Wiltshire Council

Cabinet

17 May 2016

Subject:	**Business Continuity Plan**
Cabinet Member:	**Councillor Keith Humphries, Cabinet member for Health (including Public Health) and Adult Social Care**
Key Decision:	**No**

Purpose of Report

1. Business Continuity is the process of keeping the organisation running during periods of disruption. It is part of the Council's Information Governance, and is managed by the Emergency Planning Team.

2. This report provides Cabinet with feedback on progress with the business continuity programme, how the programme will be progressed, and summarises how any disruptions will be managed.

Background

3. Business Continuity is the process for keeping the council running during disruptions. Strategic leadership has a role in deciding which services are kept running as a matter of priority, and how staff are re-deployed from non-priority services.

4. The Civil Contingencies Act requires Wiltshire Council, in its capacity as a Category 1 Responder, to have business continuity in place to cope with disruptions.

5. Governance of the business continuity process is through CLT, and is also monitored through the Assurance Group and Audit Committee. The Business Continuity programme is robust, and has recently been assessed and has achieved the highest level of compliance in the annual Health Service Information Governance Statement.

6. Over 95% of services now have business continuity plans in place. Because Wiltshire Council is a very broad organisation, business continuity is coordinated, allowing strategic leadership to have visibility of which key services could fail. The potential damage to reputation, financial loss and safety to customers is high.

7. During 2015/16, the Emergency Planning Team put in place a process for refreshing the business continuity of all services. The approach was to

concentrate resource on high priority services, and support lower priority services to complete 'light touch' business continuity plans. Additionally, a series of exercises (simulating a severe snow disruption) was run with Heads of Service between November 2015 and January 2016.

8. A key consideration of business continuity is the priority of a service or process, since this will determine how quickly it needs to be restored following disruption. This has been completed for all services and agreed with Corporate Directors.

9. Business Continuity plans consider a range of scenarios and put in place contingencies for keeping services running. For example, IT failure, loss of buildings, inability to travel, utility failure, etc.

10. A Corporate Resilience Forum has been set up with all priority services, chaired by the Associate Director for Public Health. The Forum enables priority services to learn from each other and to coordinate areas of common concern. For example, this winter the 4x4 protocol was improved following work by the Forum.

11. The Emergency Planning Team will refresh the business continuity programme in 2016/17, and look to further imbed and improve the process. Concentrating particularly on training and exercising, strategic leadership and developing supply chain resilience.

12. Cabinet is requested to note the 95% of services now have plans in place.

13. Cabinet is requested to note the suggestions for strengthening the ability to respond in business continuity emergencies

Conclusions

14. Wiltshire Council has greatly improved its organisational resilience through the hard work of Heads of Service, with the support of the Emergency Planning Team.

15. There needs to be further embedding of business continuity, both strategically and by services. Strategically, there needs to be more capability in response during a business continuity disruption. Furthermore, to continue improving Wiltshire Council's resilience, it is recommended that supply chain resilience is improved.

16. Consideration will be given by Emergency Planning and CLT to creating resilient communications between CLT and Members in the event of disruptions to power or IT.

17. It is proposed that strategic leadership undertakes training and exercising in a business continuity scenario. This will simulate a major failure, and simulate management of the failure, and how the organisation will recover.

18. Emergency Planning and CLT will support remaining services to complete their Business Continuity Plans.

19. It is further proposed that organisational resilience is improved in the following ways:

Task	Responsibility
Improve supply chain resilience, to improve organisational resilience if suppliers fail.	Emergency Planning and Procurement
Heads of Service to take part in Business Continuity exercises	Emergency Planning
Better organisational understanding for all staff through training	Emergency Planning and Learning and Development

Proposal

1. To note the report

2. That the measures being taken to ensure effective business continuity as outlined in the report be approved

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16th March 2016