



CORPORATE BUSINESS CONTINUITY MANAGEMENT PLAN

VERSION: DRAFT

Date: February 2016



Introduction

Caerphilly County Borough Council delivers a diverse range of day to day activities which if interrupted for any reason could be highly disruptive to our communities and stakeholders.

Serious disruptions can happen at any time. When they do we must ensure that we are resilient and capable to respond effectively so we can continue to deliver the critical aspects of our service delivery and reduce any impact.

The Council is therefore committed to ensuring that robust and effective business continuity management is a key mechanism in restoring and delivering continuity of key services.

Contents

Introduction

	Page		Page
Purpose and Scope	1	Operational Procedures	22
Purpose	1	Business Continuity Management Response - Team Leader	24
Scope	1	Business Continuity Management Response - Team Member	26
Business Continuity Planning Process	3	Identified Critical Services Relocation Options (1-24hours)	28
Why We Plan	3	Identified Critical Services Relocation Option Activation Procedure	33
How We Plan	4	Incident Log Sheet	34
Business Continuity Management Structure	5	Appendices	35
Business Continuity Management Planning Structure	8	1-5 Days Identified Critical Services Alternative Workspace Schedule	36
Plan Activation	9	5+ Days Identified Critical Services Alternative Workspace Schedule	38
Triggers for Activation	9	Corporate Property Office Accommodation Schedule	39
Identified Risks	10	Information and Technology Recovery Schedule	40
Plan Activation Procedure	11	Plan Maintenance, Training & Exercising	42
Business Continuity Management Response Team Room - Activation Procedure	12	Document Review and Maintenance	42
Incident Logging Procedure	14	Plan Training and Exercising	42
Communications	15	Business Continuity Management Contacts Directory	44
Health, Safety and Welfare	16	(Controlled copies only)	
Financial, Insurance and Legal	18	Document Control	45
Human Resources	20	Plan Distribution Schedule	45
Restoration and Recovery	21	Plan Amendments Schedule	46

Purpose and Scope

Purpose

The purpose of this Plan is to:

- Provide a strategic framework for maintaining the Council's identified critical services in the event of serious disruption
- Outline the co-ordination/command and control arrangements for responding to a corporate business continuity incident
- Where possible restore all affected council services disrupted during an incident in a structured way within a reasonable timescale
- Ensure the welfare, safety and security of staff, their environment and members of the public who use the affected council services
- Communicate with staff, suppliers/partners and the public
- Provide a flexible framework for the overall business continuity management response

To assist the above, detailed operational arrangements are included within this plan. These include schedules of identified critical services, relocation options and IT requirements. The schedules focus on the first 24 hours of a major disruption. However, to assist medium to long term decision making, also included in the appendices are 'Identified Critical Services Alternative Workspace Schedules' for 1-5 days and 5+ days.

Unless necessary this Plan will not replicate information contained within the Service Area Business Continuity Arrangements. Where appropriate reference to information contained in other plans will be made.

Scope

This plan covers the business continuity management of the identified critical services provided by Caerphilly County Borough Council. During the business continuity analysis process, it was recognised that some service areas are reliant on the provision of services from third party providers. Although the Council's Business Continuity Management Policy Statement includes a requirement for each nominated supplier to provide, for evaluation, a business continuity plan, this Plan does not provide business continuity management for those providers.

As stated this Plan is specifically designed to ensure that the Council can continue to maintain identified critical services in the event of serious emergency or disruption. Should a Major Incident occur which, with or without warning; “may cause or threaten death or injury, damage to property or the environment or disruption to the community,” and because of its scale cannot be dealt with as part of Caerphilly County Borough Council's day-to-day activities, then the Council’s Corporate Major Incident Plan should be activated.

However, dependent on the severity and scale of the incident or emergency, both the Corporate Business Continuity Management Plan and Corporate Major Incident Plan could be activated at the same time.

Business Continuity Planning Process

Why We Plan

Business continuity is defined as ‘the process of identifying potential threats to an organisation’s business operations’, and as a process ‘which provides a framework for building organisational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.’ (ISO22301:2012)

The primary legislation that requires the Council to have business continuity plans in place is the Civil Contingencies Act 2004. Under the act the Council is designated a Category One responders and as such has a number of duties placed upon it. One of these duties is to have in place plans and procedures to ‘ensure that they can continue to perform their functions in the event of an emergency, so far as is reasonably practicable’.

The Act requires the Council to have place plans to ensure that we can:

- Continue to exercise our civil protection (emergency planning) functions and
- Continue to perform our ordinary functions (day to day activities)

Therefore the duty relates to all of the functions that the Council delivers and not only our emergency responsibilities.

In undertaking Business Continuity Management, it is suggested good practice to align the process with recognised standards.

In developing the Council’s Business Continuity Management plans and procedures we have set our framework for compliance in line with the best practice guidelines produced by the International Standards Organisation:

- ISO 22301:2012 ‘Societal Security — Business continuity management systems — Requirements’ and
- ISO 22313:2012 ‘Societal Security — Business continuity management systems — Guidance’

How We Plan

The first step in the Business Continuity Management process is to establish a Policy and Strategy. The 'Business Continuity Management Policy Statement' and 'Business Continuity Management Strategy' were developed and set out the framework for our management programme. Both key documents were endorsed by the Corporate Management Team.

Understanding the organisation is a key aspect of the business continuity management lifecycle. To achieve this, an analysis of Council functions and services was undertaken to determine the critical functions, their vulnerability and the actions required to maintain continuity following a major disruption.

Business Impact Analysis:

Each service area was required to complete a Business Impact Analysis form.

Through a series of questions, it was determined if the non delivery of any part of their service would:

- cause a risk to life or injury to a person
- have an effect on the public
- have a serious effect on revenue and/or property
- cause a serious contract violation
- have an adverse effect on the reputation of the council

If a service area answered yes to any of these initial questions, they were required to continue by identifying the urgency of each of their functions by assessing the impact over time of an interruption.

Risk Assessment:

For those functions determined as critical in the Business Impact Analysis, the next step was to consider the effect of a number of identified risks on their service delivery. These risks included:

- loss of staff
- loss of utilities
- loss of key suppliers/partners
- loss of systems (IT and telecommunications)
- loss of or access to premises

The Risk Assessment process considered the impact of each risk and the likelihood of the risk occurring. In addition the process identified what arrangements are currently in place and what additional activities would be required to mitigate the risk. Using an industry standard risk matrix, each function was able to score each risk 1 to 5 (low/very high) for both impact and likelihood.

Action Plans:

The final part of the analysis process was the completion of Action Plans for any function whose risk score was medium, high or very high.

This identified the actions that are to be taken to ensure that the service areas are able to maintain the critical activities that underpin the delivery of the key functions and services following a major disruption.

Business Continuity Management Structure

To ensure the Council can provide robust, effective and integrated management across all stages of a serious business continuity disruption, the following management structure has been put in place.

By their nature, all incidents are different. Therefore, this structure is designed to be flexible and allows the Council to respond at an operational, tactical and strategic level.



Business Continuity Management Response Team

The Business Continuity Management Response Team provides the strategic direction to the Council's response to a serious disruption which affects our ability to provide critical services.

The team will be headed by the Head of Public Protection or a nominated representative and will include senior managers supported by appropriate officers with Business Continuity responsibilities.

It must be noted that should the Business Continuity Management Response Team be activated due to the consequences of a major emergency or incident, it is highly likely that senior managers will already be engaged dealing with that incident and be part of the Corporate Major Incident Response Team. Therefore, it is important should this occur, that any nominated representatives attending either response team have the appropriate level of authority and are able to make strategic decisions.

In addition to providing the overall strategic direction, the Business Continuity Management Response Team will also consider:

- Implement the Corporate Business Continuity Management Plan
- Receive and consider situation reports
- Authorise expenditure
- Establish and maintain clear communication channels
- Keep Elected Members informed
- Consider requesting Mutual Aid

Directorate/Service Area Business Continuity Response Team

Should the nature of the disruption require Directorate/Service Area Business Continuity Response Teams will be convened. These teams will undertake their roles and responsibilities as outlined in the relevant Service Area Business Continuity Response Procedures. They will also support the Business Continuity Management Response Team and carry out any actions delegated to them.

Corporate Major Incident Response Team

The role of the Corporate Major Incident Response Team is to organise and co-ordinate the Council's response to a major incident and ensure that all steps have been taken to provide for the care of the public and welfare of staff.

Not all major incidents will require the activation of the Corporate Business Continuity Response Team. However, should both be running at the same time, then it is essential that close communication between both teams is maintained.

Corporate Management Team (CMT)

CMT consists of the Chief Executive and Directors. Other appropriate Senior Strategic Officers can also be included as required. CMT provides general strategic advice and therefore, if necessary, long-term strategic issues can be referred to them for consideration and guidance.

Elected Members

Elected Members could play a significant role in dealing with the impacts of a disruption to Council Services, in particular relaying information between the Council and the Community (and back again).

Business Continuity Management Planning Structure

To support the Business Continuity Management Structure a set of integrated arrangements addressing the strategic, tactical and operation levels of response have been developed.

In addition to this Plan, which establishes the strategic objectives and overall management framework, each Service Area has its own Business Continuity Management arrangement. These outline the tactical and operational levels of response by:

- Setting out the Service Areas responsibilities for ensuring its identified critical services are maintained during a serious disruption
- Providing details of the critical services and how they are to be maintained
- Providing checklists for key personnel
- Providing contact details for key staff and other resources

Throughout the business continuity analysis process, it became evident that two of the key risks to continued service delivery were the loss of, or disruption to Information Technology and Council Premises.

Therefore, specific Business Continuity Management Arrangements have also been developed for both these areas and provide structure for maintaining and/or restoring existing services and for providing alternative facilities to support the continuity of service delivery.



Plan Activation

The following sections will detail the circumstances under which this plan will be activated and the processes used to activate it. The process of activation, including determining whether it is necessary to do so, is the responsibility of members of the Business Continuity Management Response Team, supported by appropriate nominated officers.

It must be noted that the incident causing the serious disruption to council services and therefore requires the activation of this Plan, may take place at the same time as, or be part of, an external emergency. Depending on the type of incident and the resources available, the response to the two activities will, as far as practical, be kept separate to ensure focus.

Triggers for Activation

This Plan will be activated when a serious disruption to Council services has or is likely to occur.

In particular the Plan may be activated under the following circumstances. This list is not exhaustive, but provides a general overview for consideration:

- An issue that is likely to cause widespread disruption to a number of identified critical council services
- A co-ordinated corporate response is required to deal with the disruption
- A disruption that cannot be dealt with through normal day to day procedures or the implementation of a number of Service Area Business Continuity Plans
- Existing response arrangements within Service Area Business Continuity Plans are in danger of being, or have been overwhelmed
- A key corporate site being rendered unavailable requiring the reallocation of staff or resources
- Significant or prolonged loss of Information Technology
- Prolonged severe weather conditions
- Any incident leading to significant loss of staffing levels, particularly in the identified critical service areas
- Special arrangements need to be implemented by the Council in order to deal with a disruption.

Identified Risks

Based on the risk assessments undertaken as part of the critical services analysis, the following list represents possible risks and threats to the delivery of key council services. This list is not exhaustive, but provides a general overview for consideration.

LOSS OF OR SIGNIFICANT DISRUPTION TO COUNCIL PREMISES

- Fire
- Flood
- Prolonged loss of utilities
- Extreme weather
- Damage to premises

LOSS OF OR SIGNIFICANT DISRUPTION TO INFORMATION TECHNOLOGY/COMMUNICATIONS

- Loss of server access
- Loss of power
- Cyber attack
- Loss of information

LOSS OF STAFF

- Communicable disease outbreak (i.e. Pandemic Influenza)
- Industrial action
- Extreme weather

LOSS OF OR SIGNIFICANT DISRUPTION TO UTILITIES

- Loss of supply (offsite)
- Loss of supply (onsite)

LOSS OF OR SIGNIFICANT DISRUPTION TO SUPPLIES

- Failure of suppliers business continuity procedures
- Lack of suppliers business continuity procedures
- Supplier going into receivership

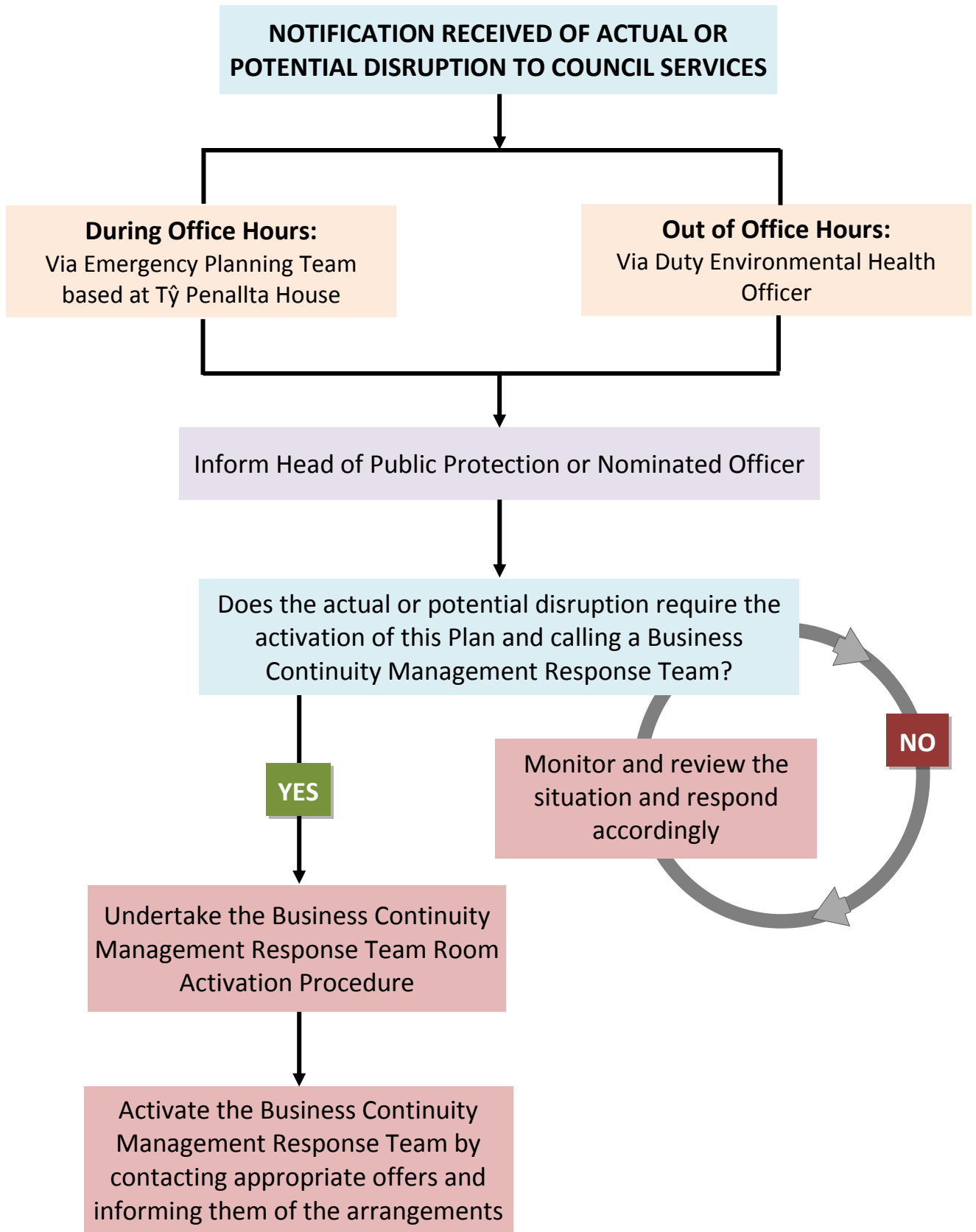
ADVERSE AFFECT ON THE COUNCIL'S REPUTATION

- Adverse media coverage
- Lack of public confidence
- Contract violation
- Failure to deliver a legal or regulatory function

SERIOUS FINANCIAL RISK

- Lack of sufficient budget/financial regulation
- Fines due to contract violation

Plan Activation Procedure

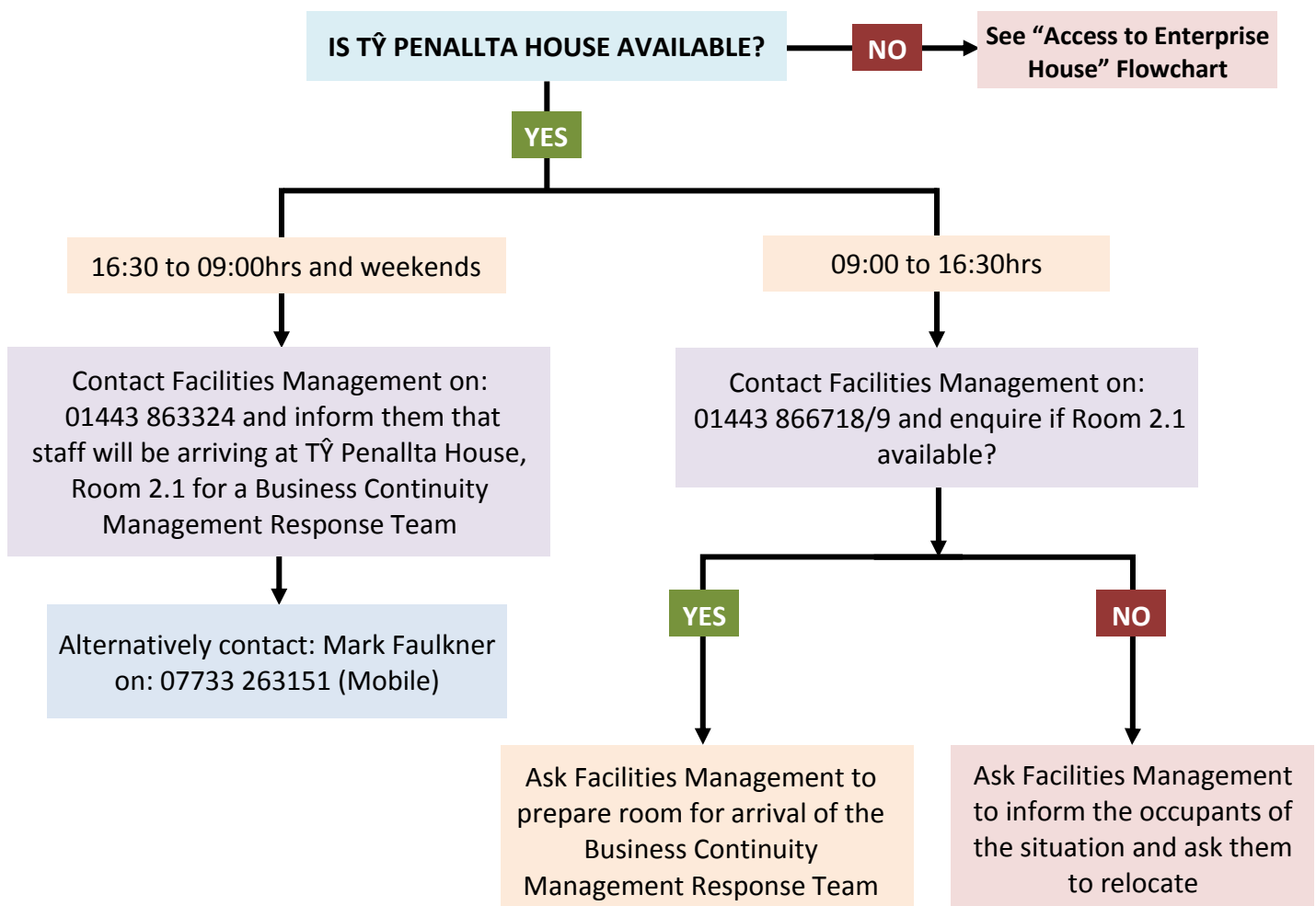


Business Continuity Management Response Team Room Activation Procedure

If there is a requirement for the Business Continuity Management Response Team to be established, it will convene in Room 2.1 which is situated on the Second Floor at Tŷ Penallta House.

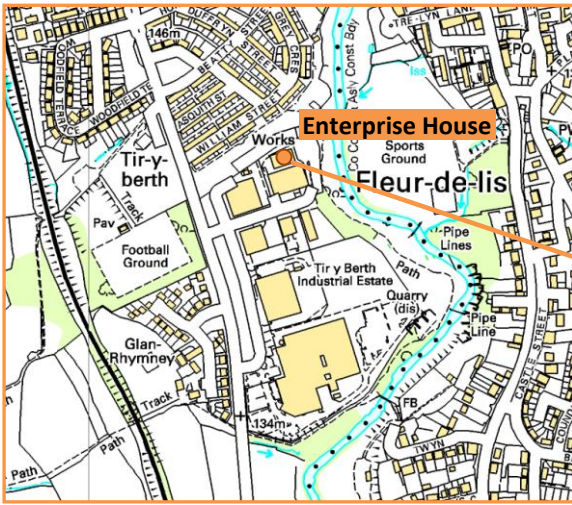
Facilities in the room Include: Power Sockets, Drop Down Screen, Conference Phone, Network Outlet, On Stand Flip Chart and Overhead Projector.

Access to Tŷ Penallta House

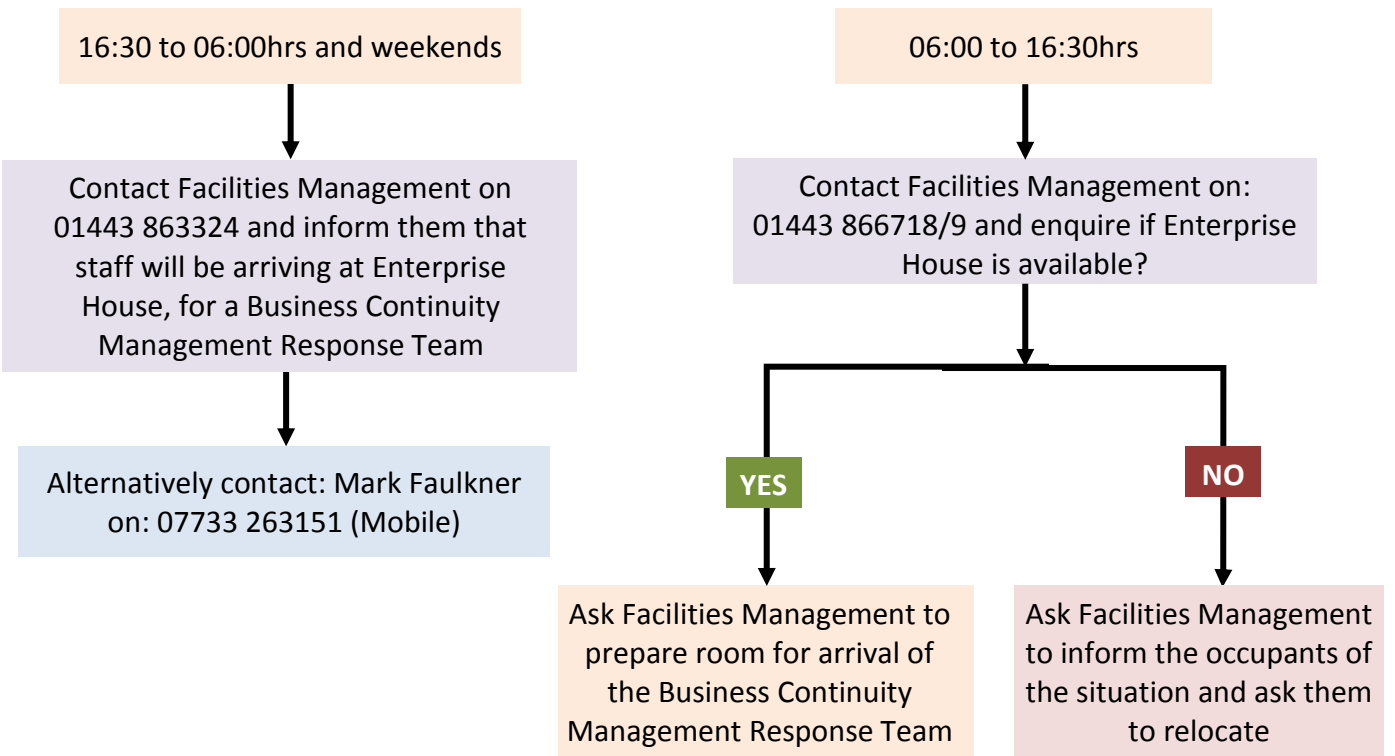


Alternative Location

Should Ty Penallta House be unavailable, the Team will convene at Enterprise House.



Access to Enterprise House



Incident Logging Procedure

The importance of maintaining a written log of events cannot be overstressed. It will be a vital document after the incident to recall actions taken, and will assist in reviewing any changes that may be needed in future responses. In the event of a public enquiry logs would be requested as evidence. For consistency the Council has adopted the following logging arrangements for major incident, whether business continuity or emergency related.

INCIDENT LOGGING ARRANGEMENTS

Purpose

This procedure establishes a uniform approach to recording of information relating to emergency situations.

This procedure applies whenever an officer receives a request to respond to a business continuity incident and outlines the procedure for recording all information relating to an incident.

START AND MAINTAIN INCIDENT LOG

Each incoming and outgoing telephone call, fax message, radio or other conversation must be recorded showing:

- Time (using 24hr clock notation)
- Message (From for incoming calls and To for outgoing calls)
- Contact Name and Number
- Log Message/Request/Information
- Leave a line between entries for clarification
- At regular intervals check outstanding actions and attempt to complete
- When an action is completed, up-date the log detailing the outcome

When stand-down for the incident is declared, close the log, ensure that all sheets are gathered together and all outstanding actions have been completed. Give reasons if any are not completed.

Following the standing down of the incident, copies of the completed log are to be passed to Emergency Planning.

Communications

A critical aspect of the Council's response to a serious disruption to any of our services is the ability to effectively communicate both to the general public, our own staff and the media.

It is essential that we communicate promptly, accurately and confidently during the disruption from the immediate hours through the days or weeks that may follow.

The Corporate Communication Manager or nominate representative must attend the Business Continuity Management Team.

The Council's Business Continuity Communications Strategy will:

- Outline the management of communications with all interested parties including:
 - > Internal Staff;
 - > Elected members;
 - > Members of the Public;
 - > Contactors;
 - > Suppliers;
 - > Regulatory Authorities;
 - > Media
- Determine the most appropriate methods/channels for communicating with each interested party, for example, internet, social media, local radio, public helpline and national newspapers;
- Include a selection of available communication methods/channels, so that the Business Continuity Management Team can be assured of availability even if the disruption incident impacts one or more channel;
- Identify the group or person who has the responsibility, authority and technical knowledge to deliver communication via each of the available methods/channels. Where possible established relationships should be used to communicate with interested parties;
- Identify who the public/media spokesperson(s) will be and then making sure that:
 - > The spokesperson(s) has been trained in their role;
 - > The process to create and issue media statements is known, including how they will be approved internally prior to release;
 - > There are sufficient people to brief the media at a central location as well as representatives who can be on site at a local incident if necessary, bear in mind that a major incident could be happening at the same time;
- Monitor and review responses to any issued communications via each of the available methods/channels to assess its effectiveness and adjust messages as required.
- Include pre-formatted messages or pre-written statements.

Health, Safety and Welfare

The Council has a duty to provide a safe environment for its employees, those acting under its direction and members of the public who may be affected by its activities.

Health and safety considerations are recognised as an integral part of the Council's activities and are a prime responsibility of Directors, Managers and Members.

During any major disruption, the Council will meet the requirements of health and safety legislation and, where possible, seek to demonstrate exemplary health and safety performance.

The Council's Corporate Health and Safety Policy recognise that any emergency/disruptive situation presents specific risks and every possible precaution should be taken to minimise these.

Where the major disruption results in staff being relocated to alternative/temporary accommodation, it is required that such accommodation, including any work equipment provided, meets the legal requirements set out in relevant Council policy. This includes but is not restricted to, safe access and egress, welfare provision, suitable work equipment including display screen equipment and appropriate lighting, heating and ventilation. Any alternative/temporary workplaces will be subject to Health and Safety inspection prior to occupation.

Managers have responsibility for the health, safety and welfare of their staff and teams.

In undertaking their duties, staff have a responsibility to:

- Take reasonable care of their own health and safety and that of others who may be affected by what they do or do not do
- Co-operate with their employer on health and safety (including acting on health and safety instructions)
- Correctly use work equipment provided by their employer, including personal protective equipment, in accordance with instructions and training
- Not interfere with or misuse anything provided for their health, safety and welfare
- Report hazards

If due to a significant disruption, staff are relocated, Managers must ensure that relocated staff are made aware of all relevant risk assessments and safe systems of work, and any appropriate equipment must be provided.

During and following an incident causing service disruption, the Council will have regard to the potential impact it will have on its staff. A 24 hour counselling service is available and should be considered as an integral part of meeting the emotional wellbeing of staff.

The Corporate Health and Safety Manager or nominate representative must attend the Business Continuity Management Team.

Financial, Insurance and Legal

Finance

The Council financial regulations and standing orders recognise the need to make arrangements for emergencies, as outlined in the Civil Contingencies Act, 2004 and associated regulations/guidance. Arrangements need to provide sufficient flexibility for Managers to act where additional expenditure is required to prevent or alleviate serious disruption to Council services.

Following the activation of this Plan, expenditure relating to the management of the Council's business continuity response will be co-ordinated and authorised by the Business Continuity Management Response Team.

During the response to a major disruption it will be necessary for proper financial control to be adopted and therefore, the Head of Corporate Finance or nominate representative must attend the Business Continuity Management Team.

Procurement of Goods & Services

It is recognised that the response to a significant disruption may result in normal procedures relating to the procurement of goods and services not being appropriate. Although every effort should be made to issue official orders, it may be necessary to make orders by telephone or other means. All such orders and resulting commitments should follow the retrospective ordering process.

Standing Orders:

The Council Standing Orders state "the following contracts are exempt from the requirements of these standing orders"

4.1 (c) In a genuine emergency threatening public health, injury to persons or serious and immediate damage to property the Authorising Officers can take any necessary action to alleviate the threat. This power is limited to the alleviation of the threat and does not extend to any works beyond what is strictly essential.

4.1 (d) In circumstances where a matter, which is not deemed to be an emergency, but nonetheless is considered to be an urgent nature, arises, prior approval from the appropriate Head of Service must be given in writing. However, should the estimated expenditure exceed £20,000 approval must be sought from 2 of the following Officers:

- S151 Officers, Head of Legal or Head of Procurement subject to an upper threshold prior to the commencement of the procurement process of £100,000 for goods, works and services.

Where it has been necessary to procure under Standing Order 4.1 (c) every such case must be reported to the next available meeting of the Corporate Management Team.

Funding

Officers wishing to procure goods or services as part of the management/response to a significant disruption should use existing cost codes. In exceptional circumstances consideration regarding the use of an emergency expenditure code can be considered (if available). The use of this code is managed by the Business Continuity Management Response Team and the prior approval to use the emergency cost code, will be required in all cases.

Insurance

It is important that the Council's Insurance and Risk Manager is kept informed through all stages of the Council's response to make sure that any requirements set down by the Council's insurers are adhered to and correct procedures for subsequent insurance claims are met. In addition the Council's Insurance and Risk Manager will act as the point of contact between the Council and the Council's insurers

Legal

Legal Services advice will be required throughout the response and restoration to ensure that compliance with all legal, statutory and regulatory obligations are adhered to. In addition Legal services will also provide advice in giving statements to the media and ensure that adequate comprehensive records of all decisions taken are made.

Human Resources

Any major disruption to Council services including the subsequent restoration and recovery may have an effect on employees. Whether this is staff being relocated, adjusting to new work practices, or being informed that they will be required to not attend work for a period of time.

Any aspects of the response could be unsettling and it is the responsibility of Managers to ensure that staff are fully informed of the situation and kept up to date of the progress in returning to normality.

It is important that the concerns of employees are acknowledged and Staff counselling services will be made available through the Council's 24 hours counselling service.

The Council's Human Resources Division will maintain links with Heads of Service of the areas affected by the major disruption.

The Council's Head of Human Resources and Organisational Development advice will be sought throughout all aspects of the disruption especially should there be interim changes to employees working practices.

In addition, liaison with appropriate Trade Unions will be considered, particularly if the disruption results in significant changes to employees work practices.

To assist staff deal with the consequences of a major disruption, it is acknowledged that all staff should have an awareness of the Council's Business Continuity Management programme and their role within it.

Restoration and Recovery

Following any enactment of Service Area Business Continuity Arrangements, the Business Continuity Management Response Team will request departments or Service Areas to provide details of their plans for return to normal operations. This should include procedures for damage assessment, asset salvage, recovery and restoration. Details of any external services/contractors that might be required to assist must also be provided.

The Business Continuity Management Response Team/Directorate-Service Area Business Continuity Response Teams to ensure that appropriate liaison teams are established to liaise with the Emergency Services, External Service Providers and Contractors.

Throughout the restoration and recovery process it is essential that affected staff are kept informed of proposed timescales and if necessary new working arrangements.

It is also essential that any new working practices that affect the general public/partners are appropriately communicated.

Temporary Measures

The time required for temporary measures will depend on the type of incident and its severity. The Council will endeavour to return to normal activities as soon as practicable. Often this will require a phased approach. The aim is to recover all services within a reasonable and appropriate time frame beginning with the critical services. Regular assessments will be carried out by the Service Areas Business Continuity teams and progress fed back to the Business Continuity Management Response Team.

Stand-down

The Business Continuity Management Response Team will continue to meet to review the situation until such time as the scale of the incident has diminished to the extent that departmental teams can continue the recovery independently.

Operational Procedures

- **Business Continuity Management Response - Team Leader**
Organise and co-ordinate the Council's overall strategic response to a Corporate Business Continuity Incident.
- **Business Continuity Management Response - Team Member**
Assist the Team Leader in managing the corporate strategic response to a Corporate Business Continuity Incident
- **Identified Critical Services Relocation Options (1-24hours)**
- **Identified Critical Services Relocation Option Activation Procedure**
- **Incident Log Sheet**

Notes

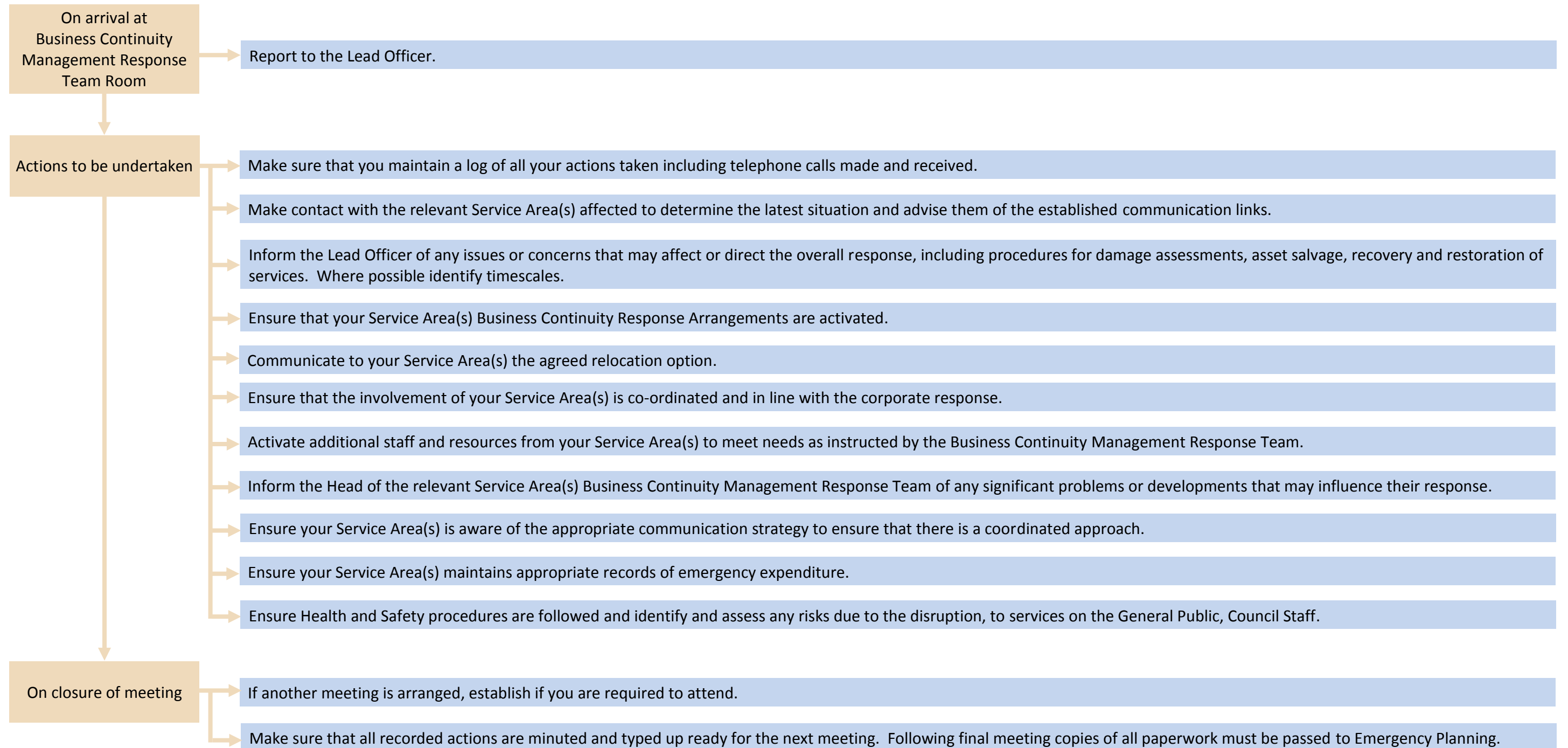
Business Continuity Management Response – Team Leader

Lead Officer – (Head of Public Protection or Nominated Officer)



Notes

Business Continuity Management Response – Team Member



Notes

Identified Critical Services Relocation Options (1-24hours)

Tŷ Penallta House

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
						Option 1	Option 2	Option 3
Legal Services and Governance	Legal and Governance	4	2 x PC, 2 x IGEL	<ul style="list-style-type: none"> • MOD GOV; • Stellent. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Legal Services	2	2 x PC	<ul style="list-style-type: none"> • Remote access to Secure Email GCSx and Egress; • Secure remote access to legal case management system Sentinel Documentor. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
Learning, Education and Inclusion	Safeguarding	1	1 x PC	<ul style="list-style-type: none"> • IDOX; • TRIBAL SYNERGY; • SIMS (School Based System); • SWIFT. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	General ELL Directorate	1	1 x IGEL	<ul style="list-style-type: none"> • IDOX; • TRIBAL SYNERGY; • SIMS (School Based System). 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
Corporate Services	Corporate Communications Team	2	1 x PC, 1 x IGEL	-	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Human Resources	2	1 x PC, 1 x IGEL	<ul style="list-style-type: none"> • HR/Payroll (Trent) 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Corporate Health and Safety	4	2 x PC, 2 x IGEL	-	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House

Tŷ Penallta House /cont'd

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
						Option 1	Option 2	Option 3
Public Protection	Environmental Health (General)	1	1 x PC	<ul style="list-style-type: none"> • CIVICA APP; • ARC GIS; • SAP (Welsh Water web based system). 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Environmental Health (Emergency Planning)	2	2 x Laptops or PC	<ul style="list-style-type: none"> • Access to Citrix Access Gateway; • Access to GIS Packages (QGIS or ARCGIS). 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Environmental Health (Food and Health & Safety)	3	2 x IGEL, 1 x PC	<ul style="list-style-type: none"> • IBID; • Secure Email GCSX; • EPI-INFO; • CIVICA APP; • FSSNET. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Environmental Health (Pollution Control and Out of Hours Service)	1	1 x PC	<ul style="list-style-type: none"> • GIS; • Uniform (spatial mapping); • CIVICA APP; • Internet Access essential. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House
	Licensing	2	1 x PC, 1 x IGEL	<ul style="list-style-type: none"> • Diamond Database; • Remote Access. 	A room to meet applicants for public hearings, attendance by legal clerk & support from committee services. Quorum of members must attend. Access to hard copy files.	Enterprise House	Tŷ Pontygwindy House	Tŷ Tredomen House

Tŷ Penallta House /cont'd

Identified Critical Service Area Requiring Relocation	Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
					Option 1	Option 2	Option 3
Public Protection Registrars	3	3 x PC	-	<p>A Designated Register Office to include:</p> <ul style="list-style-type: none"> • A room in which civil marriages and civil partnerships could take place to accommodate a couple; 2 witnesses and 2 registration officers. • A private facility in which legal notices could be taken. <p>A secure location is also required to keep stocks of:</p> <ul style="list-style-type: none"> • Authorities for marriage • Marriage Registers • Manual Stock - Notice Forms 	<p>This room could be anywhere within the County Borough Council Area but would have to be a separate identifiable place notified to the Registrar General and the Register Office</p>		

Tŷ Tredomen House

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
						Option 1	Option 2	Option 3
Regeneration and Planning	Development Management and Building Control	3	3 x PC	<ul style="list-style-type: none"> UNIFORM. 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Penallta House
	Land Charges	1	1 x PC (must be Windows7)	<ul style="list-style-type: none"> UNIFORM; Access to Internet to allow access to: TLC; NLIS; TM. 	Seating area required to meet public.	Enterprise House	Tŷ Pontygwindy House	Tŷ Penallta House
	Local Land and Property Gazetteer (LLPG)	1	1 x PC	<ul style="list-style-type: none"> UNIFORM; GMS EXCHANGE; FILEZILLA (Stand alone system located within service area); GEOPLACE (National Address Database to which we upload essential data); Access to Internet (essential requirement to upload data to Geoplace). 	-	Enterprise House	Tŷ Pontygwindy House	Tŷ Penallta House

Tŷ Dyffryn House

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
						Option 1	Option 2	Option 3
Engineering Services	Integrated Transport Unit	1	1 x PC	The Parkeon system is a bespoke software and hardware only located in Ty Pontllanfraith. All data generated by small bus operators through transactions on the ticket machines is stored on behalf of the operator by the Council. The information is critical to the business requirements of the operators		Enterprise House	Tŷ Penallta House	Tŷ Pontygwindy House

Tiryberth Depot

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated	Workstation Requirements	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements	Relocation Options		
						Option 1	Option 2	Option 3
Community and Leisure Services	Fleet Management	5	5 x IGEL	<ul style="list-style-type: none"> Fuel Web Based System. 	-	Enterprise House	Tŷ Penallta House	Tŷ Pontygwindy House
	Parks and Bereavement Services	2	2 x PC	<ul style="list-style-type: none"> Access to BACAS System. 	-	Enterprise House	Tŷ Penallta House	Tŷ Pontygwindy House

Identified Critical Services Relocation Option Activation Procedure

**Business Continuity Management Response Team:
Identify Appropriate Relocation Option**

Head of Business Continuity Management Response Team
or Nominated Officer

Contact Facilities Management:

1st Contact: Mark Faulkner 07733263151

2nd Contact: Alun Ford 07791780502

Out of Office Hours

Request that the chosen Relocation Option is opened and allocated workstations prepared to receive relocated staff.

During Office Hours

Request that allocated workstations within the chosen Relocation Option are prepared for receiving relocated staff.

If allocated workstations are occupied, inform occupants of the situation and request that they relocate as per agreed procedures.

Facilities Management to inform Business Continuity Management Response Team that accommodation is ready to be occupied.

Appendices

- **1 – 5 Days Identified Critical Services - Alternative Workspace Schedule**
- **5+ Days Identified Critical Services - Alternative Workspace Schedule**
- **Corporate Property Office Accommodation Schedule**
- **Information and Technology Recovery Schedule**

1 – 5 Days Identified Critical Services - Alternative Workspace Schedule

Identified Critical Service Area Requiring Relocation	Number of Employees to be Relocated and Current Location	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements
Corporate Finance All Functions	19 Tŷ Penallta House	<ul style="list-style-type: none"> • Capita Revenues and Benefits • Capita Revenues and Benefits NNDR • Financial Ledgers (e5) • Accountis BACSTELIP • COSMIS DLO payroll feeder 	-
Public Protection Registrars	2 Tŷ Penallta House	-	<p>Workspace:</p> <ul style="list-style-type: none"> • Ensure alternative private interview facilities can be made available for registration of births and deaths and to take legal notices. <p>A secure location is also required to keep stocks of:</p> <ul style="list-style-type: none"> • Medical Certificates Cause of Death • Coroner Forms • Manual Stock - Authorities for disposal of bodies, register pages (birth, death and stillbirth), certificates.
Trading Standards	3 Tŷ Penallta House	<ul style="list-style-type: none"> • CIVICA 	-
Regeneration and Planning Development Management and Building Control	6 Tŷ Tredomen House	<ul style="list-style-type: none"> • Uniform 	-

1 – 5 Days Identified Critical Services - Alternative Workspace Schedule /Cont'd

Identified Critical Service Area Requiring Relocation	Number of Employees to be Relocated and Current Location	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements
Adult Services- Children Services- Business Support	20 Tŷ Penallta House	-	-
	15 Tŷ Pontygwindy House	-	-
	15 Foxes Lane	-	-
Business Support - Administrative Support Functions	6 Tŷ Penallta House	-	-

5+ Days Identified Critical Services - Alternative Workspace Schedule

Identified Critical Service Area Requiring Relocation		Number of Employees to be Relocated and Current Location	IT Requirements (In addition to Corporate Servers and Internet)	Additional Requirements
Corporate Finance	All Functions	52 Tŷ Penallta House	<ul style="list-style-type: none"> • Capita Revenues and Benefits • Capita Revenues and Benefits NNDR • Financial Ledgers (e5) • Accountis BACSTELIP • COSMIS DLO payroll feeder 	These are in addition to 19 workstations required for timescale 1 – 5 days.
	Licensing	4 Tŷ Penallta House	<ul style="list-style-type: none"> • Diamond Database; • Remote Access. 	-
Public Protection	Trading Standards	1 Tŷ Penallta House	<ul style="list-style-type: none"> • CIVICA 	-
Community and Leisure Services	Parks and Bereavement Services	2 Tiryberth Depot	<ul style="list-style-type: none"> • BACAS 	-

Corporate Property Office Accommodation Schedule

Office Name	Address	Estimated Number of Workstations	Contact Person	Telephone Number	Comments
Ty Gilfach	William St, Bargoed CF81 8ND	100 (60 SS/40 Housing)	Sharon Williams (SS) Deb Bishop (Housing)	01443 873580 01443 873519	NOT VOIP
Ty Pontygwindy	Pontygwindy Ind Est, Caerphilly CF83 3HU	150	Teresa Steele	02920 849700	VOIP
Mill Road Office	Mill Road, Caerphilly CF83 3FD	30	Mel Steer	02920 855020	NOT VOIP
Foxes Lane	3 Foxes Lane, Oakdale	80	Jane Jordan	01495 232828	NOT VOIP
Penmaen House	Penmaen Ind Est, Blackwood	30	Alison Lee	01495 235732	NOT VOIP
Woodfieldside Units	Penmaen Road, Pontllanfraith, Blackwood NP12 2DG		Paul Joseph	07879693904/ 01495 235168	NOT VOIP
	Unit 1	30			
	Unit 2	2			
	Unit 3	35			
	Unit 4	45	Michaela Rogers	01495 235640	NOT VOIP
	Unit 6	30	Paul Joseph	07879693904/ 01495 235168	
Cherry Tree House	Carlton Drive, Pen y fan Business Park, Oakdale, NP11 4EA	83	Phil Davy	01443 864208	VOIP
Enterprise House	Tiryberth Ind Est, New Road, Tiryberth, CF82 8AU	44	Wayne Turner	01443 866901	Mostly VOIP
Dyffryn House	Dyffryn House Ind Est, Ystrad Mynach, Hengoed, CF82 7TW	80			
Tredomen House	Nelson Road, Tredomen, Hengoed, CF82 7WF	200	Kersty Nightingale	01443 863304	Mixed VOIP - currently upgrading
Bargoed Contact Centre	1 St Gwladys Way, Bargoed, CF81 8AB	47	Kersty Nightingale	01443 863304	VOIP
Ty Penallta	Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG	940	Mark Faulkner	07733263151	VOIP

Information and Technology Recovery Schedule

Detailed Description	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
VMWare environment	Y				
VisionCore Server	Y				
Active Directory	Y				
Domain Controllers	Y				
Antivirus / Spyware	Y				
Firewalls	Y				
Internet Connection	Y				
Firewall Management	Y				
Network	Y				
Caerphilly Website	Y				
UPS	Y				
Generator	Y				
Air Conditioning	Y				
Fire Protection	Y				
VDI environment	Y				
Patch Management	Y				
Exchange	Y				
Exchange Front end	Y				
Telephony	Y				
VDI	Y				
TSM server		Y			
Storage Area Network		Y			
Tape Libraries		Y			
Solidus			Y		
Emergency Team Tiryberth			Y		
Northgate front office CRM			Y		
Civica App - Environmental Health			Y		
ICS			Y		
Social Services			Y		
CACI Domiciliary Care system			Y		
Capita Revenues and Benefits			Y		
Capita Revenues and Benefits NNDR			Y		
IDOX EDRMS			Y		
Financial Ledgers (e5)			Y		

Information and Technology Recovery Schedule /Cont'd

Detailed Description	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Capita Housing			Y		
Accountis BACSTELIP			Y		
Vubis Smart - Libraries (GEAC)			Y		
CAPS UNIFORM - Land & Property Gazetteer			Y		
CAPS UNIFORM - Planning & Building Control			Y		
CAPS UNIFORM - Land Charges			Y		
GIS (ArcView)			Y		
MENTEC Income Management System inc. E-Payments Cash Receipting (Mentec)			Y		
HR/Payroll (Trent)			Y		
Schools Management (IDEAR)				Y	
Free School Meals (IDEAR)				Y	
Pupil Support (IDEAR)				Y	
Early Years (IDEAR)				Y	
Special Education Needs (IDEAR)				Y	
Admission and Transfers (IDEAR)				Y	
Content Management (Stellent)				Y	
Consilium Total DLO system				Y	
Gladstone plus2 Leisure Management system				Y	
Smart connect smartcard system				Y	
Strand Electoral Registration services system					Y
Proactis E-Procurement system					Y
Corporate Purchasing Card system					Y
EXOR Highways system					Y
Autocad systems					Y
Confirm					Y
UMIS Cashless Catering system					Y
Saffron Catering Services system					Y
Citadel Door Access System Penallta House					Y
COSMIS DLO payroll feeder					Y
LACHS Insurance system					Y
Matador					Y
CASPAR Soc Services Receivership system					Y
Helpdesk Heat Application					Y

Plan Maintenance, Training & Exercising

Document Review and Maintenance

The Corporate Business Continuity Management Plan will be reviewed every two years. In addition, the Plan will be updated in the following circumstances:

- Structural, procedural or systems changes within the Council that would significantly affect the management of a major disruption to critical services;
- External changes that would significantly affect the management of major disruption to the Council's identified critical services;
- New national guidance;
- Recommended changes following testing/exercises;
- Recommended changes following a major disruption or the activation of this plan;
- Any other significant factors.

The Senior Emergency Planning Officer will be responsible for administrating any changes to the Plan.

Two versions will be available. An 'Uncontrolled' version will be widely distributed while a 'Controlled' version (containing contact numbers) will be circulated to appropriate officers.

Plan Training and Exercising

Belief in any plan is based on how well it works in practice.

The first step in making sure that any plan is effective, is for those with defined roles or are likely to be involved in its implementation are aware of the policies, principles, roles, responsibilities and procedures referred to in the plan.

A plan cannot be considered reliable until it is exercised and has proved to be workable. Therefore the second step is to maintain high levels of confidence in using the plan and this is achieved through regular testing and exercising.

The reason we test and exercise plans are to:

- Test well-established procedures;
- Develop staff competencies and give them practice in carrying out their roles in the plans;
- Validate the plan.

It is intended to use three main types of exercise to test the Plan:

- Workshop - An exercise usually used to develop awareness about a subject through discussion.
- Table top - A tabletop exercise is based on simulation, not necessarily literally around a tabletop. Usually, it involves a realistic scenario with a time line which may or may not be real time.
- Live - A live exercise is a live rehearsal for testing a plan. Such exercises are particularly useful for checking logistics, communications and physical capabilities. They also make excellent training events from the point of view of experiential learning, helping participants develop confidence in their skills and providing experience of what it would be like to use a plan's procedures in a real event.

A comprehensive training and exercising programme will be organised by the Emergency Planning Team in conjunction with appropriate Business Continuity Management officer.

**Produced By:
Emergency Planning Team
Caerphilly County Borough Council
Tŷ Penallta House,
Tredomen Park,
Ystrad Mynach, Hengoed, CF82 7PG**