



GREAT YARMOUTH
BOROUGH COUNCIL

SUPPLEMENTARY AGENDA

for the

CABINET

23 July 2008

**LARGER PRINT COPY AVAILABLE
PLEASE TELEPHONE: 01493 846325**

CABINET

23 July 2008

SUPPLEMENTARY AGENDA

6. BUSINESS CONTINUITY POLICY

Cabinet is advised that the Executive Board has approved the attached Business Continuity Policy (pages 16 – 24).

Cabinet will be asked to agree to recommend to Council that part of the Policy which recommends an addition to the Terms of Reference of the Audit and Risk Committee.

* * * * *

Subject: **BUSINESS CONTINUITY POLICY**

Report to: CMG – 9 July 2008
EXECUTIVE BOARD – 14 July 2008

Report by: HEAD OF COMMUNITY SERVICES

SUBJECT MATTER

This report identifies the need for a Business Continuity Policy and Management Strategy to ensure Great Yarmouth Borough Council meets the requirements of the Civil Contingencies Act 2004 and BS25999-2.

Adoption of the Business Continuity Policy, Appendix A, is required to ensure compliance.

RECOMMENDATION

The Executive Board endorse the Business Continuity Policy and associated Business Continuity Management Strategy at Appendix A.

1. INTRODUCTION/BACKGROUND

- 1.1 Great Yarmouth Borough Council provides a range of services to residents and businesses which are expected to be delivered effectively and efficiently. In many cases the council is the sole provider of these services. It is, therefore, important to ensure there are procedures in place to enable the council to continue to provide services in the face of a range of potential disruptions.
- 1.2 The Civil Contingencies Act 2004 places a duty on local authorities, as Category 1 responders, to ensure they have in place contingency plans to continue to provide critical functions during potential disruptions to services provided by the council.
- 1.3 A Business Continuity Policy provides the framework within which a Business Continuity Plan can be developed by introducing a Business Continuity Management System in accordance with BS 25999-2.
- 1.4 British Standard BS25999-2 specifies requirements for establishing and implementing an effective business continuity management system. It is anticipated that the current revision of the Civil Contingencies Act will result in a requirement for local authority Business Continuity Plans to be compliant with BS 25999-2 in the future. To be compliant the policy document needs to

demonstrate how Business Continuity Management (BCM) is embedded and structured within the organization.

- 1.5 The Audit report on Business Continuity, dated 26 June 2007, concluded that despite good progress being made with regards to Business Continuity Planning (BCP) at an operational level "efforts need to continue and a more structured approach is required if the Council wish to be fully compliant with the Civil Contingency Act and have a robust BCP process in place." Key areas for improvement were identified including: "BCP policy and procedures should be developed and approved."

2 PROPOSAL

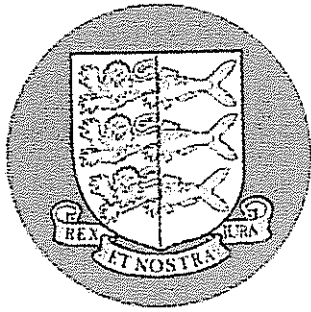
- 2.1 A draft copy of the proposed GYBC Business Continuity Policy is attached as Appendix A – to follow.

3 RECOMMENDATION

- 3.1 The Executive Board are requested to endorse the policy at Appendix A – to follow.

Dept Reference: Community Services
 Date: 02 July 2008
 Background Papers: Audit Report on Business Continuity, 26 June 2007

Does this report raise any legal, financial, sustainability, equality, Crime and Disorder or Human Rights issues and, if so, have they been considered?	Issues	
	Legal	Yes
	Financial	Yes
	Sustainability	No
	Equality	No
	Crime and Disorder	Yes
	Human Rights	No



GREAT YARMOUTH
BOROUGH COUNCIL

Business Continuity Policy

BCP version 2.0

14 July 2008

Foreword

Great Yarmouth Borough Council provides a range of services to residents and businesses which are expected to be delivered effectively and efficiently. In many cases the council is the sole provider of these services. It is, therefore, important to ensure there are procedures in place to enable the council to continue to provide services in the face of a range of potential disruptions.

Great Yarmouth Borough Council's Business Continuity Plan identifies the procedures and resources required to prepare for and respond to disruptions that may affect the council's ability to provide essential services.

The Business Continuity Policy provides the framework within which the Business Continuity Plan is developed by introducing a Business Continuity Management System in accordance with BS 25999-2.

Signed

Managing Director
Great Yarmouth Borough Council

Leader of the Council
Great Yarmouth Borough Council

July 2008

Contents

Foreword2

Contents3

Context4

Purpose4

Business Continuity Statement of Intent4

Strategic Framework5

 Executive Member 5

 Managing Director 5

 Executive Director Error! Bookmark not defined.

 Executive Board Error! Bookmark not defined.

 The Audit and Risk Committee 6

 The Business Continuity Workgroup 6

 Emergency Planning 6

Review Process7

Distribution and Amendment.....7

Context

The Civil Contingencies Act 2004 places a duty on local authorities to ensure they have in place contingency plans to continue to provide critical functions during potential disruptions to services provided by the Council.

Purpose

This Business Continuity Policy provides the framework for the development and implementation of plans to mobilise the Council's response to avoid or mitigate the severity of potential disruptions.

The Strategic Business Continuity Plan will identify recovery objectives, the structure for implementation, mitigation measures and the communication process to keep staff, members, partners and the public informed.

The strategy for implementation of an effective Business Continuity Management System (BCMS) is summarised below:

- Raising awareness of the importance and significance of Business Continuity Management so that BCM is embedded within the working culture of the Council.
- The Strategic Business Continuity Plan is a dynamic document under regular development and review reflecting links to the council Corporate Risk Register and associated risk management measures.
- The Plan sets out priorities, resources and communications to ensure an appropriate response to a disruption. Its purpose is to facilitate the recovery of key systems and processes within agreed time scales whilst maintaining services.
- The Business Continuity Plan is of a generic nature. Specific plans will be developed where the risk indicates sufficient likelihood of occurrence and the impact is assessed as severe. The Plan will address the full range of Council functions including critical staffing and premises.

Business Continuity Statement of Intent

This policy establishes that Great Yarmouth Borough Council will have procedures in place to assess risks for the purpose of reducing them and have flexible, exercised and tested plans to minimise disruption when unplanned events disrupt normal service delivery.

Great Yarmouth Borough Council will endeavour to continue to provide key services in the event of disruption. To do so it will:

- Develop individual Business Continuity Plans within the overall agreed Business Continuity Management System.
- Identify areas of departmental vulnerability.
- Take measures to mitigate the risk that services may be lost during a disruption.
- Determine overall priorities for recovery of functions if disruption does take place.

- Build on existing risk management measures to ensure processes are integrated into an overall framework.
- Ensure all services are involved in the preparation of Business Continuity Plans so that there is an effective and consistent response to service continuity.
- Develop a process to monitor, review and update Business Continuity Plans to ensure they are relevant and fit for purpose.
- Undertake training and awareness raising programmes for staff, elected members and, by 2010, our suppliers and partners.
- Organize regular exercises and tests to validate plans.

This Policy will take effect from July 2008.

The master copy of this document, a record of review and decision making processes will be held by the Emergency Planning Manager (EPM), Great Yarmouth Borough Council. All documentation will be available for audit as necessary.

Services are required to notify the EPM of any changes that may impact on the contents or procedures outlined in this document.

The Policy supports the current Equalities Legislation and we will adhere to its principles.

This Policy will be reviewed in accordance with the protocol detailed above to ensure the best quality service delivery to the public.

All staff must be made aware of the plans that affect their Service and their role following the development and agreement of Business Continuity Plans.

Strategic Framework

The organisational framework within which the Business Continuity Management System operates is described below.

Executive Member

The Executive Member responsible for overseeing the development and implementation of Business Continuity Policy is the Cabinet Member for Resources.

Managing Director and Executive Board

The Managing Director and Executive Board will:

- Monitor the overall strategic direction of Business Continuity across the Council
- Represent the Council's senior decision making / crisis management team in the event of any incident or situation that produces significant disruption or potential disruption to the Council
- Ensure that the Business Continuity Management Policy, Strategic Framework and Delivery Plan is implemented and resourced appropriately.

Executive Director

The Executive Director (Customers & Resources) is responsible for overall implementation of the Business Continuity Policy.

Corporate Management Group

Progress on implementation will be monitored by the Corporate Management Group through feedback by Heads of Departments and the Business Continuity Workgroup.

The Audit and Risk Committee

The Audit and Risk Committee will act as a point of strategic leadership and support regarding Business Continuity and receive recommendations and assessments from the Business Continuity Workgroup.

The Business Continuity Workgroup

The Business Continuity Workgroup will support and progress the development and implementation of Business Continuity Management by:

- Providing a forum for discussion of relevant business continuity issues that could affect the council
- Providing assistance to the Emergency Planning Manager in achieving the Business Continuity implementation plan
- Providing recommendations and assessments regarding Business Continuity to the Audit and Risk Committee.
- Reporting on progress against the implementation plan to the Corporate Management Group.
- Assisting Departments to implement their own Business Continuity Plans.

Membership of the group shall include the Emergency Planning Manager and designated Business Continuity Lead Officers who are members of staff identified by each Department within Great Yarmouth Borough Council to champion the delivery of the Business Continuity Programme.

Emergency Planning

The Emergency Planning Manager (EPM) is the professional lead for Business Continuity within Great Yarmouth Borough Council reporting to the Head of Community Services. The EPM will:

Review and develop the Policy in line with industry best practice and the needs of Great Yarmouth Borough Council.

Monitor compliance with the Policy.

Provide support and guidance to Heads of Departments and Service Unit Managers.

Review Process

The Policy will be implemented in July 2008. The Policy will be reviewed in July 2009 and thereafter annually. It will also be reviewed in light of changes in legislation or best practice.

Business Continuity Plans will be reviewed six-monthly to ensure staff and contact details are correct. It is the responsibility of each Head of Department to notify the Emergency Planning Manager of any significant changes that occur between these review dates.

The outcomes of any training and exercising will be captured for inclusion in the Plan review process.

At regular intervals, Plans will be reviewed against the Corporate Risk Register to ensure Business Continuity Plans accurately reflect the current assessment of the likelihood of adverse events.

Distribution and Amendment

The Business Continuity Plans will be controlled documents. A distribution list will be included in plans. When amendments are issued, replacement pages will be sent to each plan holder and they will sign for receipt. The Emergency Planning Manager will maintain a central record of amendments. The distribution list will be reviewed as part of the wider plan review or following any major restructuring of the Council.