

**NORTH YORKSHIRE COUNTY COUNCIL****AUDIT COMMITTEE****7<sup>th</sup> MARCH 2013****SERVICE CONTINUITY – PROGRESS REPORT****1 Purpose of Report**

To provide an overview of the implementation of the revised methodology of service continuity for North Yorkshire County Council (NYCC).

**2 Background**

- 2.1 The revised service continuity methodology, based on recommendations from the 'burdens of bureaucracy' report and comments previously raised by directorates, is aimed at putting customer needs first rather than producing a bureaucratic and excessive governance burden on service units.
- 2.2 Managers now take responsibility for completing the standard documentation (which is accessed via an intranet site) required for their individual unit's service continuity plan. The Emergency Planning Unit (EPU) analyse the completed documentation to subsequently advise on the corporate resources necessary to support the individual service continuity plans (e.g. restoration time for ICT applications or desk space if a building is unavailable).
- 2.3 Each corporate director is now required 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 Pilot Project**

- 3.1 A pilot programme of the revised methodology for delivery of service continuity was carried out with four services in BES during winter 2011. These were trading standards and planning services (trading standards), resources performance & improvement (support services), integrated passenger transport (transport integration team), and the economic partnership unit.
- 3.2 The results of the pilot programme were very positive. The revised methodology requires less administration time to complete and maintain. The resulting plans are easier to communicate with staff and easier to understand by all staff members, and have a greater sense of service ownership.
- 3.3 Two officers in BES acted as the directorate leads to ensure delivery of the revised methodology. This was an assistant director and an officer from the performance and improvement team. Their involvement was an integral part of the successful delivery of the pilot.
- 3.4 In April 2012 Management Board gave approval for the roll-out of the revised methodology to all NYCC directorates, including the nomination of at least one service continuity lead in each directorate.

## **4 Progress**

- 4.1 The directorate service continuity leads have been trained in the revised methodology by EPU, and now act as the single point of contact for their directorate matters regarding service continuity. They have been tasked with ensuring all managers in their directorate complete the necessary documentation for their service continuity plans.
- 4.2 There are still some services and directorates which have not yet completed their service continuity plans under the revised methodology. The relevant service continuity leads and corporate directors have been reminded of the urgency now required for any outstanding service continuity plans, in light of the imminent signing of the corporate director's annual statement of assurance, with additional support now being provided by EPU where appropriate.
- 4.3 A simple process has been developed by EPU for analysis of the returned service continuity documentation, which will be capable of providing reports for management board and directorates to assist in response to high impact disruptive events.
- 4.4 An audit by Veritau of the service continuity plans has been scheduled for May 2013, with the aim of assessing the validity of the plans for a directorate and a corporate response. This will be supplemented by the offer for directorates to exercise their plans, facilitated by EPU. BES has already exercised the majority of their services plans.

## **5 Recommendation**

- 5.1 Audit Committee to note the progress update on the implementation of the revised methodology of service continuity for North Yorkshire County Council (NYCC), and request a subsequent update from the Veritau audit.

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