

NORTH YORKSHIRE COUNTY COUNCIL**AUDIT COMMITTEE****27 SEPTEMBER 2012****SERVICE CONTINUITY****Report of the Corporate Director – Finance and Central Services****1.0 PURPOSE OF THE REPORT**

- 1.1 To report on progress with the implementation of the Service Continuity Strategy.

2.0 BACKGROUND

- 2.1 A revised Service Continuity Strategy was approved by Management Board in September 2011 following an internal review process. A pilot exercise was undertaken in BES which was completed by November / December 2011. The pilot results were positive, with reduced administration required to complete the necessary documentation, and the process now more relevant to all staff within a service unit.
- 2.2 Managers now take responsibility for completing a Business Impact Analysis (BIA) and Incident management Plan (*using standard forms*) for their individual units (*revised annually or following major change or incident*). A copy is sent to the Emergency Planning Unit (EPU), who carry out an ongoing analysis to identify individual and corporate resources required to support a high impact event.
- 2.3 The role of the EPU is therefore to train, advise and support the service units but not be responsible for the currency or capability of plans.
- 2.4 In April 2012, Management Board gave approval for rollout across all service units.
- 2.5 Management Board also agreed that each Corporate Director will be required, in future, to assert, in their annual 'Statement of Assurance', that a full set of service continuity plans are in existence and up-to-date for their Directorate.

3.0 CURRENT STATUS

- 3.1 At least one officer in each Directorate acts as the Service Continuity (SC) lead, to ensure a consistent approach and delivery across all the service units in a Directorate. These officers are trained by the EPU and act as the single point of contact for their Directorate regarding service continuity. They have to ensure all managers complete and return the necessary documentation to EPU and report to their Corporate Director on the progress of service continuity.

3.2 The current Directorate leads are:

BES - Sian Hansom (supported by Joel Sanders)

CYPS - Kevin Tharby

CEG - Sarah Foley*

FCS - Geoff Wall*

HAS - Tony Law

* The officers will remain lead as the transition to the new Directorate is completed.

3.3 Training for all Directorate leads was based on the pilot processes developed within BES. EPU staff have met and delivered core training to all Directorate leads with further support and assistance available as required.

3.4 All Directorates are to have a full set SC plans in place by the end of November 2012.

3.5 A spreadsheet based system for recording and analysis of data from the returned BIAs has been produced and is under continuous development within EPU. It is capable of providing reports for Management Board and Directorates to assist in response to high impact events.

3.6 An overarching corporate strategy is almost complete awaiting 100% returns on BIA. The Strategy is a high level document outlining the process for responding to and recovering from a major Service Continuity Event within the County Council (eg explosion at County Hall).

3.7 Generic areas such as ICT and Property will be a core part of this strategy. This was highlighted in both a recent Gold level exercise undertaken by Management Board which was followed up, using the same event scenario, in Finance and Central Services.

3.8 Veritau are scheduled to audit the SC process later in the year.

4.0 **ISSUES LOOKING AHEAD**

4.1 Any exercise such as this will only succeed if momentum is maintained. The role of the Directorate Leads is therefore vital as is the link to the Corporate Directors via their annual Statements of Assurance.

4.2 EPU will also provide reports to Management Board on progress by Directorates with the BIAs – the November 2012 deadline is clearly understood by all Corporate Directors.

4.3 According to the Committee's Work Programme the next report on SC progress is scheduled for the meeting in March 2013.

5.0 RECOMMENDATION

5.1 The Committee note progress to date.

JOHN MOORE
Corporate Director – Finance and Central Services

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BACKGROUND DOCUMENTS

21 September 2012