



Overview and Scrutiny Committee
17 April 2013

Progress Report for Business Continuity Arrangements

Purpose of the report - The purpose of this report is to highlight the progress that has been made regarding Business Continuity in Property Services, Information Management and Technology and Public Health, as part of the agenda setting for the Council Overview and Scrutiny Committee.

Introduction:

1. The Committee has requested that they receive a progress report on Business Continuity in relation to the Public Health Team, Information Management and Technology and Property Services to include the following:

- The maintenance of Business Continuity arrangements alongside the current changes in the estate and IMT portfolios.
- Work underway to ensure the move of the Director for Public Health's team is incorporated into the SCC Business Continuity Management.

Updates on arrangements

2. There has been a review of the Business Continuity arrangements across the Council as a result of the following drivers for change,

- Learning captured as part of the Olympic Planning in 2012
- An assessment of current risks and threats to service delivery
- Changes for the national standard for Business Continuity Planning
- Publication of the 'Indicators of Best Practice Guidelines for Category One and Two Responders'

3. Working with all Surrey County Services, areas critical to service delivery have been mapped with regard to the requirements for IMT and Property Services. This mapping has formed the basis for progressing the working to ensure that contingency arrangements are in place to protect service delivery focusing on those service which are seen as critical to communities' in particular vulnerable residents.

4. Two aspects that have been important to identify are,

- a. The **Maximum Tolerable Period of Disruption** this is the duration after which service delivery will be threatened.

b. The **Recovery Time Objective**, this is the time identified when it is reasonable to expect the resumption of functions such as IT applications.

5. This work has allowed services to put in place Business Continuity Plans to ensure that service delivery continues to be provided albeit in a different way during periods of business disruption.

6. Joint working with IMT and Property Services will continue to ensure that those services with critical roles have pre-identified alternative working arrangements, either through flexible working or pre-identified fall back locations in other buildings.

7. To support this progression a joint workshop lead by IMT and the Emergency Management Team has been carried out with service leads, and a further session is planned focusing on Property Services. The sessions aim to test understanding and assist in the development of service capabilities.

8. IMT has identified through their risk management process that certain planned IMT activities increased risk to service provision. IMT and the Emergency Management Team (EMT) have worked together to ensure that as part of the move of the Data Centre and the Recovery Data Centre, Services had appropriate contingency arrangements in place to protect critical services during such periods. There was a focus on ensuring that 24 hour services and in particular those provided to the vulnerable residents in our communities were included in this work.

9. Learning from the data centre relocation has been taken forward into the UNICORN Project and EMT and IMT officers are continuing to work ensure that risks to service delivery are identified and addressed as the project is delivered.

10. EMT has worked with Property Services to adjust current Business Continuity arrangements to meet the needs of staff as part of the recent restructure. There have been exercises with all the new 'on call' officers in support of their role. A further exercise is planned with the property services recovery team on the 17th April 2013. The scenarios will be based on the outcomes of the priorities highlight through the feedback from services.

11. Property Service will be recruiting a Risk Management Team Coordinator in due course to support this work as part of the restructure.

12. Public Health moved to move into the County Council structures and reporting on the 1st April 2013. Further work will continue to ensure that there are Business Continuity Plans and arrangements in place to support Public Health once the move has been completed.

Conclusions:

13. This report has been submitted as the update to the Overview and Scrutiny Committee on the specific areas requested. Work continues with all services to increase the resilience of the organisation through application of the principles of Business Continuity Management.

Next steps:

14. Work will continue in the areas highlighted to reflect further improvements to the Business Continuity Plans and Management System going forward.

15. EMT is working with procurement colleagues to review and improve the resilience of contract for the provision of services deemed as critical. There is a current focus on supply of services to Adult Social Care and the loss of care home providers

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Sources/background papers;

Civil Contingencies Act 2004, Regulation 2005

ISO 22301 Business Continuity Management – BSI

Expectations and Indicators of Good Practice Set for Category 1 and 2 Responders – Cabinet Office

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