

Derby City Council Business Continuity Policy

**Version 4.0
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Derby City Council

Contents

	Page
Contents	i
Version Control	ii
Foreword	iii
1 Policy	1
1.1 Scope	1
1.2 Aim and objectives	1
1.3 Methods and standards	2
1.4 Responsibilities	2
1.5 Governance	2
1.6 Training and exercises	3

Version Control

Version History				
Version	Date	Detail	Author	Approver
1.0	December 2015	Interim update, plan restructure and formatting changes.	Paula McDonald/ Rob Brittan	Liz Partington
1.1	February 2016	Annual update	Paula McDonald/ Rob Brittan	Liz Partington
2.0	December 2016	New annual update schedule and full priority function review	Paula McDonald	Liz Partington
2.1	March 2017	Minor changes to distribution, contact details and priority functions	Paula McDonald/ Rob Brittan	Liz Partington
2.2	March 2017	Minor contact detail change	Paula McDonald	Liz Partington
2.3	April 2017	Contact detail changes and new structure chart	Paula McDonald / Rob Brittan	Liz Partington
2.4	April 2017	Contact detail change	Paula McDonald/ Rob Brittan	Liz Partington
2.5	August 2017	Contact detail changes	Paula McDonald/ Rob Brittan	Liz Partington
3.0	January 2018	Major update incorporating staff changes and removal of contact details from this plan to new Universal Contact List	Paula McDonald/ Rob Brittan	Liz Partington
3.1	April 2018	Update to reflect staff changes	Rob Brittan	Liz Partington
4.0	March 2019	Major update including new structure changes	Paula McDonald/ Rob Brittan	Liz Partington

Foreword

Derby City Council delivers hundreds of services that touch every aspect of people's lives. It is vital that we continue to deliver our most critical services in the face of an interruption.

It would be easy to concentrate on what residents may perceive as the larger threats, such as terrorism or a fuel shortage, as they feature heavily in the media and can raise public concerns about our ability to cope in a crisis. But we also have a duty to look ahead to the less newsworthy but predictable problems, such as the effects of bad weather, loss of premises, IT, communications, power or water. We must strive to go on providing core services, even when these things go wrong. Our business continuity processes will help us achieve this by ensuring we have defined procedures in place to reduce risks by responding quickly and effectively to these types of interruptions.

Risk assessments have been carried out nationally, regionally and locally to look at and assess the likelihood and impact of external hazards and threats. As an emergency planning authority, we need to make sure we have done everything necessary to prepare our services to cope with these. Similarly analysis has taken place on the threats to our internal operational arrangements and there are close ties to the work that has been undertaken to produce the Council's risk register. Our staff will be trained to understand their role and responsibilities if problems arise and the Plan will be the subject of on-going review to ensure it meets current requirements.

The plan concentrates on the Council headquarters' functions and looks at service delivery priorities and the minimum resources required to continue critical services provision. It will continue to be developed to cover all of the Council's activities, including partnership working and external suppliers.

It is important that the business continuity process is integrated into the core activities of all parts of the Council as during a serious disruptive event it would need a corporate response for us to be effective. This integration is promoted through a programme of awareness raising, training and exercises.

Having this plan in place increases the prospects of problems being handled with the minimum of interruption to the public and so help the Council retain the confidence of local people and organisations.

Chris Poulter
Leader of the Council

Carole Mills
Chief Executive Officer

1 Policy

1.1 Scope

Derby City Council is committed to ensuring robust and effective business continuity management as a key mechanism to restore and deliver continuity of key services in the event of an interruption or emergency.

The Civil Contingencies Act 2004 placed a statutory duty on the Council to ensure that it can:

- respond to an emergency
- continue to support emergency response partners
- continue to provide critical services to the public.

The Business Continuity Plan provides the operational structure for responding to serious interruption, and can be summarised as follows:

- To have an operational document that sets out priorities, management structures and communications mechanisms to ensure an appropriate response to any interruption.
- Addresses the full range of the Council's functions and service areas, including those that have transferred to our partners Derby Homes. Where appropriate, it considers the interdependencies of different organisations, mutual aid and partnership arrangements.
- Specific strategies have been produced to mitigate the effects of loss of infrastructure including buildings, communications, IT and staff.
- Service areas will continue to prepare and maintain Business Continuity Service Area Arrangements as appropriate.

1.2 Aim and Objectives

The aim of the plan is to:

- Anticipate risks, mitigate where possible and to have flexible and tested plans in place to minimise disruption when unplanned events significantly interrupt normal business.

The objectives are to:

- Ensure that the Council can continue to exercise its functions in the event of a business interruption.
- Identify the potential areas of vulnerability in Council services.

- Determine overall priorities for recovery of functions if an interruption takes place.
- Build on good work already in place for risk management, ensuring all plans are integrated into the overall framework.
- Ensure all Council service areas are involved in the preparation of the plan, so that there is an effective and consistent response to service continuity.
- Undertake training and awareness programmes for staff, suppliers and partners as appropriate and carry out regular tests of the plan to validate the arrangements.

1.3 Methods and Standards

The Council's business continuity management arrangements currently meet the mandatory requirements within the Cabinet Office document "Expectations and Indicators of Good Practice set for Category 1 and 2 Responders". It is also the intention to follow the principles of ISO 22301.

1.4 Responsibilities

The business continuity management process is designed to ensure it is a mainstream activity rather than simply an emergency response.

The Chief Executive Officer champions business continuity management across the authority, however the responsibility for business continuity does not rest solely with the Chief Executive Officer, but is shared by all staff.

Service managers have been identified as lead officers for business continuity, responsible for obtaining information and co-ordinating service area actions, or identifying another officer to undertake the responsibility on their behalf. Information gathered is subject to peer review to seek a consistent approach to service prioritisation and a shared understanding of the overall needs.

1.5 Governance

This plan takes into consideration the Community Risk Register to ensure business continuity reflects the current assessment of likelihood of adverse events. It is also reviewed annually to ensure that information on service area functions is kept up to date. The borough council's universal contact list which contains contacts and telephone information is reviewed six monthly.

The plan will be reviewed when there are significant changes to accommodation, structural reorganisations within the Council or if new duties or responsibilities are taken on. However it is the responsibility of lead officers within each service area to notify the Senior Emergency Planning Officer of any significant changes that occur between updates.

In line with current legislation the plan will be comprehensively reviewed every four years in parallel with the Community Risk Register, but this is intended as a maximum period and the plan will remain a central management activity linked to risk management.

Periodically and in line with the Council's auditing policy, the Business Continuity Plan may be audited by either the internal audit team or external auditors appointed by the Council.

The plan has also been benchmarked against local authority business continuity plans in Derbyshire and peer review at strategic level to seek a consistent approach to service prioritisation and a shared understanding of the overall needs. The benchmarking could be enriched by extending to plans outside of Derbyshire, and this is proposed in the future.

1.6 Training and Exercises

Training takes place regularly for those officers likely to be called on to lead or be part of the business continuity management and support teams.

Lessons learnt from training and exercises are used to determine any amendments or inclusions required when the plan is updated.