

Note to: Corporate Improvement Board
From: Keith Parker
Date: 15 April 09

Corporate Business Continuity Plan

Purpose:

To bring to the Corporate Improvement Boards notice completion of the Council's Corporate Business Continuity Plan.

Process:

Members will be aware the Council has faced some criticism for its lack of a Corporate Business Continuity Plan (BCP). Whilst most individual service departments have business continuity plans describing how they would deal with post emergency business recovery activities there has been no overarching Corporate BCP setting out service priorities for the whole Council. More recently a task group of the Council's Corporate Team have reviewed previous work in this area, revisited operational priorities and have concluded the objective of writing a complete Business Continuity Plan. The Plan itself was signed off by Corporate Team at its meeting on 9 March. Subsequently the Council's managers were presented with the Plan at their meeting on 19 March.

The next steps, which are in hand, are for service business continuity plans to be updated to reflect the priorities set out in the Corporate BCP. Responsibility for the Corporate BCP has been assigned to the Chief Executive with an annual review and update programmed for December.

Key Dates

Corporate Team approval: 9 March 2009
Service Managers awareness raising 19 March 2009
Corporate Improvement Board report 15 April 2009
Corporate BCP review and update December 2009 and annually thereafter

Copeland Borough Council

Business Continuity Plan 2009



Updated: March 2009
Update Frequency: Annual (Due December 2009)

Hard Copy Distribution List

Hard Copy Distribution	
Liam Murphy	Chief Executive
Fergus McMorrow	Acting Chief Exec/Corporate Director Development
Keith Parker	Acting Corporate Director
Julie Crellin	Head of Finance and Management Info Systems
Martin Jepson	Head of Legal and Democratic Services
Cath Coombs	Acting Head of Leisure and Environmental Svcs
Pat Graham	Head of Development Operations
Jane Salt	Head of Customer Services
Hilary Mitchell	Head of Policy and Performance
Julie Betteridge	Head of Development Strategy
Electronic Copy	
Corporate Team	
Management Group	

Introduction

- 1.1 The purpose of a Business Continuity Plan is to minimise the disruption to Council services in the event of an emergency and its aftermath.
- 1.2 The worst scenario considered is that use of the Copeland Centre is lost, significant numbers of employees are incapacitated, ICT systems fail or a combination of these failures.

2. Responsibility for Implementation of the Plan

- 2.1 The plan will be implemented by the Chief Executive through the Corporate Team. Other officers (see Appendix 1) will be involved as directed and according to the nature of the incident calling for the use of this BCP.
- 2.2 It is anticipated the initial action in implementing this plan will be for the Chief Executive to review the situation calling on Corporate Team members as necessary to gain information and advice. It is assumed the Communications Team, IT Team, Human Resources (HR), Legal and Finance Services will be required and represented by the most senior officer available.

3. Other Relevant Documentation

- 3.1 There are a number of other relevant documents:
 - IT Disaster Recovery Plan
 - Service Specific Business Continuity Plans
 - Copeland Borough Council – Emergency Response Plan

- Cumbria Emergency Plan

3.2 This plan seeks to avoid duplication of the above documents.

4. **Accommodation**

4.1 In the event of either the Copeland Centre or Moresby Parks accommodation being incapacitated, short term alternative accommodation for essential employees will be provided at the other site. The possibility of both of these being incapacitated at the same time, except at a time of national emergency, is considered too remote to warrant planning for. Depending on the numbers that need to be accommodated, an assessment of which staff need to be in work will be undertaken by the Chief Executive informed as necessary by the corporate team. Corporate Team will have the principle role of contacting key workers and to advise employees of the possibility of shift working, home working, or for commencing at an alternative site etc. Where circumstances limit the number of employees who can be accommodated HR will take the lead role of advising less essential employees of working and reporting arrangements.

5. **Priority Services for Recovery**

5.1 In recovery from a business interruption, it will be important that the highest priority services are brought back on line first and individual services are responsible for developing their own plans to bring their source back on line within the protected time scales. The indicative priority for bringing services back into operation, including ICT connectivity, is set out in appendix 2. This priority list is only a guide and should be revisited when a business interruption takes occurs and is dependent on the circumstances applying at the time. Employees in less business essential sections such as Cultural Services and Regeneration Strategy can be considered for redeployment by the Chief Executive to more business critical services during business recovery as identified in the priority list and according to individuals skills.

6. **Documents**

6.1 It should be noted during an emergency and during the recovery phase decision logs and finance logs should be maintained for post recovery evaluation.

7. **Communications**

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| 7.1 | Employees | The Human Resources Manager will have responsibility for keeping staff informed of work arrangements and payroll arrangements. |
| | External | All external communication must be dealt with through the Communications team. |
| | Members | The Chief Executive will liaise with Members, in particular, the Leaders of two main Parties. |

8. ***Expenditure***

- 8.1 Any expenditure arising from an emergency must be approved by the Chief Executive or nominee. Financial Regulations and Contract Standing Orders must be followed and records kept accordingly. Variations must be approved by the Chief Executive beforehand.

9. ***Record keeping***

- 9.1 Each member of the Corporate Team should ensure that appropriate records are kept of decisions made, key discussions, etc.

10. ***Risk Assessments***

- 10.1 Any temporary working arrangements must be subject to risk assessment, wherever possible, supported by the Human Resources Manager/Health and Safety Advisor.

11. ***Availability of the Plan***

- 11.1 This plan will be published on the Council's intranet: Employees' Section. It will also be put on the Corporate Bulletin Board for a few weeks following each annual update. A hard copy will be provided for a number of officers and partner organisations as set out in the distribution list.

12. ***Updating of the Plan***

- 12.1 The Plan will be subject to annual updating. Each update will be followed by a desktop exercise. This will be undertaken in December each year. The update and organising of the exercise will be the Chief Executive's responsibility.

Key Officer Contacts
(* denotes deputy for service area)

Name	Job Title	Direct Dial Number	Home Telephone Number	Mobile Number
Liam Murphy	Chief Executive	(01946) 598320	(017687) 80024	07799 072102
Fergus McMorrow *	Corporate Director - Development	(01946) 598321	(017687) 73526	07801 619735
Keith Parker	Acting Corporate Director, Quality of Life	(01946) 598322	(01900) 824377	07850 276677
Department of Customer Services				
Jane Salt	Head of Customer Services	(01946) 598500	(01900) 68202	07785 270392
Stephen Fawcett *	Customer Services Manager	(01946) 598523	(01900) 873133	07881 837705
Vacant	Revs and Bens			
Department of Finance and Management Information Systems				
Julie Crellin	Head of Finance and Management Information Systems	(01946) 598452	(019467) 28017	07785 275975 (H) 07788 196233(W)
Alison Clark *	Accountancy Services Manager	(01946) 598463	(01768) 866381	07775 867030
Marilyn Robinson	Audit & Fraud Prevention Manager	(01946) 598465	(01946) 815674	07913 380606
Martin Stroud	ICT Manager	(01946) 598481		
Department of Legal and Democratic Services				
Martin Jepson	Head of Legal and Democratic Services	(01946) 598515	(01946) 63609	07901 965250
Clinton Boyce*	Legal Services Manager	(01946) 598516	(01946) 813397	07984 953668
Tim Capper	Democratic Services Manager	(01946) 598526	(01946) 67719	07815 895339
Department of Leisure & Environmental Services				
Cath Coombs	Acting Head of Leisure and Environmental Servs.	(01946) 593023	(01768) 864392	07894 723051
Jackie O Reilly	Environmental Health Manager	(01946) 598335	(016973) 31225	07769 597909
Janice Carrol *	Waste Services Manager	(01946) 852915	(01946) 62168	07850 276678
Peter Tyas	Acting Cultural Services Manager	(01946) 593039	(016973) 21430	07715 012045
Toni Magean	Open Spaces Manager	(01946) 852603	(01900) 66252	07799 072164
Department of Policy and Performance				
Hilary Mitchell	Head of Policy and Performance	(01946) 598450	(01900) 822527	07887 826581

Richard Quayle*	Performance Improvement Manager	(01946) 598501	(01900) 821991	07711 990016
Ian Curwen	Communications Manager	(01946) 598504	(01946) 821081	07770 977548
Len Glead	Human Resources Manager	(01946) 598505	(016973) 71264	No Work mobile
Department of Development Operations				
Pat Graham	Head of Development Operations	(01946) 598440	Use mobile	07720 468310
Mark Key*	Building Control Manager	(01946) 598407	(01900) 828587	07766 697412
Tony Pomfret	Development Services Manager	(01946) 598416	(01946) 813000	07745 014058
Chris Lloyd	Business Development Manager	(01946) 598490	(01900) 826857	07715 371017
Sue Palmer	Beacon Manager	(01946) 592302	(016973) 21336	07864 683621
Department of Development Strategy				
Julie Betteridge	Head of Development Strategy	(01946) 598415	07921 079907	07766 558204
John Hughes*	Regeneration Strategy Manager	(01946) 598435	(01946) 67384	07990 760873
Laurie Priebe	Housing Services Manager	(01946) 598437	(01768) 362743	07595 868128 (Personal)
Alan Davis	Housing Strategy Manager (Homeless)	(01946) 598497		

Priority for Bringing Services Back in Operation

High – Immediately to 24 Hours

Emergency Planning - liaison & advice
 Health and Safety
 Communications – External Partners/Media
 Communications – Copeland Direct/Public
 ICT

Legal (including constitutional) Advice
 Human Resources
 Homelessness
 Finance (Advice)
 Food Safety

Medium – Immediately to 48 Hours

Benefits
 Refuse Collection
 Cleansing
 Financial services incl. Banking/creditors/bacs etc
 Insurance
 Council Tax
 GIS

Crematorium
 Building Control (Dangerous Structures)
 Disabled Facilities Grants
 Treasury Management
 Payroll
 Business Rates

Low – Immediately to 7 days

Development Control
 Parks
 Street Lighting
 Pest Control
 Renovation Grants
 Local Offices
 Elections/Electoral Registration
 Land Management
 Licensing
 Cemeteries
 Recycling
 Control of Dogs
 Democratic Services
 Cashiers
 Public Conveniences
 Economic Development
 Arts/Museum

Nuclear Advice
 Legal (other)
 Beacon/Tourist Information Centres
 Pollution
 Leisure Centres
 Housing Enabling
 Land Charges
 Conservation
 Local Plans
 Tourism
 Markets
 Payroll
 Accountancy
 Budgeting
 Audit
 Policy
 Car Parks