



**BRENTWOOD BOROUGH COUNCIL
BUSINESS CONTINUITY SERVICE RECOVERY
PLAN FOR.....**

PHOTO

Responsibility for this Plan

Designation	Name
Business Continuity Plan Holder
Managers with responsibilities under this Plan

Version Control/Reviews

Version no.	Date	Summary of changes form previous version

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PART 1

1.1 INTRODUCTION

1.1 This is the Divisional Recovery Plan for centred at the Town Hall, Ingrave Road, Brentwood. The activities of this service include Within these disciplines employees undertake office work and field operations. This plan provides for continuity and sets out measures in place to sustain these services (*so far as is practicable*) should critical elements be degraded or lost. The service relies heavily on its staff and administrative back-up given that it is largely a statutory function charged with the responsibility of public safety.

1.2 Within these disciplines employees undertake This plan provides for continuity and sets out measures in place to sustain these services (*so far as is practicable*) should critical elements be degraded or lost. The service relies heavily on its staff and administrative back-up given that it is largely a statutory function charged with the responsibility of

1.2 AIM

1.2.1 The aim of this plan is to provide a set of effective and practical procedures that will: -

- i) Provide recovery in all work areas within
- ii) Minimise disruption within the service
- iii) Enable normal working to be resumed in the shortest possible time after a crisis

1.3 OBJECTIVES

1.3.1 The objectives of the plan are to:-

- a) Mobilise the organisational resources required to manage the situation and recovery
- b) Identify the immediate action to be taken
- c) Provide realistic time-scales within the recovery process and a return to 'normality' as quickly as possible

1.4 FUNCTIONAL ELEMENTS

1.4.1 The Service function includes the following elements: -

- i.
- ii.
- iii.
- iv.
- v.
- vi.

- vii.
- viii.

Elements are those which are statutory and will receive the highest priority. Elements are discretionary and will receive secondary priority where this is required.

1.4.2 This Service Division Recovery Plan also includes information on: -

- Head of Service contact details
- All staff contact details
- Minimum staffing requirements
- Staff with mobile phones
- Staff with external system access
- Systems software requirements
- Contact details of key suppliers/contractors/external partners
- Services that could be provided via home working
- Equipment necessary for function

1.5 RISKS TO THE SERVICE

1.5.1 This plan assumes an ultimate '*worst-case scenario*' in which critical information systems and resources are destroyed by fire, other natural events or by unauthorised persons committing acts of destruction, theft or sabotage that prevent key service delivery functions being undertaken.

1.5.2 The main risks to have been identified as:-

- Total loss of building(s) due to fire, flood, explosion, malicious damage, non-access due to weather/security issues
- Partial loss of a building due to fire, flood, explosion, malicious damage,
- Loss of utilities – electricity and water,
- Computer system hardware damage, part or system total failure, theft or cyber threat,
- Telephone system failure (internal and/or external),
- Loss of a number of key personnel due to injury/killed as the result of a pandemic illness/sickness,
- Loss of equipment which is required to support functions
- Loss of vehicles (provided by the Council or its own employees)
- Loss of external access to computer systems

An incident could result in one or any combination of these situations.

1.5.3 For the purposes of this Plan it is assumed that Brentwood Council's policies applying to records management and computer security are being applied in all offices. Similarly, this Plan also assumes that fire prevention, physical security and health and safety at work standards are also being applied.

1.5.4 The plan also assumes that inventories of hard/software, other business systems and major items of equipment are sufficiently maintained. It is the appropriate Head of Service's responsibility that such records are kept as part of their day to day managerial accountabilities.

1.6 LINKS TO THE STRATEGIC RISKS REGISTER

1.6.1 This Business Continuity Plan links in with the Strategic Risk Register – Risk Number relating to '.....'.

1.7 BUSINESS RECOVERY PROCESS

1.7.1 In order to instigate an appropriate response to the business recovery process, this plan also assumes that:-

1. If an incident occurs which requires the evacuation of that part of the building occupied by then this will have been carried out using the normal practised evacuation procedures for those premises.
2. The emergency services will be on site and any known person(s) missing or otherwise unaccounted for, will be notified to the appropriate organisation.
3. If the missing person(s) is a member of staff then any personal details such as home address, telephone numbers and the next of kin information, will be made available as soon as possible to the relevant emergency organisation.
4. Sufficient financial resources will be made available to ensure that the Service would continue to be run as efficiently and effectively as possible during the disruption.

1.8 KEY FUNCTIONS AND PRIORITIES

1.8.1 The Service has within this Plan identified its key functions and prioritised these in detail these are: -

PRIORITY 1 - essential core business and supporting functions needing to be restored in the shortest time possible but within 48 hours			
Reference	Element involved	Activity	Recovery time
P1.1			
P1.2			
P1.3			
P1.4			
P1.5			
P1.6			
P1.7			
P1.8			
P1.9			
P1.10			
P1.11			
P1.12			

PRIORITY 2 – business and supporting functions needing to be restored within a week			
Reference	Element involved	Activity	Recovery time
P2.1			
P2.2			
P2.3			
P2.4			
P2.5			
P2.6			

PRIORITY 3 – non essential core business and supporting functions needing to be restored within the longer-term			
Reference	Element involved	Activity	Recovery time
P3.1			
P3.2			
P3.3			

These priorities must be adhered to so as to ensure maximum use of resources.

1.9 EMERGENCY ACCOMMODATION

Staff are used to working within a fixed office environment. All employees within work in this way unless working from home or on district duties. The loss of an office even in the short term can disrupt services and their continuity. This should be managed as follows:-

Short term: Should staff be displaced then as directed by CLB or their Head of Service they will be advised where to gather and where information vital to them will be displayed. Alternative work location(s) will also be identified. Where other offices within the Town Hall are available then these may be used to temporarily house staff. If that is not feasible then some staff may be accommodated at the Depot. However, given that many are already able to work from home then this may be the most favourable option if working space is at a premium.

Medium term: Should a defined workplace within the Town Hall not be available for medium term use then the Council will make further provision as necessary. The Brentwood Centre is contracted to make working space available in such circumstances but this may be limited depending upon the number of people displaced at any one time. Provisions to work remotely from this location are currently being finalised by I.T and will be announced.

Long term: Should staff be displaced in the longer term then the Council may consider a renting solution. This might occur should the workplace have been totally lost requiring a rebuild or permanent move to a new location. Chromex as property managers at the Town Hall may provide rented space. Alternatively, office space may need to be rented elsewhere from another provider. Decisions on this scale will be made by the relevant Head of Service concerned in association with the Chief Executive given the high cost implications to the council.

PART 2

2.1 STAFFING PROVISIONS

2.1.1 Staff are critical to the business operation as there are no automated elements to the service. The service will do all it can within the availability of its assets, equipment and finances to enable employees to keep working within a conducive environment and thereby continue their employers' business. Where business continuity is put in to operation then it is intended that this is achieved in a seamless fashion wherever possible. Given that the loss of colleagues and normal workplaces may be stressful, managers must support their staff through these episodes and take time out to listen and respond to any fears or concerns.

2.1.2 All staff are considered critical to the operation, however, in cases where staff are lost then those remaining may be requested to fulfil other duties as necessary depending on what their qualifications and experience allow. As a consequence, managers will need to apply the correct processes of risk assessment so as to avoid any foreseeable hazard or risk to those remaining. Where there is any case of infectious disease then employees may be asked not to work in the vicinity of others until they are sufficiently recovered.

2.1.3 Staff within this Service, their positions, remits and contact details are located in a Confidential List at Appendix A. This is available to managers only. The list also contains information concerning contractors as in some cases these are responsible for over 85% of outputs (such as with food safety inspections).

2.2 MINIMUM STAFFING LEVELS

2.2.1 In the longer term, services cannot be run effectively without full staffing. However, in a contingency situation where employees are lost there needs to be enough persons available to hold the services together until they fully recover. Although this may be acceptable in the short term it will not be in the long term. In all cases pecuniary resource must be directed to statutory functions first and non-statutory second, however, non-statutory services cannot be sacrificed for the sake of statutory services otherwise they may ultimately be lost. It is also important to note that not all jobs are interchangeable, in which case it may be necessary to source qualified staff from elsewhere such as agencies.

2.2.2 In cases of contingency, Heads of Service and Managers will need to be aware of available staff numbers/locations, decide on the work to be prioritised and what needs to be redistributed or assigned to preferred external providers as necessary. These may be private organisations or perhaps other neighbouring authorities.

2.2.3 In cases where buildings are rendered out of use in whole/part then staff may be directed to work from home where able. In such circumstances managers must ensure that appropriate Display Screen Equipment assessments have been conducted on their work stations as soon as practicable such are the requirements of the DSE Regulations 1992. Where lap tops are available then these may also be used provided that they too have been assessed in this way.

2.2.4 In prioritising work during situations of contingency Heads of Service and Managers must be aware of the need to complete work which was put on hold during the contingency situation. Additional staff/resources may be required to assist with any such back-logs.

2.3 ESSENTIAL LINES OF CONTACT

2.3.1 In some cases there are lines of communication which are preferred over others within a business continuity situation. This may be a main telephone line or email address and certain points of information. For these are as follows: -

Contact	Number
Main telephone line into Call Centre	01277 312500
Fax line	
Central Admin email address	

2.4 SOFTWARE REQUIREMENTS

2.4.1 Beside the suite of Microsoft programs provided there is also dependency upon other programmes for data storage and retrieval. For these are as follows:-

System	Providing
Staff Intranet	For access to all internal
Extranet	For access to the World Wide Web
efinancials	For accessing financial data

2.5 DEPENDENCY ON SYSTEMS AND EQUIPMENT

2.5.1 Systems and equipment are needed to carry out almost all functions. In situations where contingency is invoked, the minimum system and equipment requirements per officer are as follows:-

Name	Position	Desks and chair sets required	Desk telephone required	Desk PC required	Remote access to I.T suite of programmes (via dongle)	Access to photocopier and printer	Specific equipment required	Car required for duties (Essential User)
State	State	Yes/No	Yes/No	Yes/No	Yes/No	Yes/No	List	Yes/No

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2.5.2 In extreme situations it may not be necessary to provide permanent desks, chairs and desk-top computers for all officers as their functions will also include district work and a certain amount of 'hot-desking' may be undertaken. Under such circumstances these facilities may be temporarily reduced by around%. Also, the majority of staff have been provided with external access to the suite of Council programmes and drives in common use. They may therefore work from home where they have such access, but only where servers remain functioning.

2.6 GENERAL DATA STORAGE

2.6.1 Data is commonly held on several mainframes located across the Council. Should one of these fail then there are back-up servers which should hold mirrored information. It is for managers to determine where best to store data and on what drives. In a business continuity situation it may not always be possible to access data where servers are lost, in which case all services are expected to be have Battle Boxes holding vital information and formwork in paper format and upon USB sticks. iGels are not currently configured to read from USB sticks meaning that for the moment information upon them would need to be downloaded by ICT to be accessible. This is being resolved.

PART 3

3.1 BATTLE BOXES AND ESSENTIAL FORMWORK

3.1.1 The following formwork in hard copy blank format must be retained and held within the 'primary' Battle Box for Only current up to date formwork may be relied upon so it is important to ensure that whenever documentation changes that old is immediately replaced with new.

Regulation	
Notice	Regulation

Procedures

Admin Forms

3.1.2 A Custodian must be arranged for each Battle Box. This person is responsible for storing the Battle Box safely and ensuring that its contents remain up to date. The Custodian is also responsible for ensuring that where it is necessary to remove the Battle Box to a safe location during a business continuity situation – that they undertake this. For example, when staff have to leave an office during a fire alarm situation. For this reason it would be advisable that designated Health and Safety Coordinators are given the responsibility as Custodian wherever possible.

3.1.3 There is a back-up Battle Box provided for which is located at the Depot. Should the Battle Box retained at the Town Hall be lost or damaged due to a contingency situation then the duplicate will need to be relied upon. There is a Battle Box Custodian at the Depot for all Battle Boxes. Whenever any paperwork is replaced or updated then this will need to be carried out for both Battle Boxes.

The Custodian for is:	
The reserve Custodian for is:	

The Battle Box for is located precisely at:	
The Custodian for back-up Battle Boxes at the Depot is:	

3.2 OTHER BATTLEBOX CONTENTS

Aside from essential formwork within battleboxes there are a number of other items which should be included such as: -

- The Brentwood Borough Council Over-Arching Business Continuity Plan
- The relevant Business Continuity Plan for this Service
- Stationery; e.g. message pads, flip chart, coloured pens, pencils, chalk
- Service specific items; i.e. logo stamps, templates and forms
- Dongles holding copies of all the formwork and procedures relevant to the Service
- Any other vital records such as authorisation documents
- A plan of the office showing the emergency exits
- A torch with batteries
- Mobile phone chargers

3.3 FINANCIAL ARRANGEMENTS

3.3.1 In cases where business continuity is invoked it may be necessary to purchase goods or services in order to carry on services.

3.3.2 There are no specific contingency funds for business continuity, however managers are authorised to spend within designated limits as follows: -

Name	Amount

3.3.3 It is important that a record of all such purchases is kept along with a reason as to why the purchase was necessary for accounting reasons. Some officers have been issued with a Council Debit Card and this should be used in preference to any cash or personal transactions.

The officer who carries the Council Debit Card for is:	
---------------------------------------------------------------------	--

3.4 THIRD PARTY ARRANGEMENTS AND SUPPLIERS

3.4.1 In some cases there are third party arrangements struck with external organisations/companies to provide goods and services. Some of these arrangements

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will be formal, and others not. In order to restrict such arrangements, preferred suppliers are used for and these are detailed below. However, it may not be possible in business continuity situations to rely solely upon these particularly where staff are lost which may necessitate procuring temporary staff from other suppliers. In such cases the Head of Service will ultimately decide what other goods or services may be sought and from where.

Preferred Staff Suppliers

Service	Provider

Preferred Service Suppliers

Service	Supplier

PART 4

4.1 TESTING OF THE SYSTEM

4.1.1 From time to time, business continuity may be tested within as in other services too. This will occur on an annual basis to test the integrity and robustness of systems in place. The test will pick one element of the service to fail and will monitor what staff do in response. The outcomes will be recorded.

4.2 COMMUNICATIONS

4.2.1 Communications should be made aware of an emergency or high profile event as early as possible. The Senior Communications Officer will attend where necessary to deal with Press on site, and will advise on press statements, internal messages and any relevant communications needed with other stakeholders. Only authorised spokespeople should engage with the media or offer communications.

The authorised spokesperson for is:	
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4.3 RECORDING THE INCIDENT

4.3.1 Any business continuity situation that occurs should be recorded on the form provided at Appendix A. The actions taken should also be recorded on the form at Appendix B.

Appendix A List of Personal Contact Information

Name	Position	Remit	FTE	Contact telephone	Home Address	Email address

Appendix B Incident Impact Information

INCIDENT IMPACT ASSESSMENT FORM			
Managers' name			
Location of incident			
Date of incident			
Time of incident			
Impacts on personnel (summary)			
Which Emergency Services attended?			
INCIDENT SUMMARY	TOTAL LOSS	PARTIAL LOSS	MINIMAL LOSS
Access to building			
Use of affected are			
Equipment			
Work in progress			
Vital records			
Electricity			
Water			
Computer data			
Voice messages			
Other services			
Essential services affected			
Conclusions			
Managers' signature		Date and Time	

Appendix C Incident Log Sheet

INCIDENT LOG SHEET				
Managers' name				
Incident description				
Sequence	Date and Time	Occurrence	Action	Taken by
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				
33				
34				
35				
Managers' signature			Date and Time	