Business Continuity Plan 2020

Eden
District Council

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A summary of the information contained in this document is available in different languages or formats upon request. Contact Eden District Council's Communication Officer, telephone: 01768 817817 or email: communication@eden.gov.uk

POLISH:

Streszczenie informacji zawartych w niniejszym dokumencie można uzyskać na życzenie w innym języku lub formacie. Prosimy o kontakt telefoniczny z Referentem Rady ds. Komunikacji Okręgu Eden pod numerem telefonu 01768 817817 lub pocztą e-mail na adres communication@eden.gov.uk.

TRADITIONAL CHINESE:

若閣下要求，本文件的摘要資訊可以其他版式和語言版本向您提供 請聯絡伊甸區地方政府傳訊主任 (Eden District Council's Communication Officer)，其電話為: 01768 817817，或發電郵至：communication@eden.gov.uk

URDU

اس دستاویز میں شامل معلومات کا اخلاصہ درخوست کیے جانے پر مختلف زبانوں اورفارمیٹوں (شکلوں) میں دستیاب ہے۔ لہٰذن ٹوٹ کونسل کے فاسربرائے موصلاتس فون نمبر 01768817817 پر ربط طہ پو ای میل کریں communication@eden.gov.uk کریں ای

Chief Executive's Foreword

In the event of a major business interruption at either main Council site in Penrith, it is the Council's priority to maintain services to the public. The Business Continuity Plan (BCP) is an important tool in meeting this objective.

The Corporate Management Team is responsible for the overall coherence and effectiveness of the Plan, but its practical success will depend on the performance of all staff involved.

Chief Executive

1.   Introduction

1.1   The purpose of a Business Continuity Plan is to minimise the disruption to Council services in the event of an emergency.

1.2   Possible scenarios include infrastructure damage, for example, fire at Council buildings, and staffing difficulties, or a major pandemic. The possibility of both the Town Hall and the Mansion House being incapacitated is considered too remote to warrant planning for.

2.   Linkage to Emergency Planning

2.1   The Civil Contingencies Act 2004 sets down both emergency planning and business continuity duties for local authorities. Whilst there is benefit in producing separate plans, the Council deals with both in an integrated way. For example, the annual testing of the Eden Emergency Response Plan and Business Continuity Plan is undertaken in the same exercise. Whilst emergency planning incidents may not have a business continuity impact, and vice versa, it is often the case that an incident covers both emergency planning and business continuity.

2.2   The Contact List from the Eden Emergency Response Plan is set out in Appendix 8.

3.   Responsibility for Implementation of the Plan

3.1   Corporate Management Team will decide when a disruption to Council business warrants implementing this Plan. For the purpose of this Plan, substitutes will be as follows:

Chief Officer	Business Continuity Plan Deputy
Chief Executive	Not Applicable
Director of Corporate Services	Assistant Director Governance
Assistant Director Community Services	Assistant Director Planning and Economic Development

Other officers (see Appendix 1) will be involved as directed by Corporate Management Team, though given the key role of the IT Disaster Recovery Plan, the Shared IT Services Manager will, almost certainly, be involved in any emergency.

3.2   The first action of the Team, assuming material damage has occurred, should be to contact the appointed loss adjuster (see Appendix 4).

4.   Other Relevant Documentation

4.1   There are a number of other relevant documents:

- IT Disaster Recovery Plan – maintained by the IT Shared Services Manager
- Emergency Call-Out Scheme – maintained by the Assistant Director Commissioning and Technical Services
- Eden Emergency Response Plan – maintained by the Assistant Director Commissioning and Technical Services

5.   Access To and From the Town Hall and the Mansion House

5.1   In a business continuity incident, out of hours access may be required to either building. The Assistant Director Commissioning and Technical Services ensures that all Chief Officers have keys to both buildings and details of how to disable the alarms. The arrangements are updated annually (last done February 2019) and communicated to key holders (see Appendix 9).

5.2   Emergency lighting is checked on a monthly basis and recorded in the fire log book every quarter. Every quarter the Assistant Director Commissioning and Technical Services confirms this is taking place.

6.   Accommodation

6.1   In the event of the Town Hall being incapacitated, short-term alternative accommodation for the Town Hall employees will be provided at the Mansion House, and vice versa. Depending on the numbers that need to be accommodated, Corporate Management Team will need to assess which staff need to be in work, the possibility of shift working, home working, and potential use of office space at another public authority. Some short-term accommodation may be available at Penrith Leisure Centre.

6.2   In the medium term it is likely that alternative accommodation would best be provided by re-locatable cabins. It has been agreed that the location for this temporary accommodation will be Sandgate car park. Appendix 2(a) shows the area earmarked for the relocatable cabins and the position of utility services. Full-size maps are held by the Assistant Director Commissioning and Technical Services and the Facilities Officer. The solutions adopted will depend on the length of time the accommodation is required for. The solutions can be summarised as follows:

Service	Short Term	Medium Term	Details*
Electricity	Portable Generators	Mains Connection	Appendix 2(b)
Drainage	Use of Sandgate Public Toilets/ Portable Toilets	Sewer Connection	Appendix 2(c)
Telephones	Mobiles	BT Connection	Appendix 2(d)
Buildings	Relocatable Cabins	Relocatable Cabins	Appendix 2(e)
Water	Bottled	Mains Connection	Appendix 2(f)

  *The Facilities Officer has further details, for example, power cable position, and so on. The Facilities Officer will lead on the provision of accommodation, as directed by Corporate Management Team.

7.   Power and Utilities

7.1   Both the Town Hall and the Mansion House have their own generators which automatically provide power in the event of a failure of the mains supply. The generators run on diesel and will provide power for forty-eight hours and seventy-two hours respectively without refuelling. Both generators are checked by Commissioning and Technical Services on a monthly basis. Every quarter, the Assistant Director Commissioning and Technical Services confirms this is taking place.

7.2   The Town Hall generator powers the Annex.

7.3   Commissioning and Technical Services has a 'buildings' file which contains details of the main utilities switches. These switches are in the basements of both buildings.

8. Security Issues

8.1   (a)   **Door Access System**

In the event of a power cut, the generators will kick in. If these fail (or in the case of buildings not covered by the generator), the system will default to 'door open'. In this case, security will need to be borne in mind if these buildings are being used.

(b)   **Council Assets**

The security of Council assets may be compromised in particular incidents. Consideration should be given to appropriate security measures at an early stage.

9. Priority Services for Recovery

9.1   In recovery from a business interruption, it will be important that the highest priority services are brought back on line first. Business impact assessments have been completed for each service based on discussions with staff. The priority for bringing services back into operation varies, depending on how long any interruption lasts for. The priority for bringing services back into operation is set out:

For one day   Appendix 3(a)
For one week   Appendix 3(b)
For one month   Appendix 3(c)

This priority list is a guide and should be revisited when an interruption takes place. It should be noted that the priority attached to some services will vary, depending on the timing of the business interruption. For example, the priority given to elections will clearly depend on how close any interruption is to an election. It is also the case that the incapacity of one of the Council's buildings, especially the Town Hall, may not have much impact on the delivery of a range of services, especially those delivered by Amey.

All of the Council's blue collar services are provided by Amey. Early contact should be made by the Assistant Director Commissioning and Technical Services with Amey to determine whether their operations have been impacted upon by the event affecting the Council's business. In some cases, Amey may not be affected (for example, a fire at the Town Hall), whilst in others (for example, flooding), Amey may be severely affected.

10. Vehicle Fuel Supplies

10.1   The Council operates only two vehicles (Community Warden vans). How it delivers its services does depend on availability of fuel supplies for:

- officer vehicles (own vehicles and Council vehicles) – the Cumbria Emergency Fuel Plan would give limited access to fuel for designated key workers

- contractors – the Council's two key contractors are Cumbria Waste Management (CWM) for recycling and Amey for other municipal services. Both have business continuity plans in place. There would be access through the Cumbria Emergency Fuel Plan.

11. Information Technology

11.1 The shared IT Services (Eden and South Lakeland District Council (SLDC)) maintain a separate IT Disaster Recovery Plan. Arrangements are summarised in section 6.2.6 of the 2015 Shared IT Strategic Service Plan as follows:

- Existing contracts are in place at both councils for the provision of backup software and Disaster Recovery. As part of the contract, all servers across both councils are backed up locally and then the data is replicated to a remote data centre located in Sunderland. In the event of a disaster, the servers can be hosted in the remote data centre and access be given to staff by using access through the other council, either remotely or by relocating to the council offices.

- The ICT Infrastructure will continue to be developed to be more resilient, making use of technology located across both councils that will provide backup should there be a major ICT failure at one council. This is an area that will continually be developed alongside all other changes we make. Whenever a new system is introduced, resilience will be a key concern.

- The solution has been used successfully a number of times during the past year to recover services that have failed for various reasons for both councils.

- Being a shared service gives greater resilience because the service is bigger and can cope better with unexpected resource fluctuations through staff sickness and so on.

12. Paper Documents

12.1 Whilst paper documents are at risk in typical emergency situations, most can be salvaged. Following an emergency, the Head of Transformation and Customers, in consultation with the Assistant Director Commissioning and Technical Services, will contact all Section Heads to assess the demand for document salvage and will co-ordinate an approach to the designated company, Harwell Drying and Restoration Services (see Appendix 4 for the contact number: the Council is a registered priority user with the company). This will involve key fire/smoke/water-damaged documents being identified and restored to a legible condition.

12.2 Appendix 5 outlines the key steps that should be taken to minimise the loss of key paper records.

12.3 The Council should continue to maximise the use of electronic filing, especially with the use of SharePoint throughout the Council.

13. Communications

13.1 **Staff** The Head of Policy Performance and Human Resources will have responsibility for keeping staff informed. A duplicate hard-copy list of staff contact details is kept in each of the emergency boxes (see section 14 below). This is updated on a quarterly basis. This will be particularly important on the day that an interruption takes place, when some staff may be required at work and some required to stay away.

External All external communication will be dealt with by the Communications Officer.

Members The Chief Executive will liaise with Members, in particular, the Leader.

14. Emergency Boxes

14.1 Emergency boxes are maintained by the Assistant Director Commissioning and Technical Services at both the Mansion House (the cupboard in the Laburnum Room) and the Town Hall (Committee Room cupboard). Whilst primarily for emergency planning purposes, the boxes may be useful in a business continuity incident. They contain a range of material (maps, stationery, and so on). Chief Officers have a key to the Committee Room cupboard. The box at the Mansion House is not locked away.

14.2 Both boxes contain a list of contact details for all staff. This is updated quarterly by Human Resources.

15. Expenditure

15.1 Any expenditure arising from an emergency must be approved by Corporate Management Team. As far as practicable, Accounting and Audit Rules and Procurement Rules must be followed.

15.2 The emergency provisions in both sets of rules are set out in Appendix 7.

16. Record Keeping

16.1 Each Chief Officer should ensure that appropriate records are kept of decisions made, key discussions, and so on. The Assistant Director Commissioning and Technical Services and the Insurance Officer will make arrangements to consolidate these into a full log of events, with particular reference to any insurance matters.

17. Risk Assessments

17.1 Any temporary working arrangements must be subject to statutory risk assessments, wherever possible, and will be undertaken by the Corporate Health and Safety Officer.

18. Making Electronic Payments

18.1 The Council makes the great majority of its payments (to staff and suppliers) electronically. Making a payment requires a card reader and two authorised card holders with their card.

18.2 A spare card reader is located at the Mansion House. The Assistant Director Finance and the Financial Services Officer both carry their cards on their person.

19. Mutual Aid

19.1 A County-wide mutual aid agreement is in place between Cumbria County Council and the district councils for emergency planning purposes. This may be a means of obtaining support in a business continuity event.

19.2 A specific mutual statement is in place in relation to the business continuity of the Revenues and Benefits service as follows:

"In Revenues and Benefits, Eden and SLDC have the same Revenues and Benefits system and the same DIP and Workflow systems. They have also worked collaboratively for a number of years. In the event of either Council experiencing a disruption to its Revenues and Benefits service, the other will make best endeavours to support the other in whatever is required to help maintain services. If any additional costs are incurred, these will be reclaimed from the supported Council."

20. Availability of the Plan

20.1 This Plan will be published on SharePoint under the Corporate Centre\Corporate Information. It will also be put on the Corporate Bulletin Board for a few weeks following each annual update. Hard copies will be provided for all key officer contacts, as shown in Appendix 1, plus a number of other interested parties and stakeholders (see Appendix 6). The Plan will be taken to the Leader each year.

20.2 A copy of the Plan will be available on Resilience Direct, which is a secure network.

20.3 A copy of the Plan, without staff contact details, will be placed on the website.

21. Updating of the Plan

21.1 The Plan will be subject to annual updating. Each update will be preceded by an annual exercise. This will be undertaken in March each year. The update and organising of the exercise will be the responsibility of the Assistant Director Commissioning and Technical Services. All Chief Officers, Assistant Directors, Sections Heads, key business continuity staff (see Appendix 1) and the Risk Management Group are consulted.