Personnel Officer, Personnel Officers and Safety Adviser.
- 1 desk.
- 1 PC or laptop with access to all normal Bromsgrove District Council's I.T. systems.
- 1 Landline telephone / or mobile (the number of which needs to be promulgated in the plan).
- Business Continuity Go Kit.
- Access to Printer.
- Memory Stick
- Manual list of all employee's contact details

Critical Function Contingency and Continuity Arrangements

Details of various contingency and continuity arrangements, relevant to each of the Section's Critical Functions, are contained in the attached annexes, as detailed below:

Service Recovery Plans

Employee's contact numbers – everyone's

Supplier contact details – everyone's

Functions put on hold

During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:

- Recruitment and Selection processes
- Employee Relations/Discipline/Grievance
- General Admin
- Training
- Job Evaluation
- Non-essential Recruitment and Selection
- Non-essential HR advice

PLEASE LIST ANY FUNCTIONS THAT WOULD BE PUT ON HOLD AND WOULD HAVE TO BE PICKED UP AS SOON AS RESOURCES ENABLE.

Communications

One copy of Employee List offsite at ??? in a sealed in an envelope only to be opened in an emergency.

Requests for information from any external sources will be directed to the CMT.

The Manager, Senior Personnel Officer or Personnel Officers will convey all communications from within the organisation to the Section employees.

Employees & Domestic Welfare

All matters relating to the health, safety and welfare of employees will be identified and, where possible, addressed by the Personnel Manager, Senior Personnel Officer, Personnel Officers or Safety Adviser.

Any issues that cannot be addressed by the Manager, Senior Personnel Officer, Personnel Officers or Safety Adviser must be brought to the attention of the CMT.

Business Continuity Plan 'Go Kit'

The following items will be kept in the Personnel Section's 'Go Kit'.

- Section's Service Recovery Plans (Appendix 1)
- Employee's contact details (Appendix 2)
- Supplier contact details (Appendix 3)
- EAP Provider Numbers
- Mobile phone charger
- Stationery i.e. pens/paper
- Local Conditions of Service
- Log Book
- Empty Memory Stick
- Log Book
- Cash

Go Kit location

Offsite? Sports Centres? Sixways? Corporate Approach?

	Risk of loss	<ul style="list-style-type: none"> • What options available to replace functional service 	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
		<ul style="list-style-type: none"> • Continuity Plan documents. • Improve training and multi-skills training – succession planning 			
3	<u>ICT / Comms:</u> Failure of employees to update systems	<ul style="list-style-type: none"> • A paper copy of a full list of employees contact details is held off site. • IT backups stored off-site (check in place) • Network resilience (check in place) • Mobile telephone, supply of suitable emergency accommodation, files, computers, access to Computerised Personnel Information Systems (HR Classic) and BCP documents. 	As above	As above	Arrange for list to be held at the Guildhall. Ensure access to OH and Guildhall available out of hours e.g. caretaker's tel no or relevant contact details.
4	<u>Electricity/Gas/Water:</u> Temporary Loss Long Term Loss	<ul style="list-style-type: none"> • Electricity – Generator • Move to a serviced location or homeworking. • Bottled water & Portaloo • Alternative heating arrangements. 	As above	As above	

	Risk of loss	• What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
5	<u>Lack of Fuel</u>	<ul style="list-style-type: none"> • Homeworking. • Car Sharing/Walking/Cycling 	As above	As above	Link up with County re hire of whiz go cars.
6	<u>Loss of land, sea, air transport for up to one month</u>	Not applicable			
7	<u>Others</u>				

Service Area	Contact	Office	Mobile	Out of hours
Head of HR + OD	Jo Pitman			
HR Assistant	Nicola Wright			
HR Advisor	Mark Stanley			
HR Advisor	Sarah Graham			
Out of hours				
"				

**CRITICAL SUPPLIERS LIST
PERSONNEL**

Name, address, tel. no. of supplier	What supplied	Name, address, tel. no. of alternative supplier
IT Section Bromsgrove Council Offices, Burcot Lane, Bromsgrove B60 1AA	Telephones, computer software, hardware	None
Occupational Health Services Worcestershire Royal Hospital Aconbury West Charles Hastings way Worcester WR5 1DD 01905 760694/3	Medical advice / evaluation	Worcestershire County Council? County Hall Spetchley Road Worcester WR5 2NP 01905 763763
Software for People The Maltings Bridge Street Hitchin SG5 2DE 01462 441902	Computerised Personnel Info System	None
Ethnic Access link 13B Lowesmoor Worcester WR1 2RS 01905 25121	Translation/Interpretation Services	'Thebigword' www.thebigword.com 0870 748 8044 Brasshouse Language Centre, Translation and Interpreting Services, 50 Sheepcote Street, Birmingham B16 8AJ 0121 303 1619

Department	Street Scene and Community	Document Date Document Owner	2008 Head of Service
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Background

The Department's task, throughout any period of emergency affecting the Council is to ensure:
In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel

- **Head of Street Scene and Community – Mike Bell**
 - **Deputy Head of Service for Street Scene and Community – John Godwin**
 - **Operations Manager – Kevin Hirons**
 - **Senior Supervisor – Ian Roberts**
 - **CCTV and Lifeline Manager – Rachel McAndrews.**
 - **Supervisors – Trevor Lacey / Neil Reid**
- Contact details for these personnel are detailed below

Critical Functions

- The Council has identified 6 critical functions which, if not delivered by this service within 24 hours, would cause disruption to operational service levels, compromising its ability to respond to its customers.
- **To monitor CCTV cameras in District and Wyre Forest, react to incidents and information, and preserve footage for evidential purposes.**
 - **To answer and respond to emergency Lifeline Calls. To ensure client data is kept up to date.**
 - **To answer general calls from members of the public when Council Offices are closed**
 - **Collect Domestic Refuse**
 - **Collect Domestic Recycling**
 - **Collect Trade Refuse**
 - **Emergency plan**

Critical Facilities/Resources required				Contingencies/ Comments
HUMAN RESOURCES				
	1 Day	1 Week	1 Month	
Number of Staff	47	48	48	
Key skills required (Please describe)	Relevant knowledge of out of hours service	Relevant knowledge of out of hours service	Relevant knowledge of out of hours service	O.O.H is the only part of the Control Room Operation that could function without Control Room Facility Refuse will require 26 class two drivers
Number of desks /chairs	1 Not relevant to refuse and recycling staff	1	1	
Functions that can be undertaken by contract staff	Yes	Yes	Yes	
Number of contract staff required	1 for Lifeline 46 for refuse and recycling	2 for CCTV/Lifeline 46 for refuse and recycling	2 for CCTV /Lifeline 46 for refuse and recycling	However Control Room staff would be available to fulfill function Agency staff could be called upon to refuse collection
Staff working from	Yes			

home	Not relevant to refuse and recycling staff			
Other				
Critical Facilities/Resources required				Contingencies/Comments
IT & COMMUNICATIONS				
	1 Day	1 Week	1 Month	
PC`s	1	1	1	
Printers				
Network Connections PC`s	1	1	1	
Network Connections Printers				
Software/applications Network based	Microsoft Office	Microsoft Office	Microsoft Office	
Software/applications PC based				
Telephones	1	1	1	
Mobile Phones				
Radios (2way)				
Fax machines				
Photocopiers				
Stationery (Please specify)	Pen and Paper	Pen and Paper	Pen and Paper	
Power Sockets	1	1	1	
Other equipment or facilities (Please describe)				

Activation of this plan

In the event of an emergency situation arising, initial contact with the Head of Street Scene and Community

In their absence, contact should be made with their alternative, the Deputy Head of Service Street Scene and Community

Contact details for these personnel are detailed below

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident.
- Note any specific instructions given.
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining section employees and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the section's call-out status (i.e. who have been able to contact).

Relocation/Redeployment

The Street Scene and Community Section uses Bromsgrove District Council's IT system. If not available at Burcot Lane the system can be accessed from the Depot and home.

The Head of Service, in liaison with CMT will determine which site will be used.

Resource requirements

The following resources are the minimum required, to ensure the Street Scene and Community Section is able to deliver its Critical Functions from an alternative location:

- Head of Service, Deputy Head of Street Scene, Operations Manager and senior supervisor. .
- 4 desks.
- 1 PC or laptop with access to all normal Bromsgrove District Council's I.T. systems.
- 1 Landline telephone / or mobile (the number of which needs to be promulgated in the plan).
- Business Continuity Go Kit.

- Access to Printer.
- Memory Stick
- Manual list of all employee's contact details

Critical Function Contingency and Continuity Arrangements

Details of various contingency and continuity arrangements, relevant to each of the Section's Critical Functions, are contained in the attached annexes, as detailed below:

Service Recovery Plans

Employee's contact numbers – everyone's

Supplier contact details – everyone's

Functions put on hold

During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:

- Grounds maintenance
- Street cleansing
- Education and promotional work
- Training
- Green waste collection
- Sports development
- Lifeline installation
- Play area inspection and allotments
- Seeking sponsorship
- TiC and museum
- Leisure centres

These tasks have varying periods of tolerance, some could be left for a month without major risk others would need to be re-introduced within a week.

Communications

One copy of Employee List offsite at ??? in a sealed in an envelope only to be opened in an emergency.

Requests for information from any external sources will be directed to the CMT.

The Manager, Senior Personnel Officer or Personnel Officers will convey all communications from within the organisation to the Section

employees.

Employees & Domestic Welfare

All matters relating to the health, safety and welfare of employees will be identified and, where possible, addressed by the Personnel Manager, Senior Personnel Officer, Personnel Officers or Safety Adviser.

Any issues that cannot be addressed by the Manager, Senior Personnel Officer, Personnel Officers or Safety Adviser must be brought to the attention of the CMT.

Business Continuity Plan 'Go Kit'

The following items will be kept in the Personnel Section's 'Go Kit'.

- Section's Service Recovery Plans
- Employee's contact details
- Supplier contact details
- EAP Provider Numbers
- Mobile phone charger
- Stationery i.e. pens/paper
- Local Conditions of Service
- Log Book
- Empty Memory Stick
- Log Book
- Cash

Go Kit location

Offsite? Sports Centres? Sixways? Corporate Approach?

	Risk of loss	<ul style="list-style-type: none"> What options available to replace functional service 	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
	knowledge/skill.	<ul style="list-style-type: none"> system from home where they can access employee contact details and the Business Continuity Plan documents. Improve training and multi-skills training – succession planning 			
3	<u>ICT / Comms:</u> Failure of employees to update systems	<ul style="list-style-type: none"> A paper copy of a full list of employees contact details is held off site. IT backups stored off-site (check in place) Network resilience (check in place) Mobile telephone, supply of suitable emergency accommodation, files, computers, access to Computerised Personnel Information Systems (HR Classic) and BCP documents. 	As above	As above	Arrange for list to be held at the Guildhall. Ensure access to OH and Guildhall available out of hours e.g. caretaker's tel no or relevant contact details.
4	<u>Electricity/Gas/Water:</u> Temporary Loss Long Term Loss	<ul style="list-style-type: none"> Electricity – Generator Move to a serviced location or homeworking. Bottled water & Portaloos Alternative heating arrangements. 	As above	As above	

	Risk of loss	• What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
5	<u>Lack of Fuel</u>	<ul style="list-style-type: none"> • Homeworking. • Car Sharing/Walking/Cycling 	As above	As above	Link up with County re hire of whiz go cars.
6	<u>Loss of land, sea, air transport for up to one month</u>	Not applicable			
7	<u>Others</u>				

D

1	<p>Accommodation/ Buildings: - Maintenance Garage Provide staff with fire awareness/ evacuation training. Carry out planned preventative building maintenance to a high standard. Increase security especially in main building car parks.</p>	<p>The Depot is unavailable locate porta-cabin on Burcot Lane site or elsewhere.</p>	<p>Officers/temp accommodation - see appendix attached.</p>	<p>See appendix attached.</p>	<p>No arrangements in place yet. Credit arrangements to be agreed with companies.</p>
2	<p>Staff: Refuse drivers, transport mechanics</p>	<p>List of contact details for all staff Keep employment at or near the full establishment Good industrial relations Agency staff and some management of local negotiating.</p>	<p>Employment Agencies. Agreements with similar staff in neighbouring districts. Make the most of economies of scale. Good overtime conditions and staff welfare. Provision of local emergency accommodation. Retired staff. Staff now in other departments.</p>	<p>Staff contact list. See appendix attached.</p>	<p>Current agreements. Agency agreements already in place with selected suppliers. Negotiate with staff to work overtime - arranged by supervisors.</p>
3	<p>ICT / Comms: Power Failure Attack on systems Failure of staff to support systems. Plan for up to 5 days</p>	<p>Not a significant issue.</p>	<p>Loss of mobiles.</p>	<p>Replace with personal communications by supervisors and additional staff.</p>	
4	<p>Electricity/Gas/Water: Garage/fuel pumps need</p>	<p>Generator</p>	<p>See replacement vehicle suppliers.</p>	<p>See appendix attached.</p>	<p>Maximise usage of available staff/flexible working.</p>

	electricity to operate Temporary Loss Long Term Loss Rota Disconnection (Electricity)	Move to a serviced location Bottled water & Portaloos Alternative heating arrangements.	Remember situation worse in winter months		
5	Lack of Fuel Stocks available for 7 - 10 days No fuel stocks = no service	Ban non-essential journeys and make better economic use of those that are essential. Prioritise refuse activity at expense of other services. Pool internal stocks. Reprioritise collection arrangements of different types of material. Contact County Council to arrange possible temporary tipping facilities.		Enter telephone numbers	Accounts already held.
6	Loss of land, sea, air transport for up to one month	N/A			
7.	Closure of tip	Redirection by County Council to use alternative facilities, .	Refer to County Council.		
8.	Lack of bins	Stock to be maintained.	See appendix attached.		If bags needed link to CSC and other collection points.
9.	CCTV Power Cut	Back up UPS battery system for CCTV and Lifeline. Generator input points installed for longer power disruptions			
10.	Telephone System / phone exchange fails in control room	Disaster Recovery system set up with Tunstall Response for Lifeline only.			
11.	Evacuation of Control Room	Disaster Recovery system set			

		up with Tunstall Response for Lifeline only.			
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Business Continuity Plan - Following Loss of Council Depot

1. Loss of Vehicles and Depot

Emergency temporary refuse and sweeping vehicles to be hired from Specialist Vehicle Hire Companies.

WCR Vehicle Hire Ltd. Offenham Road, Evesham, Worcestershire WR11 8DX

2. Loss of Staff and Employees

Emergency temporary refuse and cleansing employees, together with other staff as required, to be hired from Specialist Staff Agencies.

First Personnel
Premier People

3. Parking and Overnight Security of Vehicles

1. Vehicles where possible to be taken home by employees.
2. Provision of Depot will be transferred to relocation site identified at Sanders Park Car Park. This may not be immediately available to provide full amount of space or facilities required, and arrangements will need to be made for this to be put into operation.
3. Larger vehicles to park overnight on nearest safe car park within Council ownership – Council Offices car park Burcot Lane or appropriate car park in town centre. In view of security and value of vehicles it may be appropriate to either bring in a security guard, or utilise an employee on overnight protection duty.
4. Utilise space of local haulage firms etc. outside town centre. Drivers to collect vehicle at commencement of day.
5. Fuel arrangements are in place with Phoenix Service Station. It may be possible to utilise facilities of haulage firms where vehicles parked.

4. Offices and Temporary Accommodation

1. Offices in the first instance will be utilised at Burcot Lane or in a portacabin in grounds of Council Offices. Phone/computers are then available.
2. Temporary portable secure accommodation would need to be hired from Sibcas for supervisors to be located at Burcot Lane or on one of the Council's car parks.

3. . Staff Home Contact Numbers

Service Area	Contact	Office	Mobile	Out of hours
Head of Service Street Scene and Community	Mike Bell			
Deputy Head of Service Street Scene and Community	John Godwin			
Operations Manager				
CCTV Manager	Rachel McAndrews			
Senior Supervisor				
Supervisors				
Out of hours				
“				

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
1	<p>Accommodation/ Buildings arising from:</p> <ul style="list-style-type: none"> • Fire • Flooding-brook, burst pipe or rain water running down drive • Loss of utility supply (e.g. power) • Other cause fro closure • Severe vandalism following a break-in • Service contractor going bankrupt during a contract • Explosion • Act of God • Access – roads to office/crem blocked physically or for security <p>Notes :</p> <ol style="list-style-type: none"> 1. The office function can be broadly split into front and back office. The front office involves dealing with public and funeral directors and the back office deals with scheduling and recording of services 2. The back office is geared for 24hrs in advance, all paperwork being complete and ready for services the next day. – Paperwork for the following 48hrs will not be ready and the key back office function will be to address this, gathering copies from funeral 	<p>Move back office admin to Potakabin in Burcot Lane site and front office to spare accommodation in Burcot Lane Council Offices.</p> <p>Ancillary Functions :</p> <p>Public Relations: Need to establish a Communications Function at Council Offices to communicate with press and public.</p> <p>Financial Control : Business Support from Council Offices currently invoice from data sent to them on the corporate invoicing system</p> <p>Home Working Action: ensure home working is in place, and that remote access works. Make arrangements for all paperwork to be re-routed and all appropriate practical needs of the team to work at home are identified and put in place.</p> <p>Alternative Access: ensure funeral cortège can reach the cemetery Maybe necessary to reserve access or limit parking Action: examine alternative ways onto site and signage to advise of restrictions</p>	<p>Office Movers / General Removers - may be required</p> <p>Operational Services - to carry sand bags in stock</p> <p>Utility Companies - Electric is on backup/a requirement to have gas and water also.</p> <p>Property Section - Have priority repair arrangement or a second direct contractor on standby.</p> <p>A need to input all data from registers onto system.</p> <p>BACAS licenses/software needs to be transferred by ICT Section.</p> <p>Generators may be required in the event of disruption of supplies</p> <p>Need to work with Environmental Health in the event</p>		<p>This plan will be put into action by a senior manager with authority to act.</p> <p>Any actions taken within the guidance of this plan will be deemed to be authorized for expenditure purposes e.g. removal and ICT costs.</p> <p>Emergency Budget Code will be made available by treasury section to collate and record costs</p> <p>Confirmation orders/reserve order numbers will be advised by procurement as soon as possible.</p> <p>Invoicing of creditors will need setting up in treasurers, probably working from paper records sent up from admin office</p> <p>Need for signs and notices to advise the public on new location / working arrangements.</p> <p>Need for draft press releases</p> <p>Phone Lines and Forms are required to start the Back Office function – printers will be required to work from master copies.</p>

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
	<p>directors etc.</p> <p>3. To properly comply with legislation we need to ensure records are maintained. Registers are located in the crem office. Loss of the registers would be a significant impact on the service and the authority – no backup exists.</p> <p>4. Legal limit on holding a body is 72hrs</p>		<p>of holding over burials or cremations</p>		<p>Need for cooling/refrigeration if chapel is to be used as holding area</p>
2	<p>Loss of employees/capacity in Cemetery and refuse and recycling team through;</p> <ul style="list-style-type: none"> • Sickness of the team • Abnormal sickness levels within the finance service • Industrial action • Mass exodus following a major lottery win • Impact of weather on travel • Resignation of key employees • Lack of skills/knowledge • Individual staff having sole Knowledge/skill. 	<p>Management Backfill used to provide the service Action: ensure that there is sufficient staff at management level with experience in place to backfill short term. Document procedures and provide a copy that is available that is maintained up to date. Provide periodic training.</p> <p>Operational Staff Backfill used to provide the service Action: Document procedures and provide a copy which staff could follow. Bring in a supervisor to direct staff from within the industry.</p> <p>External Backfill utilizing 'experienced' staff on contract Action: ensure they can be recruited and paid</p> <p>All Backfill staff used need to be competent Action: regular training sessions should be organized</p>	<p>Other Local Authority Cemetery Teams.</p> <p>Equipment maintenance Company.</p> <p>Employment Agencies.</p> <p>Retired staff.</p> <p>Part time staff.</p> <p>Staff now in other departments.</p> <p>F.D.'s are willing to help out with chapel duties</p>	<p>HR staff.</p> <p>Local Funeral Directors</p> <p>Financial Services</p> <p>Personnel FBCA</p>	<p>Ability to pay staff as non established casuals will be required short term.</p> <p>Need to ensure staff are properly insured and paid</p> <p>Phone line required to be able to call in staff</p> <p>Access to full contact details of external staff / contractors and suppliers needs to be maintained</p>

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
		<p>Note :</p> <p>Grave Digging : mechanical digging of graves requires a trained excavator driver</p>			
3	<p>ICT / Comms: Power Failure Attack on systems Failure of staff to support systems. Plan for up to 5 days</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Main BACAS system is hosted on central servers and licensed to individual PC's 2. There is a copy of the application in the main office, the crem control room and at orchard house. 	<p>Reroute Traffic. Use the services of alternative providers either as sub contract or as direct arrangement Action: contact suppliers to establish redirect ion of communications and contact customers to reroute to alternative suppliers.</p> <p>Transfer Risk. If records are unavailable burial may be disrupted, it would be impossible to check on legal ownership Action: complete transfer of historic records to the computer system.</p> <p>Access to Booking System. The software is loaded on local PC's and draws information from a central database. Action: arrange for at least one laptop to have the software.</p>	Other cemetery?	<p>Redditch Cemetery Management</p> <p>ICT Manager</p>	Provide purchase order number for accounting purposes
4	<p>Electricity/Gas/Water: Temporary Loss Long Term Loss Rota Disconnection (Electricity) Fuel</p>	<p>Electricity – Generator Move to a serviced location</p> <p>Bottled water & Portaloo's</p> <p>Alternative heating arrangements.</p> <p>Petrol and Diesel are required for the operational plant and in particular the excavator for the</p>	<p>Pre-arrange.</p> <p>Remember situation worse in winter months</p>	<p>Access to contacts and agreements.</p> <p>Fuel Supplier -</p>	<p>Authorisation by senior manager</p> <p>access local supplier list from procurement.</p> <p>Maintenance contract needs to be adhered to by a competent contractor.</p>

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
		cemetery Note: (9 sets of grave shoring equipment are presently available. An hour is required to basic prepare one grave)			
5	Operations License Notes : 1. Key operating conditions apply from the licensing authority	Emissions – limits apply			Review contracts to ensure staff will be available from other areas to cremate.
6	Capacity	Theoretical capacity 1 grave per hour up to a maximum of 9 at any time.	Grave shoring provider ??		

Department	Strategic Housing Services	Document Date Document Owner	Strategic Housing Manager
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Background
<p>The Department's task, throughout any period of emergency affecting the Council is to ensure:</p> <ul style="list-style-type: none"> • That delivery of the identified critical functions is delivered to an agreed standard • All staff are aware of the contingency arrangements • Satisfactory communications can be maintained both internally & externally • Full business recovery can be effected over a planned timescale <p>In carrying out these functions, we must show full compliance with our Statutory obligations.</p>
Key Personnel - identify
<ul style="list-style-type: none"> • Manager – Andy Coel • Deputy Manager – Jayne Burton • Housing Needs & Advice Team-leader – Amanda Glennie • Principle Housing Initiatives Officer – Katie Sharpe-Fisher • Private Sector Housing Officer – Jennifer DeLorenzo <p>Contact details for these personnel are listed below.</p>
Critical Functions
<p>The Council has identified 2 critical functions which, if not delivered by this department, would cause disruption to operational service levels, compromising its ability to respond to its customers.</p> <ol style="list-style-type: none"> 1. Statutory Homelessness 2. Rest Centres
Activation of this plan

In the event of an emergency situation arising, initial contact with the Strategic Housing Services Department should be made via the **Strategic Housing Manager**

In their absence, contact should be made with their alternate, the **Principle Strategic Housing Officer** .

Contact details for these personnel are listed below.

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident
- Note any specific instructions given
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining departmental staff and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the department's call-out status.

Relocation/Redeployment

The Strategic Housing Service department uses Bromsgrove District Council's Uniform IT system. If not available at (Normal Location), the system can be accessed from alternative sites including and home, with access available via the internet.

The **Strategic Housing Services Manager**, in liaison with CMT, will determine which site will be used.

Resource requirements

The following resources are the minimum required, to ensure the **Strategic Housing Service** Department is able to deliver its Critical

Functions from an alternative location:

- **Housing Services Manager/Principle Strategic Housing Officer, or Accommodation Officer**, and Housing Needs and Advice Team Leader and 2 x HN&AO,
- 2 desks
- 2 PCs with access to all normal Worcester City I.T. systems
- Laptop
- 2 Landline telephone / or mobile (the number of which needs to be promulgated in the plan)
- Business Continuity Go Kit
- Memory sticks holding all relevant housing leaflets, data and information held by both Housing Services Manager, Housing Needs & Advice Team-leader and Officer with responsibility for emergency plan

Critical Function Contingency and Continuity Arrangements

Details of various contingency and continuity arrangements, relevant to each of the Department's Critical Functions, are contained in the attached annexes, as detailed below:

Service Recovery Plans
Staff contact numbers
Supplier contact details

Functions put on hold

During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:

- Private Sector Housing
- Strategy & Enabling
- Care & Repair

PLEASE LIST ANY FUNCTIONS THAT WOULD BE PUT ON HOLD AND WOULD HAVE TO BE PICKED UP AS SOON AS RESOURCES ENABLE.

Communications

Requests for information from any external sources will be directed to the CMT.

The Manager or deputy will convey all communications from within the organisation to the department's staff.

Staff & Domestic Welfare

All matters relating to the health, safety and welfare of staff will be identified and, where possible, addressed by the Departmental Manger or deputy.

Any issues that cannot be addressed by the Manager or deputy must be brought to the attention of the CMT.

Business Continuity Plan 'Go Kit'

The following items will be kept in the Strategic Housing Service Department's 'Go Kit'

- Department's Service Recovery Plans
- Staff contact details
- Supplier contact details
- Laptop
- Mobile phone/spare battery and charger
- Stationery.
- Standard forms
- Job descriptions,
- Recruitment information, etc. etc.
- Memory sticks containing copies of the key strategies and standard forms are held by Andy Coel and Jayne Burton

Go Kit location

Council Offices or another suitable office space

Bromsgrove District Council – BUSINESS CONTINUITY PLAN
SERVICE RECOVERY PLAN – Rest Centres
 Prepared by: Andy Coel

Mission Critical within 24 hours

Date:

Risk of loss	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
1. <u>Loss of building</u> Structural failure Fire/arson Vandalism Explosion Flood Storm damage/severe weather Terrorism Denial of access/inaccessible - Legionella, asbestos, crime scene, gas leak, bomb alert or contamination	<ul style="list-style-type: none"> • Emergency Plan file is held by a number of key staff – Nina Warrington, Kate Bailey, John Wrightson, Kathryn Jones • The Emergency Plan is also backed up on memory sticks held by Strategic Housing Services Manager, Project Officer (enabling) who has responsibility for the emergency plan (to be provided to Head of Urban Environment) • Contact details for those staff holding the plan are attached at appendix 2. Silver boxes located at Wyatt House and Guildhall and to also be located at the named rest centres • Mission Critical Staff are key holders 	Office space available at each of the main rest centre's for one or two staff with telephone and equipment: Nunnery Wood Sports Centre St John's Sport Centre Perdiswell Sport Centre	See appendix attached	
2. <u>Loss of staff</u>				

Risk of loss	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage				
3. Loss of key infrastructure/ equipment/external services <i>Internal</i> IT system failure/loss <i>External</i> Loss of utilities - telecoms, water, power, fuel Supplier failure Failure of supply chains	<ul style="list-style-type: none"> • Not significant 			
4. Electricity/Gas/Water	<ul style="list-style-type: none"> • Generator to be provided to rest centre • Bottled water and toilets • Alternative heating arrangement • Sleeping bags from stores 	The County Store via emergency planning unit hold stores of sleeping bags		Purchase water via supermarkets
5. Lack of fuel	<ul style="list-style-type: none"> • Use alternative forms of transport to get to the rest centre eg walking or bicycle 			
6. Loss of land, sea, air transport for up to one month	<ul style="list-style-type: none"> • Not applicable 			

BROMSGROVE DISTRICT COUNCIL – BUSINESS CONTINUITY PLAN

SERVICE RECOVERY PLAN – Statutory Homeless Service

Prepared by:

Mission Critical within 24 hours

Date:

	Risk of loss	What options available to replace functional service	Identify potential providers or solutions
1.	<p><u>Loss of building</u> Structural failure Fire/arson Vandalism Explosion Flood Storm damage/severe weather Terrorism Denial of access/inaccessible - Legionella, asbestos, crime scene, gas leak, bomb alert or contamination</p>	<ul style="list-style-type: none"> • Can be operated using a mobile phone and the out of hours service telephone number 0845 056 8035 • Homelessness – Out of hours call out procedure is held by the officer on duty. • This procedure can also be found on the W'drive in the General homelessness folder. • This is also held on 2 memory sticks held by . • Contact with a senior officer can be made via the out of hours duty homelessness officer • All emergency accommodation is logged on the out of hours phone which is held by the out of hours officer • Business Go Kit stored in the basement at • Keys for 	
2.	<p><u>Loss of staff</u> 'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage</p>	<ul style="list-style-type: none"> • Can be operated using a mobile phone and the out of hours service see above. 	
	Loss of key infrastructure/ equipment/external services	<ul style="list-style-type: none"> • IT backups stored off-site (in place) 	

Risk of loss	What options available to replace functional service	Identify potential providers or solutions
<p><i>Internal</i> IT system failure/loss</p> <p><i>External</i> Loss of utilities - telecoms, water, power, fuel Supplier failure Failure of supply chains</p>	<ul style="list-style-type: none"> • Network resilience (in place) • Telecoms resilience (TC to obtain Hub-wide agreement on this - work in progress) • IT security policy (in place) • IT Disaster Recovery Strategy (in place) • Back up generators (identified as an item to review - work in progress) • Secure networks (in place) • Network standards (in place) • National Fuel Plan • National Telecom Resilience Programme • Mobile telephone, supply of suitable emergency accommodation, files, computers, access to Joint Waiting List, Academy and IBS system 	

Service Area	Contact	Office	Mobile	Out of hours
Strategic Housing, P&E Service	Andy Coel			
	Jayne Burton			
	Amanda Glennie			
	Katie Sharp-Fisher			

Critical suppliers list

CRITICAL SUPPLIERS LIST – Needs to be checked

Strategic Housing Services

Name, address, tel. no.	What supplied	Name, address, tel. no. of
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of supplier		alternative supplier
IBS		
Joint Waiting List		
Arbitras (to be supplied)	Web based Choice based Letting Scheme	
Experian Embankment House Electric Avenue Nottingham NG80 1 EH Tel: 07968471343	Credit Referencing	None
Ocella Woodside Pen-y-Fan Monmouth NP25 4RA Tel: 01600 860358	Comprehensive Private Sector Grant information	Backed up daily, could run from spreadsheets
Academy Capita software Services Manvers House Manvers Street Trowbridge BA14 8YX Tel: 08701 631800 Fax: 08701 631869 http://www.capita-software.co.uk/contact.html	Revenues and Benefits system	None – could contact Revenues and Benefits to find out about claims and HB payments being made
IT Section Worcester City Council 2-4 Copenhagen Street Worcester Wr1 2EY Tel: 01905 722121	Hardware, software, network, data security and backup, systems support, printers, printing of Benefit cheques, telephone network	See Information Technology list above
Foundations Bleaklow House Oward Town Mill Glossop Derbyshire SK13 8HT Tel no.: 01457 891909 Fax no: 01457 869361	Web based Femis – client information and case history Supporting People Performance Monitoring	

Website: www-foundations.co.uk e-mail: foundations@cel.co.uk		
CLK Media Unit 28 Knightbridge Business Centre Knightbridge Cheltenham GL51 9TA Tel no: 01242 681168	Strategic Housing Services Leaflets and Strategy documents	None – but leaflet hard copies held by specific officers and on disc and strategies also held on disc.
Arbitras Soane Point 6 – 8 Market Place Reading Berkshire RG1 2EG	Web based choice based letting and homelessness system	Arbitras have a business continuity plan to make sure that the web based system and data is copied and stored in a different format on a regular basis – weekly full and daily incremental back-ups are provided as a standard back-up.

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Department	Customer Service Centre	Document Date Document Owner	Roger Horton
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Background

The Department’s task, throughout any period of emergency affecting the Council is to ensure:

- That delivery of the identified critical functions is delivered to an agreed standard
- All staff are aware of the contingency arrangements
- Satisfactory communications can be maintained both internally & externally
- Full business recovery can be effected over a planned timescale

In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel - identify

- **Manager – Roger Horton**
- **Assistant Manager – Val Jarvis**

Contact details for these personnel are detailed below

Critical Functions

The Council has identified **2** critical functions which, if not delivered by this department, would cause disruption to operational service levels, compromising its ability to respond to its customers.

- 1. Provide single point of contact for customers in relation to all services delivered by of BDC and Worcester County Council (via telephone contact; e-mail; face to face contact**
- 2. Provision of switchboard service on behalf of BDC**

Activation of this plan

In the event of an emergency situation arising, initial contact with the Customer Service Centre should be made via the Customer Service Centre Manager

In their absence, contact should be made with their alternate, the Customer Service Centre Assistant Manager

Contact details for these personnel are detailed below

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident
- Note any specific instructions given
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining departmental staff and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the department's call-out status.

Relocation/Redeployment

The Customer service Centre Bromsgrove District Council's **IT Network and that of Worcester County Council and the telephony infrastructure provided by Worcester County Council**. If not available at (Normal Location), the system can be accessed from alternative sites including Orchard House, The Guildhall, and home.

The Customer Service Centre Manager, in liaison with CMT, will determine which site will be used.

Resource requirements

The following resources are the minimum required, to ensure the Customer Service Centre is able to deliver its Critical Functions from an alternative location:

- 5 customer service assistants
- 5 desks
- 5 PCs / Laptops with access to all normal Bromsgrove District Council I.T. systems
- 2 Landline telephone / or mobile (the number of which needs to be promulgated in the plan)
- Business Continuity Go Kit

Critical Function Contingency and Continuity Arrangements

Details of various contingency and continuity arrangements, relevant to each of the Department's Critical Functions, are contained in the attached annexes, as detailed below:

Service Recovery Plans
Staff contact numbers
Supplier contact details

Functions put on hold

During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:

- | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Provision of cashiering function on behalf of BDC |
| <ul style="list-style-type: none">• Provision of planning reception (based at BDC) for planning enquiries and support for planning surgeries |

If there was an out and out emergency then all the functions of the CSC could be put on hold and the resource turned over to acting as a communication hub in support of whatever is going on. Then as time passes we could gradually bring services on as appropriate.

The risk associated with that is that at some point depending on how long this form of operation would last is that the council would see revenue drop as payments would not have been made and that there would be some risk to vulnerable people because of hold up re Benefit claims

All services in relation to County could easily be diverted to other hubs e.g. Highways, Blue badge, registration etc

Communications

Requests for information from any external sources will be directed to the CMT.

The Manager or deputy will convey all communications from within the organisation to the department's staff.

Staff & Domestic Welfare

All matters relating to the health, safety and welfare of staff will be identified and, where possible, addressed by the Departmental Manger or deputy.

Any issues that cannot be addressed by the Manager or deputy must be brought to the attention of the CMT.

Business Continuity Plan 'Go Kit'

The following items will be kept in the Customer Service Centre 'Go Kit'

- Department's Service Recovery Plans
- Staff contact details
- Supplier contact details
- Mobile phone/spare battery and charger
- Stationery.
- Standard forms
- Job descriptions,

Go Kit location

Customer Service Centre and IT and e-government Department

Function	Impact on function failure 1 day	Impact on function failure 1 week	Impact on function failure 1 month
Provide single point of contact for customers in relation to all services delivered by of BDC and Worcester County Council (via telephone contact),	<ul style="list-style-type: none"> • Customers not able to access services • Customers not able to gain information about council services 	<ul style="list-style-type: none"> • Serious problems for customers not able to access council services • Council services not able to function because of reliance on CSC to forward on service requests potential delays in service delivery • Potential Public Health and Safety issues • Impact on service standards and PI's for all council services 	<ul style="list-style-type: none"> • Severe impact total breakdown of services for customers • Severe impact total breakdown of services for Council • Severe public health and safety issues • Loss of customer confidence in council • Loss of revenue for council • Serious impact on service standards and PI's for all council services
Provide single point of contact for customers in relation to all services delivered by of BDC and Worcester County Council (via face to face contact)	<ul style="list-style-type: none"> • Customers not able to access services • Customers not able to gain information about council services 	<ul style="list-style-type: none"> • Serious problems for customers not able to access council services • Council services not able to function because of reliance on CSC to forward on service requests potential delays in service delivery • Potential Public Health and Safety issues 	<ul style="list-style-type: none"> • Severe impact total breakdown of services for customers • Severe impact total breakdown of services for Council • Severe public health and safety issues • Loss of customer confidence in council • Loss of revenue for council

Provide single point of contact for customers in relation to all services delivered by of BDC and Worcester County Council (via e-mail contact)	<ul style="list-style-type: none"> • Customers not able to access services • Customers not able to gain information about council services 	<ul style="list-style-type: none"> • Not main access channel for customers so impact on service delivery not so acute • Council not able to fulfill PI's 	<ul style="list-style-type: none"> • Loss of customer confidence in council • Council not able to deliver services to customers and fulfill enquiries
Provision of cashiering function on behalf of BDC	<ul style="list-style-type: none"> • Customers not able to make payments at CSC 	<ul style="list-style-type: none"> • Some impact on service delivery where customers need to pay for services • Some impact on Customer service staff as staff have to field enquiries 	<ul style="list-style-type: none"> • Significant impact on council revenue streams • Significant impact on customers are not able to pay for council services • Impact on certain back office functions e.g. effects on Council Tax recovery
Provision of planning reception (based at BDC) for planning enquiries and support for planning surgeries	<ul style="list-style-type: none"> • Not significant for 1 day 	<ul style="list-style-type: none"> • Disruption to planning surgeries • Customer dissatisfaction 	<ul style="list-style-type: none"> • Break down of service • Not able to fulfill PI's
Provision of switchboard service on behalf of BDC	<ul style="list-style-type: none"> • Contact with council from customers both on a public and business contact level will be disrupted 	<ul style="list-style-type: none"> • Serious impact on all council communications with customers and partners both public and business • PR implications for council 	<ul style="list-style-type: none"> • Serious impact on all council communications with customers and partners both public and business • PR implications for council

Bromsgrove District Council – BUSINESS CONTINUITY PLAN
SERVICE RECOVERY PLAN –Roger Horton Mission Critical within 24 hours

Date:

	Risk of loss	What options available to replace functional service	Identify potential providers or solutions
1.	<u>Loss of building</u> Structural failure Fire/arson Vandalism Explosion Flood Storm damage/severe weather Terrorism Denial of access/inaccessible - Legionella, asbestos, crime scene, gas leak, bomb alert or contamination	<ul style="list-style-type: none"> • 	Alternative office space available at Burcot Lane Council Offices with a computer and telephones available
2.	<u>Loss of staff</u> 'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage	<ul style="list-style-type: none"> • Can be operated using a mobile phone and the out of hours service see above. 	
	Loss of key infrastructure/ equipment/external services <i>Internal</i> IT system failure/loss <i>External</i> Loss of utilities - telecoms, water, power, fuel Supplier failure Failure of supply chains	<ul style="list-style-type: none"> • IT backups stored off-site (in place) • Network resilience (in place) • Telecoms resilience • IT security policy (in place) • IT Disaster Recovery Strategy (in place) • Back up generators (identified as an item to review - work in progress) • Secure networks (in place) • Network standards (in place) • National Fuel Plan • National Telecom Resilience Programme • Mobile telephone, supply of suitable emergency accommodation, files, 	

Risk of loss	What options available to replace functional service	Identify potential providers or solutions
	computers, access to Joint Waiting List, Academy and IBS system	

Service Area	Contact	Office	Mobile	Out of hours
Customer Service	Roger Horton			
Customer Service	Val Jarvis			

Department	Benefits Services	Document Date	
		Document Owner	

Background

The Department's task, throughout any period of emergency affecting the Council is to ensure:

- That delivery of the identified critical functions is delivered to an agreed standard
- All staff are aware of the contingency arrangements
- Satisfactory communications can be maintained both internally & externally
- Full business recovery can be effected over a planned timescale

In carrying out these functions, we must show full compliance with our Statutory obligations.

Key Personnel - identify

- **Manager** – Arran Sharman
- **Deputy Manager** – Deryn Broad

Critical Functions

The Council has identified **2** critical functions which, if not delivered by this department, would cause disruption to operational service levels, compromising its ability to respond to its customers.

1. Awards of Housing Benefits and Council Tax Benefits
2. Ensure fraud and error does not enter the benefits system

Activation of this plan

In the event of an emergency situation arising, initial contact with the Benefits Office should be made via the Benefits Service Manager

In their absence, contact should be made with their alternate, the Benefits Service Assistant Manager

Contact details for these personnel are listed below.

Arran Sharman – 01527 881272

Deryn Broad – 01527 881464

Actions

The person initially contacted must:

IMMEDIATELY

- Obtain all relevant details about the incident
- Note any specific instructions given
- Note the contact number to be used for communicating with the Corporate Management Team.
- Contact all remaining departmental staff and brief them as appropriate to the situation.
- Collect Business Continuity Plan Go Kit etc.

AFTER 1 HOUR

- Notify the CMT of the department's call-out status.

Relocation/Redeployment

The Benefits Service Bromsgrove District Council's

Software (non – standard)	Location
Academy	Server - IT
Iclipse	Server - IT
Agresso	Individual PC (Manager)

Hardware (non – standard)	Location
PC	Allocated area of work
Mobile Phones	With individuals
Printer/Fax Machine	Shared printer/fax in R & B

Documents, Forms etc	Location			
Iclipse documents/Letters	Server - IT			
Spreadsheets	Revenues – Shared Drive			
<p>If not available at (Normal Location), the system can be accessed from alternative sites including Customer Service Centre and home.</p> <p>The Benefits Service Manager, in liaison with CMT, will determine which site will be used.</p>				
Resource requirements				
<p>The following resources are the <u>minimum</u> required, to ensure the Customer Service Centre is able to deliver its Critical Functions from an alternative location:</p> <ul style="list-style-type: none"> • 3 staff to undertake phone calls and arrange appointments and manage <table border="1" style="width: 100px; height: 60px; margin-left: 20px;"> <tr><td> </td></tr> <tr><td> </td></tr> <tr><td> </td></tr> </table> <ul style="list-style-type: none"> • 3 desks • 3PCs / Laptops with access to all normal Bromsgrove District Council I.T. systems • 2 Landline telephone / or mobile (the number of which needs to be promulgated in the plan) • Business Continuity Go Kit 				
Critical Function Contingency and Continuity Arrangements				
<p>Details of various contingency and continuity arrangements, relevant to each of the Department’s Critical Functions, are contained in the attached annexes, as detailed below:</p> <p>Service Recovery Plans Staff contact numbers Supplier contact details</p>				
Functions put on hold				
<p>During events that cause a significant disruption to normal services, the following tasks will be put on hold until appropriate resources are available to enable reinstatement:</p>				
<table border="1" style="width: 100%;"> <tr> <td>• Overpayment Recovery</td> </tr> <tr> <td>• Visiting vulnerable persons in connection with application for benefit</td> </tr> </table>		• Overpayment Recovery	• Visiting vulnerable persons in connection with application for benefit	
• Overpayment Recovery				
• Visiting vulnerable persons in connection with application for benefit				

- **Visit benefit customers to establish benefit entitlement changes**
- **Maximising benefit subsidy for the Local Authority**
- **Responsibility for data returns and statistics to the DWP**
 - Payment of creditors.
 - Recovery of sundry debt.
 - Invoicing customers.
 - Reconciliation of cash banked.
 - Monitoring of Council investments.

Communications

Requests for information from any external sources will be directed to the CMT.

The Manager or deputy will convey all communications from within the organisation to the department's staff.

Staff & Domestic Welfare

All matters relating to the health, safety and welfare of staff will be identified and, where possible, addressed by the Departmental Manger or deputy.

Any issues that cannot be addressed by the Manager or deputy must be brought to the attention of the CMT.

Business Continuity Plan 'Go Kit'

The following items will be kept in the Customer Service Centre 'Go Kit'

- Department's Service Recovery Plans
- Staff contact details
- Supplier contact details
- Mobile phone/spare battery and charger
- Stationery.
- Standard forms
- Job descriptions,

Go Kit location

Customer Service Centre and IT and e-government Department

To be completed

Function	Impact on function failure 1 day	Impact on function failure 1 week	Impact on function failure 1 month
Award of Housing and Council Tax Benefit	<ul style="list-style-type: none"> • none 	<ul style="list-style-type: none"> • Customers not receiving housing benefit and facing potential eviction from their properties 	<ul style="list-style-type: none"> • Customers not receiving housing benefit and facing potential eviction from their properties
Ensure fraud and error does not enter the benefits system	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Overpayment Recovery		<ul style="list-style-type: none"> • 	
Visiting vulnerable persons in connection with application for benefit	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Visit benefit customers to establish benefit entitlement changes	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Responsibility for data returns and statistics to the DWP	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Bromsgrove District Council – BUSINESS CONTINUITY PLAN
SERVICE RECOVERY PLAN –Roger Horton Mission Critical within 24 hours

Date:

Risk of loss	What options available to replace functional service	Identify potential providers or solutions
<p>1. <u>Loss of building</u> Structural failure Fire/arson Vandalism Explosion Flood Storm damage/severe weather Terrorism Denial of access/inaccessible - Legionella, asbestos, crime scene, gas leak, bomb alert or contamination</p>	<ul style="list-style-type: none"> • 	<p>Alternative office space available at Burcot Lane Council Offices with a computer and telephones available or the Customer service Centre</p>
<p>2. <u>Loss of staff</u> 'Flu Pandemic Industrial disputes Strike action Lottery win Transport problems Severe weather Epidemics Fuel Shortage</p>	<ul style="list-style-type: none"> • Can be operated using a mobile phone and the out of hours service see above. 	
<p>Loss of key infrastructure/ equipment/external services</p> <p><i>Internal</i> IT system failure/loss</p> <p><i>External</i> Loss of utilities - telecoms, water, power, fuel Supplier failure Failure of supply chains</p>	<ul style="list-style-type: none"> • IT backups stored off-site (in place) • Network resilience (in place) • Telecoms resilience • IT security policy (in place) • IT Disaster Recovery Strategy (in place) • Back up generators (identified as an item to review - work in progress) • Secure networks (in place) • Network standards (in place) • National Fuel Plan • National Telecom Resilience Programme • Mobile telephone, supply of suitable emergency accommodation, files, 	

Risk of loss	What options available to replace functional service	Identify potential providers or solutions
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Service Area	Contact	Office	Mobile	Out of hours
Benefits Service	Arran Sharman			
Benefits Service	Deryn Broad			
Out of hours				

ADDITIONAL DOCUMENT - GUIDANCE TO HEADS OF SERVICE ON SERVICE RECOVERY PLANS

Notes to assist the completion of the Service Recovery Plan

1. **Risk of loss:** you should assess the risk of loss or failure of the function or an element within the function that would render it undeliverable, or prevent you from supplying or operating the critical function within the Mission Critical period.
2. **What options available to replace functional service:** You need to consider the options available to you to replace the service or mitigate the risks identified in the risk of loss (1) above. Be clear about risks we have to accept.
3. **Identify potential providers or solutions:** with whom or how would you provide the service?
4. **Identify key contacts:** what information do you need in an emergency to enable you to put the measures in place?
5. **What procurement arrangements are in place (or actions to put in place):** list critical suppliers (critical suppliers schedule) and emergency arrangements for procurement including delegation of approval process, and arrangements to put in place all the solutions and actions identified above. Put in place actions where there are still gaps to ensure this is all in place.

N.B.

Be aware of systems and data not held corporately,
Critical resources such as Depot, fuel, people with specific knowledge and skills.

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
1	Accommodation/ Buildings arising from: <ul style="list-style-type: none"> • Fire • Flooding • Loss of utility supply (e.g. power) • Other cause fro closure 	Payroll This is provided by Redditch Borough Council, but it is essential that Bromsgrove District Council are confident that Redditch have recovery plans if their payroll services is affected by damage or disruption of a business continuity nature. Home working Action: ensure home working is in place, and that remote access works. Make arrangements for all paperwork to be re-routed and all appropriate practical needs of the team to work at home are identified and put in place. N.b. mitigation of risk?	Redditch Borough Council		This plan will be put into action by a senior manager with authority to act. Any actions taken within the guidance of this plan will be deemed to be authorised for expenditure purposes e.g. costs in County Payroll agreement for putting this BCP into action.
2	ICT / Comms: Power Failure Attack on systems Failure of staff to support systems. Plan for up to 5 days	NDR contract. Generator. Reliability of staff. Retention of skilled staff.	Need to speak to Deb Poole about this issue		
3.	Electricity/Gas/Water: Temporary Loss	Electricity – Generator Move to a serviced location	Pre-arrange. Remember	Access to contacts and agreements.	Authorisation by whom? Establish local supplier list.

	Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)
	<p>Long Term Loss</p> <p>Rota Disconnection (Electricity)</p>	<p>Bottled water & Portaloo</p> <p>Alternative heating arrangements.</p>	<p>situation worse in winter months</p>	<p>Pay a retainer if cost effective solution.</p>	
5	<p>Loss of County Council payroll system through;-</p> <ul style="list-style-type: none"> • county systems failure • county council BCP failure • county council industrial dispute • loss of data on system 	<p>Call on the County Council BCP to provide backup</p> <p>Action: ensure this is part of the payroll agreement and verify the County BCP</p> <p>Emergency payment on account based on last months pay (suitably adjusted for abnormal inclusions and know exclusions), using the BACS file.</p> <p>Action: check that the BACS file is held by District Council, and who has custody of it. Test with ICT that this can be used and that we can upload an amended data set from it.</p> <p>Manual payment similar to above using BACS data, but using manual cheques.</p> <p>Action: ensure stocks of cheques can be made available, and that BACS data is available from a recent period.</p> <p>N.b. mitigation of risk?</p>	<p>County Council BCP provider</p> <p>BDC's own payroll and finance team</p>	<p>County Council Exchequer Manager</p> <p>City Council Payroll Officer – see finance service mission critical employees list</p> <p>ICT contact for BACS</p> <p>District Council contact for stock of cheques</p> <p>District Council Bank signatories - see finance service mission critical employees list</p> <p>Bank contact:</p> <p>Action: check finance service mission critical list</p>	<p>County Council Exchequer Manager</p> <p>Bank contact</p>

Risk of loss (e.g.??)	What options available to replace functional service	Identify potential providers or solutions	Identify key contacts	What procurement arrangements are in place (or actions to put in place)