

NORTH YORKSHIRE COUNTY COUNCIL**AUDIT COMMITTEE****25 JUNE 2015****BUSINESS CONTINUITY – UPDATE REPORT****1.0 Purpose of Report**

- 1.1 To provide an overview of the current Business Continuity arrangements for North Yorkshire County Council and to provide continued assurance for the management of risk within directorates and service areas.

2.0 Background

- 2.1 A comprehensive review of NYCC Business Continuity (BC) took place during 2014 to address issues raised in the Veritau internal audit of October 2013 and to ensure a consistent and corporate approach to business continuity planning across the organisation. The updated methodology prioritises the business continuity needs of each service area to enable clear protocols and support during any disruption of critical services.
- 2.2 The Emergency Planning Unit (EPU) has responded to the internal audit recommendations and service area manager feedback to focus on reducing bureaucracy by working together with service managers to migrate existing Business Continuity plans into a consistent corporate document format consisting of:
- a) Business Impact Analysis (BIA) - The Business Impact Analysis looks at critical business functions and quantifies the impact a loss of those functions may have.
 - b) An Incident Management Plan (IMP) - The Incident Management Plan helps a service area to plan a process to respond to a range of possible impacts on their critical services.
- 2.3 These documents are now centrally held on a share-point site for ease of access, allowing senior management to make informed business continuity decisions during any disruption of NYCC critical services.

3.0 Corporate Business Continuity Policy and Strategy

- 3.1 In preparation for any major disruption to NYCC services, business continuity will now be corporately addressed through the assessment of loss of staff, equipment and technology, buildings and key suppliers. These considerations

will be addressed through pre-planning and mitigation measures identified in service area BC plans.

- 3.2 Each directorate will continue to work with the EPU to use planning and exercising to ensure staff know what to do and when to do it during a disruptive incident.
- 3.3 To address the audit observations that “responsible officers are not specified”, and “no review and reporting regime are identified” every directorate now has a designated BC champion to oversee their business continuity, to represent the directorate at the Corporate Risk Management Group and to support managers in production of BC plans for directorate critical services.
- 3.4 The Corporate Director Strategic Resources continues to have overall responsibility for BC within NYCC, with the BC function co-ordinated and supported by the EPU. The Leader of the Council, Cllr. Carl Les, continues to hold the Executive portfolio for Emergency Planning and Business Continuity.
- 3.5 Directorates are now required to provide a BC update (Red, Amber, Green - RAG status) to the Corporate Risk Management Group every quarter. Directorate BC champions can then inform their directors on the current status of their BC plans allowing them to confirm their satisfaction in their annual statement of assurance.

4.0 Corporate Business Continuity Plan

- 4.1 An updated Corporate BC Plan is currently being finalised to ensure information and actions are coordinated across the organisation during any major or wide reaching disruption. The plan will allow informed strategic management decisions to be made during any disruption to establish the level of disruption across the organisation, the resources available and any priorities in the restoration of critical services.
- 4.2 The Corporate BC Plan takes into account recent incidents impacting on NYCC including utility failures, the Selby tyre fire in 2014, the winter storms of 2013/14, and the Tour de France and Tour de Yorkshire races.
- 4.3 Some service areas such as Technology and Change and the Customer Service Centre have very specific recovery requirements during any critical service disruption. As such they have additional plans to ensure they can support response to wider disruption across NYCC. These service areas however, still provide corporate Incident Management Plans to allow informed strategic and corporate BC decision making during service disruption.
- 4.4 Designated officers within the EPU continue to provide on-going support for directorate BC champions and their staff within each directorate. The EPU officers work with the directorates to ensure that service areas have the knowledge and support to meet their BC responsibilities and that an annual work-plan including exercises is completed within an agreed time-line.

- 4.5 It is acknowledged that BC planning is an on-going process and that the EPU and directorates will continue to work together within the identified structures to ensure robust, well-planned and exercised BC arrangements are in place to provide the required assurance across the organisation.
- 4.6 This positive development and the progress made is acknowledged in the latest Veritau audit report of May 2015 which states that the current arrangements for business continuity planning within NYCC are deemed to provide Substantial Assurance.

5.0 Next Steps

- 5.1 The following sets out the key timeline for next activities

June 2015 – Completion of all service area Business Impact Analysis and Incident Management Plans, validated and posted on corporate share-point site.

July 2015 – Release of corporate NYCC Business Continuity Plan and Communications activity to raise awareness of the plan to provide a consistent NYCC response to any disruption/incident.

September 2015 – Training input/mini table-top exercises at Directorate Risk management meetings. Brief BCP presentation to next available senior management training day.

October/November – Morning table-top exercise at County Hall to test service area resilience and business continuity arrangements. Variety of most likely scenarios to review NYCC BC Plan.

6.0 Recommendations

- 6.1 Audit Committee to note the continued progress made with Business Continuity planning and resilience within North Yorkshire County Council and the updated Corporate Business Continuity Plan.

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