



## **Update on the Business Continuity Process**

### **Introduction**

Business Continuity is becoming more and more important in world of Business and this is no different in the world of Public Sector.

As a council, we deliver a wide range of services that have a positive impact on Fylde and its residents/visitors. Every now and then, incidents occur that prevent some or all of these services being delivered.

As an organisation, it is how we respond to these incidents when they occur that determines how good our Business Continuity Process is.

### **Last 6 Months**

Over the last 6 months, there have been many changes to the Business Continuity Process. We have reviewed and streamlined the policy to make it 'fit for purpose'.

Business Continuity has its own area on the intranet (The Pulse) and the policy is in here for all staff to see.

We have conducted a Business Impact Analysis (BIA) of all the services delivered in the council. The results of this produced 17 services that were identified as our 'Critical Functions'. These are services that have a greater impact on the council or its customers. In the event of an incident/crisis, it is these services that will be prioritised. Once these services are back up and running, work will be done to get the remaining services up and running.

The 17 critical functions are as follows;

Services	Directorate	Plan Owner
ICT	Resources	S. Stott
Finance	Resources	D. Bennett
Cemetery & Crematorium	Development	A. Royston
Waste Services	Resources	S. Wilson
Homelessness	Development	K. Riding
Customer Services	Resources	W. Fisher
Fleet Management	Resources	S. Fulton
Emergency Planning	Resources	C. Hambly
Communications	CEX	A. Scrivens
Revenues & Benefits	Resources	P. O'Donague
Building Control & Enforcement	Development	K. Vernon
Engineering & Coastal Defence	Development	M. Pomfret
HR (Shared Service)	CEX	A. Scrivens
Street Cleansing	Resources	S. Wilson
Licensing	Resources	C. Hambly
Environmental Health & Protection	Resources	C. Hambly
Custodians	Development	P. Downs

As a result of the (BIA), it was agreed that the 17 critical services above would need to have their own Business Continuity Plan created.

Before we were able to create the plans, we had to revise the 'Plan Templates' to ensure they were fit for purpose, ensuring they would provide help to that service in the event of an incident.

The plan templates have been reviewed and all the new plans are on the up-to-date format.

Plan Owners have been identified, it is these people who are responsible for creating/updating the plans linked to their service area.

#### **What next**

The whole point of developing Business Continuity plans is use them in the event of an incident/crisis. Over the next 12 months, the next phase of Business Continuity will kick in.

Each year we will carry out 'stress testing' exercises on the plans to ensure they are fit for purpose. We will carry out real life and scenario based testing. Where the plans have a gap, this will be addressed and the plans will subsequently be updated to reflect this.

Our first testing will begin in the summer of 2018.

Once the plans have been tested, this will give us a clearer picture of where our high risks areas are and where new contingency arrangements are needed.

These will then be raised and discussed at the Strategic Risk Management Group.

## **Summary**

Business Continuity isn't about providing 100% of services, 100% of the time. It simply enables us to deliver our critical functions in terms of an incident.

Now that our critical services have been identified and subsequent plans have been created. We will be in a better place to try and deliver our critical functions as and when an incident occurs.

We will not sit back now that the plans have been created, we will continue to test them and improve them. We will also review what our critical services are, developing plans for any new critical function that arrives in the future.