

CORPORATE GOVERNANCE COMMITTEE – 17 NOVEMBER 2017

REPORT OF DIRECTOR OF CORPORATE RESOURCES

BUSINESS CONTINUITY & RESILIENCE UPDATE

Purpose

1. The purpose of the report is to provide the Committee with an inaugural annual update on Resilience and Business Continuity work within Leicestershire County Council,

Background

2. As a Category 1 Responder as defined by the Civil Contingencies Act (2004) Leicestershire County Council fulfils its obligations stipulated in the act through both Business Continuity Policy and membership of the Leicester, Leicestershire & Rutland Resilience Partnership and Local Resilience Forum (LLR Prepared).
3. The Resilience Partnership team provides representation within the Multi-Agency arena of the Local Resilience Forum by a number of professional Resilience Officers and the formulation of both incident response and framework plans. This team also provides a 24 hour response capability and the establishment of Emergency Centres and Humanitarian Assistance.
4. Business Continuity Policy is agreed through a strategic document which describes the core principles by which the Council maintains its Business Continuity capability and implements and manages a Business Continuity response. On an annual basis, there is a requirement to review and update the policy in line with any significant changes which have occurred within the Council or its approach to Business Continuity.

Progress

5. The following is a summary of progress achieved on Business Continuity over the annual reporting period:
 - **On-Call Arrangements:** Following a successful pilot, revised On-Call arrangements have been put in place with 24 hour provision of an On Call Senior Manager acting as the first point of contact for any actual or perceived incident that impacts Leicestershire County Council. At the same time, the Resilience Planning Group agreed that On Call Senior Managers should receive mandatory refresher training annually in support of this revised arrangement. The first sessions were conducted in September 2017 with a summary version of the refresher training being provided to the Corporate Management Team on 14 September. A text alerting system has also been introduced to confirm the weekly handover of duty arrangements and to notify the Resilience Planning Group in the event of an

incident. A new Emergency Co-ordination Centre has also been established within County Hall.

- **Review and Update of Business Continuity Plans:** The target each year is to review and update all 36 Business Continuity Plans for critical services. In 2016/17, all 36 Plans were reviewed successfully. By end of Quarter 2 of 2017/18, 18 Plans (50%) have been reviewed and the remainder are on target to be completed by end of March 2018.
- **Business Continuity Plans:** All exercises requested by departments have been completed. Exercises undertaken in the previous twelve months (*excluding training & exercising for LLR Prepared*) were as follows:

2016

- ✓ Customer Service Centre / Highways Operations (*Displacement*)
- ✓ Transport Operations
- ✓ School Food Team

2017

- ✓ Information & Technology Services Service Desk (*Displacement*)
- ✓ Corporate Resources People Services
- ✓ Chief Executive's Departmental Management Team
- ✓ Customer Services Centre Highways Operations (No Notice)
- ✓ Central Print
- ✓ Communications & Digital Services
- ✓ Symington Building (*joint exercise for all occupants*)
- ✓ East Midlands Shared Service Financial Service Centre Loxley House
- ✓ Legal Services
- ✓ Environment & Transport Highways Delivery

▪ Briefings & Exercises

- ✓ Flood Seminar
- ✓ Recovery Day
- ✓ Exercise Tiberinus (Flooding Strategic Coordinating Group)
- ✓ Exercise Cygnus I & II (Pandemic Influenza)
- ✓ MAGIC Parts I & II (Strategic Commander Training)
- ✓ Exercise Jerboa (Major Transportation Accident)
- ✓ Media and Communications Exercise
- ✓ All Member briefing on Resilience
- ✓ Flood Forum
- ✓ LLR Prepared Week
- ✓ Business Continuity Awareness Week

- ✓ Resilience Direct Mapping
- ✓ Home Office Disaster Victim Identification

Incidents during 2017:

6. A total of 31 incidents (listed in Appendix 1) have occurred during the reporting period. Although of varying levels of severity, all have required some form of response and/or follow-on actions. The most high profile of these have been:
- *Help to Live at Home* – withdrawal of service commitment resulting in further contingency planning being undertaken with Adults & Communities;
 - *Storm Doris* – resulting in an internal Health and Safety Investigation being undertaken and recommendations reported to Corporate Resources Departmental Management Teams;
 - *NHS Cyber Attack* - although LCC systems were not affected, a number of urgent proactive and precautionary measures were put in place;
 - *Terrorist Attacks* (Manchester and London) involving a change in the UK security threat level from 'severe' to 'critical' leading to review of existing arrangements against a 'move to critical' picture. Renewed focus on Leicestershire's Safety Advisory Group for event planning and the development of a new 14-day faith and community plan in the event of similar events occurring within Leicestershire.
 - *Grenfell Tower Incident* - leading to a range of follow-on work both internally and with partners on fire risk measures

Lessons identified from all incident debriefs have been recorded and appropriate actions taken to update and improve the Council's response arrangements.

BUSINESS CONTINUITY Policy (see Appendix 2)

7. The Business Continuity Policy has been amended to reflect the revised arrangements for the On Call Senior Manager acting as the first point of contact for any actual or perceived incidents as well as the transfer of the resilience function to a new Head of Service. The document also includes a link to the current version of the Council's Information and Data Governance Policy to reinforce the importance of protecting confidential information.

Recommendation

8. That the contents of the report be noted.

Appendices

- 1 List of Business Continuity Related Incidents (Oct 2016 – Sept 2017)
- 2 Business Continuity Policy Document (*separate attachment*)

Officer to contact

Andrew Murr

Resilience & Business Continuity Manager

Tel: 0116 305 6105

Email: andrew.murr@leics.gov.uk

Appendix 1

List of Related Incidents (Oct 2016 – Sept 2017)

Month	Incident
October 2016	Rutland Building Heating Disruption Harborough Burst Water Main Animal Welfare
November 2016	Help to Live at Home Harborough ICT issues
December 2016	Avian Flu Capita One performance issue Data Centre (overheating)
January 2017	Counterfeit Goods Preparation for East Coast Storm Surge Data Centre (drainage)
February 2017	Water Supply (possible contamination - eColi) (North West Leics) Storm Doris
March 2017	Power failure (2) Safeguarding Issue Newbold Verdon Primary School (sewage)
April 2017	Birstall Library (Flooding) Bassett Street (Water leak)
May 2017	Terrorist Attack – Manchester Arena VDI performance issues Capita One performance issue NHS Cyber Attack Whetstone Transfer Station (fire)
June 2017	Terrorist Attack – London VDI performance issues Grenfell Tower (Fire Safety Implications) Water Supply (Ashby)
July 2017	-
August 2017	Network Connectivity Issue Potential Water supply contamination (Broughton Astley)

This page is intentionally left blank