

APPENDIX 2

Corporate Business Continuity Plan

NOTE: PLEASE GO TO PAGE 6 FOR RESPONDER ACTION CARDS

The purpose of the Corporate Business Continuity Plan is to set the framework through which the Council will respond to a serious or widespread business disruption event. This plan should be used in conjunction with the **Corporate Emergency Management Plan**.

Produced By
Civil Protection
Service

VERSION HISTORY

Version	Date Issued	Brief Summary of Change	Author
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CORPORATE BUSINESS CONTINUITY PLAN

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PLAN AIM

The aim of the Corporate Business Continuity Plan is to maintain our key critical functions and protect the safety, security and wellbeing of our employees, residents, businesses and visitors.

OBJECTIVES

This plan outlines how the Council will:

- Ensure the continued delivery of key critical functions for residents
- Identify the resources required for recovery
- Protect the safety, security and wellbeing of employees, residents and businesses
- Identify the potential damage or loss that may be caused as a result of a business disruption event

SCOPE

Each service retains responsibility for preparing for Service level business disruption events and documenting these arrangements in their Business Continuity Plan's.

In the event of a large scale or sustained business disruption event affecting several service areas, this plan is a guide to the actions taken during and after a business disruption event and to identify where valuable resources need to be directed in the first few hours and subsequent days.

While every effort will be made to accommodate and support all services there needs to be an order to the recovery. Key critical activities are divided into four Recovery Time Objective (RTO) categories:

- RTO 1: Activity needs to be restored within 24 hours
- RTO 2: Activity needs to be restored within 1 week
- RTO 3: Activity needs to be restored within 2 weeks
- RTO 4: Activity can be suspended for at least 1 month before becoming critical

TRIGGER POINTS

The following are trigger points for activating the Corporate Business Continuity Plan:

- A business disruption event taking place requiring a co-ordinated response from the Council.
- The imminent threat of a business disruption event taking place that may require a co-ordinated response from the Council.
- Any business disruption event that goes beyond the ability of Services to manage the response via Service BCP's.

ACTIVATION OF THE CORPORATE BUSINESS CONTINUITY PLAN

Local BCP's are documents that outline operational steps to manage incidents at a service level without the need to invoke the Corporate BCP. The Corporate BCP will only be activated where widespread disruption is imminent or occurring and requires corporate intervention to aid service continuity

When a service area has exhausted their Service BCP's, Heads of Service or nominated Officers in each service area, as identified in Service BCP's, will contact the Duty Emergency Planning Officer.

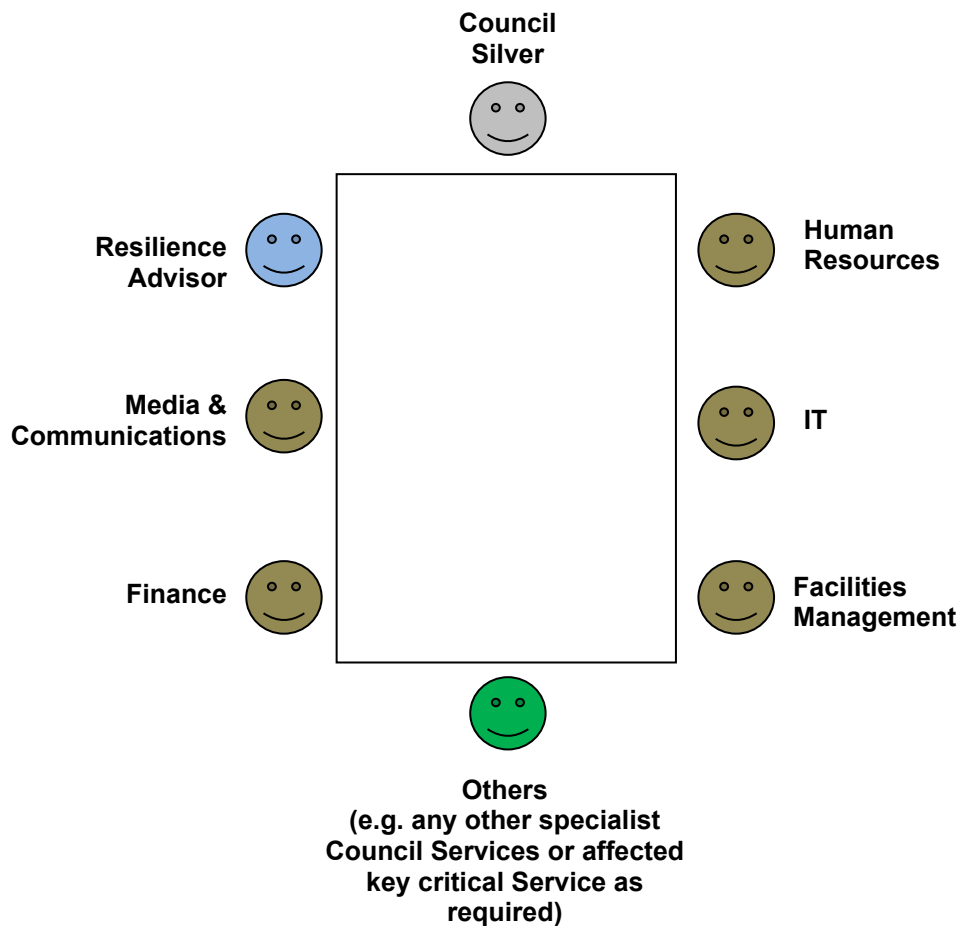
In conjunction with the Duty Emergency Planning Officer, the Corporate BCP will be activated by the on-call Council Silver. The Council Silver is empowered to activate the Corporate BCP in line with adopted Council strategy but will inform Council Gold of the decision. Senior managers will then be notified as appropriate.

MANAGING OUR RESPONSE

Should the Corporate BCP be invoked, consideration will be given by the on-call Council Silver, in conjunction with either the Chief Executive or Deputy Chief Executive, to adopt the Incident Command and Control Management Structure as outlined in the Corporate Emergency Management Plan to manage the incident.

To assist with the tactical response of a business disruption event, the Council Silver may require an Incident Management Team (IMT) to be assembled in the Borough Emergency Control Centre (BECC).

Membership of the IMT will change depending on the type, scale and severity of the business disruption event. Below is a diagram of the suggested IMT attendance:



COMMUNICATIONS

Following the activation of the Corporate BCP, it is essential that communications are cascaded in a structured and timely way. Media & Communications will activate the Crisis Communications Plan to ensure that Senior Managers, staff, members, residents and businesses are kept informed of the situation as appropriate.

SITUATION REPORTING

To ensure that a current overview of the business disruption event is maintained, the BECC will contact key Council services and seek assurances that appropriate actions have been taken and that key critical functions are operational.

The BECC will then compile a Situation Report, which can be found at Appendix D so all relevant issues and actions can be prioritised by Senior Management and the IMT.

APPENDIX A - ACTION CARDS

ACTION CARD – CIVIL PROTECTION SERVICE

RESPONSIBLE OFFICER(S)

Civil Protection Manager

Resilience Advisor

RESPONSIBILITIES

- Support the Council Silver throughout a business disruption event
- Provide support to the Council Silver and the Incident Management Team
- Resilience Advisor to provide overview of the situation
- Ensure the BECC is fully operational for the duration of the business disruption event

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Inform the Council Silver of the business disruption event• Assess the current situation and develop a plan of action for the Council Silver• Ensure the BECC is fully operational (Only when the Council Silver has activated the BECC)• Activate and co-ordinate resources on behalf of the Council Silver until an Incident Management Team is assembled (if required).
Incident Response	<ul style="list-style-type: none">• Provide support to the Council Silver and the Incident Management Team
Stand Down	<ul style="list-style-type: none">• Return BECC back to normal working operations

ACTION CARD – COUNCIL SILVER

RESPONSIBLE OFFICER(S)

Divisional Directors

RESPONSIBILITIES

- Manages the Council's tactical response to a business disruption event; co-ordinating available resources for the implementation of the strategy set by Council Gold
- Reports to the Council Gold (Chief Executive or nominated Corporate Director) on the tactical situation
- Activate the BECC to co-ordinate the Council's tactical response
- Authorises activation of the Corporate BCP
- Considers the adoption of the Incident Command and Control Management Structure as outlined in the Corporate Emergency Management Plan to manage the incident
- Manage and direct allocation of resources

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Liaise with the Council Gold on the current situation• Activate the Corporate BCP (If required)• Assess the current situation and plan of action developed by the Resilience Advisor• Activate the BECC to co-ordinate the Council's tactical response
Incident Response	<ul style="list-style-type: none">• Reports to the Council Gold on the tactical situation• Considers the need for a specific Council Silver with particular skills or responsibilities to take over the position of Council Silver• Request the attendance of the appropriate managers to attend the Incident Management Team• Prepare timely and regular internal communications on the progress of the incident to Service Managers
Stand Down	<ul style="list-style-type: none">• As for the Incident Response level• Liaise with the Council Gold to officially stand the incident and the BECC down• Conduct a hot debrief of the business disruption event• Consideration of the need for a Post Incident Report

ACTION CARD – COUNCIL GOLD

RESPONSIBLE OFFICER(S)

Chief Executive
Corporate Directors

RESPONSIBILITIES

- Provide the strategic response for the Council during a business disruption event
- Manage and provide direct allocation of resources

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Assess the current situation in liaison with the Council Silver
Incident Response	<ul style="list-style-type: none">• Provide the strategic response for the Council• Consider the need for a meeting of the Corporate Management Team
Stand Down	<ul style="list-style-type: none">• In conjunction with the Council Silver officially stand the incident and BECC down

ACTION CARD – HR

RESPONSIBLE OFFICER(S)

Director of Workforce Change

RESPONSIBILITIES

- Supply emergency advice and guidance about health, safety and wellbeing issues
- Ensure managers can access staff reports
- Identify staff who can be re-deployed to support key critical functions
- Ensure staff receive advice and guidance from Workplace Options

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Establish initial facts of the business disruption event by determining number of staff affected, expected duration of disruption, update on the recovery steps to date and potential impact/risks
Incident Response	<ul style="list-style-type: none">• Provide assistance with employing temporary and/or external staff from local agencies• Provide emergency advice and guidance about wellbeing issues arising out of the business disruption event• Produce pre-designed reports to support local managers• Provide input to the Incident Management Team
Stand Down	<ul style="list-style-type: none">• Identification of staff in other areas that might be able to carry out other functions• Complete administration on staff return to work or death in service

ACTION CARD – ICT

RESPONSIBLE OFFICER(S)

Head of ICT

RESPONSIBILITIES

- Recovery of data centre and IT systems for identified RTO1 key critical functions
- Ensure RTO1 key critical functions have the required IT capability to deliver their key critical functions at pre identified recovery sites
- Maintain capability for remote working

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Activate Systems Disaster Recovery Plan• Undertake a preliminary assessment of the impact of the incident to assess the extent of damage and disruption to IT services and business operations.
Incident Response	<ul style="list-style-type: none">• Contact key technical staff• Mobilise and activate appropriate support team personnel to facilitate and support the recovery• Establish an IT local recovery team• Provide the Incident Management Team with the facts to make decisions regarding recovery and keeping staff, external partners and suppliers informed
Stand Down	<ul style="list-style-type: none">• Restore IT capability• Test system operations to ensure full functionality• Back up operational data on the continuity invoked environment and upload to the restored system• Shut down the continuity Invoked Environment system and terminate continuity operations

ACTION CARD – FACILITIES MANAGEMENT

RESPONSIBLE OFFICER(S)

Asset Manager

RESPONSIBILITIES

- Provide alternate recovery sites and cleanliness
- Restore any damaged Council facilities

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Assess damage to premises and estimate timeframe to restore damaged facilities• Identify and allocate alternative accommodation to RTO1 critical functions
Incident Response	<ul style="list-style-type: none">• Provide cleaning and sanitation at recovery sites• Provide the Incident Management Team with the facts to make decisions regarding recovery• Arrange security for damaged facility and alternate locations• Mobilise maintenance and repair personnel
Stand Down	<ul style="list-style-type: none">• Actions as per the Incident Response level

ACTION CARD – SERVICE MANAGERS

RESPONSIBLE OFFICER(S)

Service Managers
Group Managers
Team Managers

RESPONSIBILITIES

- Ensuring that Service BCP's are maintained, exercised and updated
- Activate and stand down the Service level BCP
- Communicate recovery arrangements to staff

ACTIONS

Response Level	Actions to be taken (or considered)
Activation	<ul style="list-style-type: none">• Co-ordinate the evacuation of staff and report to the Assembly Point.• Assess if business disruption event can be managed within existing Service BC arrangements or requires corporate co-ordination of the business disruption event.
Incident Response	<ul style="list-style-type: none">• When required, provide service status reports to the BECC• Forward details of any fatalities, injuries or anyone in distress during the incident to HR• Log details of all items lost by staff, visitors etc as a result of the incident and any ongoing expenditure• Maintain service delivery of key critical functions as identified within the Service BIA's• Assess the key priorities for the duration of the business disruption event and communicate these to staff• Provide a representative to the Incident Management Team (If required)
Stand Down	<ul style="list-style-type: none">• Actions as per the Incident Response level• Communicate to staff the return to business as usual arrangements

APPENDIX B - KEY CRITICAL ACTIVITIES

There are 34 RTO1 activities that require recovery within 24 hours.

Service & Location	Activity	Minimum Requirements for Recovery	Recovery Site Locations	Dependencies	Lead Officer
Universal Lifecycle – Barking Learning Centre	Facilitate services of other Community Solutions lifecycles and Council service blocks	<ul style="list-style-type: none"> 12 x staff required within 24hrs 	<ul style="list-style-type: none"> Working From Home Borough Libraries Children’s Centre’s Park Active Age Centre 	<ul style="list-style-type: none"> Other Community Solutions Lifecycles Other LBBB Service Blocks 	Zoinul Abidin
Universal Lifecycle – Barking Learning Centre	Facilitate services of partner agencies	<ul style="list-style-type: none"> 12 x staff required within 24hrs 	<ul style="list-style-type: none"> Working From Home Borough Libraries Children’s Centre’s Park Active Age Centre 	<ul style="list-style-type: none"> BHRUT BARTS NEFLT Playaway Chestnuts Leyf University of East London CU London Barking & Dagenham College Lifeline Project Mind Shaw Trust Woman’s Trust Women of Substance 	Zoinul Abidin

Triage Lifecycle – Roycraft House	MASH and Adult Intake urgent and Safeguarding referrals	<ul style="list-style-type: none"> 12 x staff required within 3 hours 	<ul style="list-style-type: none"> Working From Home Stour Road John Smith House 	<ul style="list-style-type: none"> Police Ambulance Service NHS Education Voluntary Organisations Care Providers 	Kevin Makambe
Triage Lifecycle – Roycraft House	Home Visits to Children and Young People	<ul style="list-style-type: none"> 12 x staff required within 3 hours 	<ul style="list-style-type: none"> Mobile Working Stour Road John Smith House 	<ul style="list-style-type: none"> Police Children's Social Care Adult's Social Care 	Kevin Makambe
Intervention Lifecycle – Roycraft House	Carrying out urgent case work for Tier 2 families in crisis	<ul style="list-style-type: none"> 10 x staff required within 3 hours 	<ul style="list-style-type: none"> Working From Home Borough Libraries Children's Centre's Park Active Age Centre Stour Road John Smith House 	<ul style="list-style-type: none"> Other Community Solutions Lifecycles Adult Social Care Children Social Care Youth Offending Team Job Centre Plus CAB Elevate Independent Living Agency DABD Barking & Dagenham College NHS BHRUT NELFT Educational Institutions and Schools Police 	Kathrine Gilcreest

Intervention Lifecycle – Roycraft House	Prevention of Tier 2 cases escalating to Tier 3	<ul style="list-style-type: none"> 10 x staff required within 3 hours 	<ul style="list-style-type: none"> Working From Home Borough Libraries Children’s Centre’s Park Active Age Centre Stour Road John Smith House 	<ul style="list-style-type: none"> Adult Social Care Children Social Care Youth Offending Team BHRUT NELFT Police Schools 	Kathrine Gilcreest
Civil Protection – Town Hall	BECC Capability	<ul style="list-style-type: none"> 1 x staff required within 1 hour 	<ul style="list-style-type: none"> Laurel House Redbridge Emergency Control Centre Working From Home 	<ul style="list-style-type: none"> Facilities Management Education Social Care Housing Parks & Leisure CCTV Facilities Management IT Housing Senior Management Team Local Residents Business Community Borough Resilience Forum Partners LFB Emergency Planning Neighbouring NE London Boroughs 	Mandy Beacher
Civil Protection – Town Hall	Emergency Response	<ul style="list-style-type: none"> 2 x staff required within 1 hour 	<ul style="list-style-type: none"> Laurel House 	<ul style="list-style-type: none"> Incident Response Unit 	Mandy Beacher

			<ul style="list-style-type: none"> • Redbridge Emergency Control Centre • Home Working 	<ul style="list-style-type: none"> • Adult Social Care • Borough Resilience Forum Partners • Neighbourhoods Team • Media & Communications • Transport • Homeless Persons Unit • Housing • Local Residents • Business Community • Senior Management Team • CCTV • Facilities management • IT • Housing 	
Legal Services – Town Hall	Monitoring Officer	<ul style="list-style-type: none"> • 10 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working 	<ul style="list-style-type: none"> • Chief Executive • Members • All Council Services 	Fiona Taylor
Legal Services – Town Hall	Safeguarding	<ul style="list-style-type: none"> • 10 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working 	<ul style="list-style-type: none"> • Chief Executive • Members • Adult Social Care • Children’s Care & Support 	Fiona Taylor
Legal Services – Town Hall	Employment & Litigation	<ul style="list-style-type: none"> • 25 x staff required within 24 hours 	<ul style="list-style-type: none"> • Home Working 	<ul style="list-style-type: none"> • Chief Executive • Members • Corporate Directors 	Fiona Taylor

Legal Services – Town Hall	Commercial Law	<ul style="list-style-type: none"> • 25 x staff required within 24 hours 	<ul style="list-style-type: none"> • Home Working 	<ul style="list-style-type: none"> • Chief Executive • Members • Housing Services 	Fiona Taylor
Policy & Participation – Town Hall	Emergency Communications	<ul style="list-style-type: none"> • 1 x staff required within 1 hour 	<ul style="list-style-type: none"> • Home Working • BECC 	<ul style="list-style-type: none"> • Chief Executive • Members • Corporate Directors 	Emily Blackshaw
Public Health – Town Hall	Provision of public health advice during an emergency	<ul style="list-style-type: none"> • 1 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Roycraft House 	<ul style="list-style-type: none"> • Council staff • Local residents • Vulnerable persons • CCG • BHR NHS Trust • NELFT • Emergency Services (LFB/ LAS/ Police) • PHE • NHS England • Environmental Agency • Community Solutions 	Matthew Cole
Public Health – Town Hall	Provision of health intelligence to Director of Public Health	<ul style="list-style-type: none"> • 1 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Roycraft House 	<ul style="list-style-type: none"> • Council staff • Local residents • Vulnerable persons • CCG • BHR NHS Trust • NELFT • Emergency Services (LFB/ LAS/ Police) • PHE • NHS England 	Matthew Cole

				<ul style="list-style-type: none"> • Environmental Agency • Community Solutions 	
HR – Town Hall	Payroll	<ul style="list-style-type: none"> • 4 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Other Council Locations 	<ul style="list-style-type: none"> • Management • Council employees • LEA schools • Elevate • B&D Direct and other arms-length companies • Trade unions • HMRC 	Neil James
HR – Town Hall	Health & Safety	<ul style="list-style-type: none"> • 1 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Other Council Locations 	<ul style="list-style-type: none"> • Management • Council employees • Schools • Elevate? • B&D Direct and other arms-length companies • Trade unions • H&SE 	Neil James
HR – Town Hall	HR Advisory Service	<ul style="list-style-type: none"> • 2 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Other Council Locations 	<ul style="list-style-type: none"> • Management • Council Employees • Schools (that buy-in) 	Neil James
HR – Town Hall	Occupational Health	<ul style="list-style-type: none"> • 3 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working • Other Council Locations 	<ul style="list-style-type: none"> • Management • Council Employees • Schools (that buy-in) 	Neil James
Customer Services – Roycraft House	Contact Centre	<ul style="list-style-type: none"> • 20 x staff required within 3 hours 	<ul style="list-style-type: none"> • Home Working 	<ul style="list-style-type: none"> • Civil Protection • Various Council Services 	Sabina Onwuka

Caretaking	Incident Response Unit	<ul style="list-style-type: none"> 1 x staff required within 1 hour of an incident 	<ul style="list-style-type: none"> Mobile working 	<ul style="list-style-type: none"> Civil Protection Various Council Services Residents 	David Mawson
Caretaking	Caretaking Service	<ul style="list-style-type: none"> 10 x staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Mobile Working Home Working Pondfield House 	<ul style="list-style-type: none"> Residents and Businesses 	David Mawson
Careline	Emergency Response Service	<ul style="list-style-type: none"> 4 x staff required with 3 hours of an incident 	<ul style="list-style-type: none"> Redirect service to Tower Hamlets 	<ul style="list-style-type: none"> Residents 	Hammad Butt
Careline	Urgent referrals & Assessments	<ul style="list-style-type: none"> 4 x staff required with 3 hours of an incident 	<ul style="list-style-type: none"> Redirect service to Tower Hamlets 	<ul style="list-style-type: none"> Residents 	Hammad Butt
Regulatory Services	Investigation of Service Requests (inc. Trading Standards, Environmental Health, Private Sector Housing)	<ul style="list-style-type: none"> 11 staff required within 24 hours of an incident 	<ul style="list-style-type: none"> Home Working 	<ul style="list-style-type: none"> Local Residents Businesses Landlords Property Owners Consumers 	Jemima Painter
Regulatory Services	Inspection of premises – doorstep crime	<ul style="list-style-type: none"> 7 staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Home Working 	<ul style="list-style-type: none"> Local Residents Businesses Landlords Property Owners Consumers 	Jemima Painter
Children’s Care & Support	MASH referrals	<ul style="list-style-type: none"> 22 staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Home Working 	<ul style="list-style-type: none"> Residents and service users 	Sean Girty
Children’s Care & Support	Home visits	<ul style="list-style-type: none"> 22 staff required within 24 hours of an incident 	<ul style="list-style-type: none"> Home Working 	<ul style="list-style-type: none"> Residents and service users 	Sean Girty

Adults Care & Support	AHMP Mental Health Assessments	<ul style="list-style-type: none"> 20 staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Home Working Roycraft House Barking Town Hall 	<ul style="list-style-type: none"> Residents and service users 	Daniel McMillian
Adults Care & Support	Processing safeguarding enquires	<ul style="list-style-type: none"> 75 staff required within 24 hours of an incident 	<ul style="list-style-type: none"> Home Working Roycraft House Barking Town Hall 	<ul style="list-style-type: none"> Residents and service users 	Daniel McMillian
Adults Care & Support	Hospital discharges	<ul style="list-style-type: none"> 75 staff required within 24 hours of an incident 	<ul style="list-style-type: none"> Home Working Roycraft House Barking Town Hall 	<ul style="list-style-type: none"> Residents and service users 	Daniel McMillian
Adults Care & Support	Care needs assessments	<ul style="list-style-type: none"> 75 staff required within 24 hours of an incident 	<ul style="list-style-type: none"> Home Working Roycraft House Barking Town Hall 	<ul style="list-style-type: none"> Residents and service users 	Daniel McMillian
CCTV	CCTV recording and monitoring	<ul style="list-style-type: none"> 2 staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Home working Frizlands Depot 	<ul style="list-style-type: none"> Public Police Care CCTV Facilities Management My place Com Sol Parking 	Jonathan Woodhams
CCTV	Alarm and panic activations	<ul style="list-style-type: none"> 2 staff required within 3 hours of an incident 	<ul style="list-style-type: none"> Home working Frizlands Depot 	<ul style="list-style-type: none"> Corporate buildings Service users 	Jonathan Woodhams

APPENDIX C - CRITICAL IT SYSTEMS

Priority	System Name	Services Requiring System
RT01	I-Grasp	<ul style="list-style-type: none"> • HR
RT01	I-Learn	<ul style="list-style-type: none"> • HR
RT01	IKEN	<ul style="list-style-type: none"> • Legal Services
RT01	Citrix/Thick Client	<ul style="list-style-type: none"> • Legal Services • Customer Services
RT01	BACS	<ul style="list-style-type: none"> • HR • Revenues & Benefits
RT01	Liquid Logic	<ul style="list-style-type: none"> • Triage Lifecycle • Children's Social Care • Adult Social Care • Careline
RT01	Civica	<ul style="list-style-type: none"> • Intervention Lifecycle
RT01	Answelink	<ul style="list-style-type: none"> • Careline
RT01	Capita	<ul style="list-style-type: none"> • Intervention Lifecycle
RT01	Anite	<ul style="list-style-type: none"> • Intervention Lifecycle
RT01	AD Contact	<ul style="list-style-type: none"> • Customer Services
RT01	CCS	<ul style="list-style-type: none"> • Customer Services
RT01	8x8	<ul style="list-style-type: none"> • Customer Services
RT01	Academy	<ul style="list-style-type: none"> • Intervention Lifecycle
RT01	Integrated Youth Service System	<ul style="list-style-type: none"> • Intervention Lifecycle • Customer Services
RT01	Express	<ul style="list-style-type: none"> • Electoral Services
Key Corporate System	Oracle	
Key Corporate System	Outlook	
Key Corporate System	MS Teams	
Key Corporate System	SharePoint	
Key Corporate System	Office	
Key Corporate System	Explorer/Chrome	

APPENDIX D - SITUATION REPORT TEMPLATE

OFFICIAL – WHEN COMPLETE

BCM Incident Situation Report

London Borough of Barking & Dagenham – Business Continuity Event Situation Report				
INCIDENT NAME				
SITREP SERIAL NUMBER (Sequential from activation)		TIME OF ISSUE	DATE OF ISSUE	
1.	Response level	1: Monitoring	2: Information Sharing and Communications	3: Incident Response and Coordination
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	OVERVIEW OF CURRENT BOROUGH SITUATION			
	General Situation (status of incident, summary of arrangements including deployment of resources)			
	Overall Assessment (Summary of impact on Services and Community)			
Key Points to Note (Relevant issues for senior management and Incident Management Team, including priorities, issues and actions)				
3.	HORIZON SCAN (Issues/consequences which could impact on services)			
4.	KEY MESSAGES TO MANAGERS			

SERVICE IMPACT ASSESSMENT					
RED		Incident having significant impact with possible long term consequences			Services reporting: 0
AMBER		Incident having a moderate impact with possible short to long term consequences			Services reporting: 0
GREEN		Limited or no impact			Services reporting: 0
SERVICE	Manager	RAG	Current situation	Horizon scan/ issues anticipated	
5.	Facilities Management	Andy Bere			
6.	Emergency Response (inc. BECC and IRU)	Tony Cox			
7.	Contact Centre	Sabina Onwuka			
8.	Executive Assistants	Maggie Coughlan			
9.	Leader & Cabinet	Mike Haywood			
10.	Finance	Katherine Heffernan			
11.	Assurance and Fraud	Steven Gibson			
12.	Strategy and Programmes	Mark Tyson			
13.	Marketing and Communication	Emily Blackshaw			
14.	ICT	Paul Ingram			
15.	HR Operations	Gail Clark			
16.	Enforcement	Andy Opie			
17.	CCTV	Jonathan Woodhams			

18.	Clean and Green	Abdul Jallow			
19.	Housing Management	Katherine Gilcreest			
20.	Education Commissioning	Jane Hargreaves			
21.	Adults and Care Commissioning	Mark Tyson			
22.	Public Health	Matthew Cole			
23.	Children's Care and Support	April Bald			
24.	Adults' Care and Support	Stephan Liebrecht			
25.	Legal Services	Jacklyn Rowbotham			
26.	Governance & Electoral Services	Alan Dawson			
27.	OTHER PERTINENT INFORMATION (Details that do not sit elsewhere in the report)				
28.	SitRep completed by				
29.	Authorised by				

APPENDIX E - INCIDENT MANAGEMENT TEAM AGENDA

Incident Management Team Agenda

- | | |
|--|-----------------------------------|
| 1. Current Situation | Chair/Duty EPO Resilience Advisor |
| 2. Considerations | All |
| 3. Horizon Scan | All |
| 4. Mutual Aid | All |
| 5. Set Tactics | Chair |
| 6. Internal Communications | Media & Communications |
| <ul style="list-style-type: none">• Contact Centre Public Queries• Staff• Business & Residents• Members• Media Briefings | |
| 7. Any Other Business | All |
| 8. Time of Next Meeting | Chair |

APPENDIX F - IT RECOVERY

The IT Disaster Recovery Plan will be invoked in the event of a major incident that impacts on the Council's IT systems or loss of connectivity to a building occupied by services providing RTO1 & RTO2 activities.

It is invoked by the Manager or nominated Deputy Manager when the trigger point has been reached. The authorised officer from the service to invoke the IT Disaster Recovery Plan is:

Raymond Joyce: 07875 993903

The authorised officer or nominated deputy should collate as much information as possible, including:

- Number of staff affected
- Expected duration of disruption
- Identify and quantify damage
- Update on the recovery steps to date
- Potential impact/risks

Once agreed to invoke the plan, this will be cascaded to members of the IT Service Update cascade list.

If a decision to adopt the Incident Command and Control Management Structure as outlined in the Corporate Emergency Management Plan to manage the incident has been decided by the on-call Council Silver, the Head of Service or nominated Deputy Manager will represent IT at the Silver level Incident Management Team meetings.

Localised disruption to IT connectivity at a remote (non Town Hall) site

The relocation of a small number of key people/functions should be considered in the event of localised loss of IT connectivity (network, internet) at a building ere RTO 1 and RTO2 activities are undertaken.

Invocation of nominated Service recovery working should only be agreed after other aspects of the Service BCP have been exhausted such as non-IT related work.

The expected duration of the disruption should be considered when invoking this plan as the set-up of the alternative accommodation and the subsequent return to

normal service will require significant effort and should not be undertaken if normal service is expected to be resumed within 3 hours of the proposed invocation.

Town Hall or Widespread Disruption to IT Systems

In the event of Town Hall or widespread disruption to IT systems, the following immediate steps will be undertaken:

- Alert IT employees, IT users, suppliers, other internal stakeholders and external organisations of the extent of the incident or emergency.
- Establish an IT local recovery team.
- Liaise with Facilities Management and undertake a preliminary assessment of the impact of the incident to assess the extent of damage and disruption to IT services and business operations.
- Provide the Incident Management Team with the facts to make decisions regarding recovery.
- Inform Corporate Communications to keep staff, external partners and suppliers informed.

It is the responsibility of the IT Service Manager or nominated deputy to contact key technical staff within their team.

The IT Service Manager should ensure they have up-to-date contact details for each team member and that these details are accessible at all times.

Recovery Phase

Critical systems that must be recovered urgently following an incident are outlined in Appendix C as identified via Service Business Impact Analysis

In the event of a building loss, PCs and printers will be commandeered from any building with undamaged accessible equipment. The devices will have their hard drive overwritten to match users from RTO1 and RTO2 activities requirements during the disruption to business.

Return to Normal

The following will occur:

- Ensure adequate infrastructure support, such as electric power, water, telecommunications, security, environmental controls, office equipment, and supplies.
- Installation of system hardware, software, and firmware.

- Establish connectivity and interfaces with network components and external systems.
- Test system operations to ensure full functionality.
- Back up operational data on the continuity invoked environment and upload to the restored system.
- Shut down the continuity Invoked Environment system and terminate continuity operations.
- Ensure all sensitive materials at the continuity Invoked Environment site are removed.
- Arrange for recovery personnel to return to the original facility

APPENDIX G - HR CORPORATE PLAN

Service BCP's will include staffing contingencies for all but the most serious incidents or business disruption events. The HR Corporate Business Continuity Plan will be invoked in the event of a major incident impacting on availability of Council staff.

It is invoked by the Manager or nominated Deputy when the trigger point has been reached. The authorised officer from the service to invoke the HR Corporate Plan is:

Gail Clark: 07870 509690

The authorised officer or nominated deputy should collate as much information as possible, including:

- Number of staff affected
- Expected duration of disruption
- Update on the recovery steps to date
- Potential impact/risks

Business disruption events which might affect large groups of staff and potentially put service delivery at risk include large scale flu pandemics, illegal/unscheduled industrial action, significant unscheduled borough wide transport issues for example caused by terrorist activity etc.

In all other circumstances loss of staff is a local issue which must be planned for in advance at either a team or Directorate level. All other business disruption events should be planned for in advance and addressed at a local level.

Potential local solutions for business continuity issues which result in a loss of staff might include:

- Identification of staff in other areas that might be able to carry out those elements of the role which are business critical and must continue in the event of a staffing loss
- Development and maintenance of written processes and other guidance for business critical aspects of a role, which are stored in recoverable areas and regularly refreshed.
- Accurate and shared record keeping for key partners and other contacts that may be required in the event of a local issue.

- Pre-arranged collaborative agreements with neighbouring authorities or key partners to take on those aspects of a role which are considered to be business critical in the event of a loss of staff
- Accurate local maintenance of records of staff with key skills, qualifications and experience are available in the event of a loss of staff.
- Seeking advice and guidance in advance from Workplace Options on 0800 243 458 to support staff with additional needs if a local business continuity plan is activated.

In the event of a major incident affecting staffing, HR will, depending on the availability of the IT network:

1. Prioritise the availability of HR systems so that managers can run or refresh locally designed reports (developed in advance of the incident by service managers) to support the deployment of staff within their service area
2. Support local managers to produce pre-designed Oracle reports containing pertinent management information as defined by Services as part of their Business Continuity arrangements. These might include (but are not limited to):
 - a) Training and development undertaken, qualifications, memberships
 - b) Specialist attributes such as DBS checks
 - c) Staff who have claimed mileage to identify those who are able to drive
 - d) Contact information, grades, job roles and geographical locations of staff
 - e) Resource availability (e.g. working patterns, training, leave, absence)
3. Supply emergency advice and guidance about health, safety and wellbeing issues arising out of the Business Continuity issue which have not been pre-empted as part of local planning. This might include health and safety in temporary premises, accident and incident reporting, occupational health support and counselling services

In general, issues of this nature should be considered in advance in order to inform local Business Continuity planning.

Where a service requires specific staffing information to support them (such as a qualification or DBS clearance) it remains the responsibility of local managers to ensure that this information is captured in advance of any incident.

All Service BCP's contain a method by which all staff can be contacted and accounted for in the event of an incident without having access to either Oracle or Outlook system.

In exceptional circumstances where the event is so extreme and Service Business Continuity planning has not pre-empted the need for local staff mobilisation or

cannot invoke pre-arranged collaboration (for example with local partners or other Local Authorities employing staff with similar skill sets) HR will support Heads of Service to identify potential staff from the wider organisation who could be deployed at short notice to undertake emergency duties.

This will be dependent on the quality of information contained within Oracle and within other Service BCP's.

If there are no internal staff to deploy, HR will provide assistance with employing temporary and/or external staff from local agencies. Service managers must ensure that job descriptions, person specification and the specific details of skills required to maintain business as usual activity are maintained and up-to-date so that they might instruct HR quickly and accurately.

Once business as usual has resumed, HR can provide corporate advice for additional staff welfare and counselling, and what could be expected of employees at different periods of time after an incident or business disruptive event.

In addition, it is recommended that there is an evaluation regarding how the Plan was deployed, its effectiveness, and updated as appropriate based on the lessons learnt.

APPENDIX H - FM PLAN

The FM Corporate Plan will be invoked in the event of a major incident where a service is disrupted due to the partial loss, total loss or inaccessibility of staff accommodation/normal work premises.

It will be invoked when a service requires to be re-accommodated and where alternative arrangements cannot be made at local level. It is invoked by the Manager or nominated Deputy, when the trigger point has been reached. The authorised officer from the service to invoke the FM Plan is:

Andy Bere: 07971 111401

Immediate Accommodation Recovery Steps

The Council has little spare accommodation capacity at any one time. Alternative accommodation will be made available based on the Recovery Time Objectives of the affected service(s) which may require the suspension of some non-critical functions so that accommodation may be re-allocated. The Council will consider:

- An assessment of the property lost
- An assessment of the property still available
- An allocation of available accommodation to services depending on their RTO rating
- RTO1 services will occupy available accommodation with RTO2, RTO3 and RTO4 services suspended and displaced for a period of time

Recovery

To assist with the recovery, the Service Manager or nominated Deputy will:

- Estimate the duration of the incident
- Assess damage to premises
- Estimate the timeframe to restore the damaged facilities
- Carry out an accommodation assessment in conjunction with senior managers
- Identify alternative premises/secondary locations
- Make available additional cleaning arrangements at recovery sites
- Support the Incident Management Team if activated
- Authorise premises management expenditure

- Authorise procurement of additional resources/alternative accommodation as agreed by senior management.
- Arrange security for damaged facility
- Mobilise maintenance / repair personnel
- Procure any required repairs
- Mitigate property losses as far as practicable

Based on the information received, the Incident Management Team will allocate available accommodation resources. Temporary accommodation may be provided within the meeting rooms or function rooms to provide office accommodation in order to minimise disruption to other service areas.

Where larger numbers of staff require emergency accommodation or the incident is likely to be ongoing, non-critical services, typically RTO3 and RTO4 services may be suspended with accommodation occupied by RTO1 and RTO2 critical services.

Reinstating 'business as usual'

Facilities Management will work towards reinstating business as usual by implementing the following actions, as appropriate:

- Using emergency procedures to fast track the engagement of contractors to restore damaged facilities as soon as is practical.
- Engage with local partners including neighbouring councils, government agencies, NHS, and the third sector partners to share accommodation in the short to medium term.
- Following a protracted or total loss of premises, Estate and Asset Management will liaise with the local market to lease or purchase alternative accommodation of an appropriate specification and convenient location.
- Consider using available office space on a 24/7 basis
- It is recommended that there is an evaluation regarding how the Plan was deployed, its effectiveness, and updated as appropriate based on the lessons learnt.