

# Public Document Pack

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29 May 2012

## **BUTE AND COWAL AREA COMMUNITY PLANNING GROUP - WEDNESDAY, 6 JUNE 2012 CASTLE HOUSE, CASTLE GARDENS, DUNOON – 1.30PM**

I enclose herewith Item 8 and a revised report for Item 9 on the above agenda.

### **SUPPLEMENTARY PACK**

- 8. CRITICAL ACTIVITY RECOVERY PLAN**  
Argyll & Bute Council – Kate Connelly, Governance & Law (Pages 1 - 26)
- 9. COMMUNITY SAFETY**  
Argyll & Bute Council – Shirley MacLeod, Governance & Law (Pages 27 - 28)

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ARGYLL AND BUTE COUNCIL

LOCAL AREA

COMMUNITY PLANNING GROUPS

CUSTOMER SERVICES

28<sup>TH</sup> MAY 2012**BUSINESS CONTINUITY PLANNING; COMMUNITY CONSULTATION**

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**1. INTRODUCTION**

On the 19th September 2011 the Council's Strategic Management Team approved the establishment of a project to undertake the review of the Council's Business Continuity arrangements. The project was initiated on 1st February and is due to be completed by the 31st July 2012. This report provides details of consultation arrangements incorporated as part of the approved project plan.

**2. RECOMMENDATIONS**

- 2.1 To note current plans to incorporate feedback with communities and other stakeholders at this stage of the review
- 2.2 To help facilitate local arrangements in order to maximise input from local groups and organisations.

**3. BACKGROUND**

- 3.1 During 2008 and 2009, the Council initiated a programme to develop and establish Business Continuity Management within the Council, to ensure that 'critical' activities can be recovered quickly following any major incident which causes disruption of normal business. A critical activity has been defined as '*any activity which MUST be delivered following an unexpected event...*'
- 3.2 In December 2011 an internal audit report identified that improvements should be made to the existing plans and processes for Business Continuity Planning; including;
  - A review of the critical activities for each service
  - More comprehensive recovery plans
  - A requirement to engage with stakeholders and local communities.
- 3.3 The requirement to involve communities and partners in the development of recovery plans aims to make it easier to engage with them and enlist their support, should an emergency arise.

#### 4. PROJECT PROGRESS

- 4.1 Since the project was initiated in February this year, a comprehensive mapping exercise has been completed to take account of changes in the Council's structure.
- 4.2 The scope and nature of critical activities has been scrutinised, resulting in a significant reduction of the number of activities confirmed as critical. The revised list has not yet been confirmed but will undoubtedly include services to protect and assist vulnerable people e.g. children and elderly.
- 4.3 The template has been reviewed to ensure that all statutory requirements and the recommendations in the audit report will now be addressed.

#### 5. CONSULTATION

- 5.1 The planned consultation includes gathering feedback from;
- Community groups and organisations based in local areas
  - Other Councils in Scotland
  - Partners closely involved in delivering critical services
- 5.2 Since the time available is very limited (project ends on 31<sup>st</sup> July 2012) it has been agreed that a survey will be issued to relevant groups and committees to maximise the extent of the input received. By directing this survey through the Local Area Community Planning groups it is hoped to maximise this feedback e.g. from Community Councils, the voluntary sector etc.
- 5.3 The attached covering letter, survey and draft recovery plan template will be issued as part of the consultation. The intention is that groups review the draft recovery plan template in relation to their own role in the community and then complete the survey from that perspective e.g. adding comment on additional issues or support that they could potentially provide to relevant Council services. **A fuller explanation of this approach will be available through discussion with the project officer at the Local Community Planning Group meeting.**

#### 6. CONCLUSIONS

- 6.1 The new arrangements will result in significant improvements to the systems currently in place; community consultation is an important aspect of those enhancements.

- 6.2 Although it is recognised that community involvement in this process is relatively new for the Council, it is intended that further initiatives will be implemented to increase the scope of this involvement e.g. local awareness raising sessions.
- 6.3 The role of Local Community Planning groups is very important in supporting the Council in this project and will help to improve the effectiveness of our response to emergency incidents which would otherwise disrupt vital services.

For further information contact: Kate Connelly, Project Officer – 01546 604116

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**Governance and Law**

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Direct Line 01546 604192  
Ask for Kate Connelly  
Date: 22/05/2012

Dear ,

**Business Continuity Planning; Consultation on Recovery Plans**

As you may be aware, Business Continuity Planning is an important aspect of the Council's preparations in dealing with emergency incidents which may disrupt normal service delivery. We are currently implementing a project to update our arrangements and we hope to engage with Community Councils to ensure that we incorporate a wider perspective in our new procedures.

The attached survey refers to 'critical activities' which must be reinstated should an unexpected event disrupt normal arrangements. The final list of critical activities has not been formally adopted by the Council but as you would expect, it will include services such as providing care for children, elderly and vulnerable adults as well as services to protect public health and keep essential roads open for emergency services etc.

I realise that the project timescales are short and that your own schedule for meetings may make it difficult to provide a detailed response. However we anticipate that these arrangements will evolve over time so that even an initial response, perhaps from the Convenor or a sub-committee of the Community Council, would be appreciated at this stage. I would be very grateful if you could complete the attached survey using the web link;

<https://secure.crtviewpoint.com/OnlineSurvey/default.aspx?session=819f0d9e-7ae7-4791-9bf6-1789ebadfb11>

or return it by email to [anna.watkiss@argyll-bute.gov.uk](mailto:anna.watkiss@argyll-bute.gov.uk) before the 8<sup>th</sup> June 2012.

Should you wish to print any of the documents please contact your local Area Governance Assistant as detailed below.

**Eilidh Fitzpatrick**, Governance and Law, Hill Street, Dunoon, PA23 7AP  
**Jane Gillies**, Governance and Law, Municipal Buildings, Albany Street, Oban,  
PA34 4AW

**Theresa McLetchie**, Governance and Law, Kilmory, Lochgilphead, PA31  
8RT

**Belinda Ruthven**, Governance and Law, Scotcourt House, 45 West Princes  
Street, Helensburgh, G84 8BP

If you are unable to return the survey using this mechanism or if you require  
clarification or wish to discuss any issue relating to the survey, please contact  
the project officer, Kate Connelly, as detailed above.

Thank you for your assistance,

Yours faithfully,

Charles Reppke  
Head of Governance and Law.



## GOVERNANCE AND LAW

BUSINESS CONTINUITY PLANNING  
COMMUNITY CONSULTATION SURVEY 2012

<b>COUNCIL SERVICE</b>	
<b>CRITICAL ACTIVITY</b>	
<b>ORGANISATION</b>	
<b>CONTACT NAME</b>	
<b>TELEPHONE NUMBER(S)</b>	
<b>EMAIL ADDRESS</b>	

*The Council is reviewing its procedures for Business Continuity Planning to ensure that we have robust recovery plans so that critical services can be reinstated following an unexpected event which has significantly affected our usual delivery arrangements. The attached template is being developed for use by relevant Council services and we would welcome your comments at this stage of the process.*

For each section in the recovery plan, please circle the number that best describes how satisfied you are that this aspect has been addressed					
	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>No comment</b>

<b>SECTION 1.1; ACTIVATING THE PLAN</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Please detail any additional / alternative stages that you feel should be incorporated in the flowchart</i>					
<b>SECTION 1.2–1.4; OVERVIEW</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Please detail any additional measures or actions that you feel should be included in this section</i>					
<b>SECTION 1.5; CONTACT DETAILS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Please detail any additional relevant contacts you believe should be included in this section</i>					

Please circle the number that best describes how satisfied you are that this aspect has been addressed	Very satisfied	Fairly satisfied	Dissatisfied	Very dissatisfied	No comment
<b>SECTION 2; PRIORITY ACTIONS</b>	1	2	3	4	5
<i>Please detail any additional or alternative actions you feel should be included here.</i>					
<b>SECTION 3; RESOURCES</b>	1	2	3	4	5
<i>Please detail any additional or alternative resources that you feel should be included here; <b>please also indicate whether your organisation could assist in providing any of these resources</b></i>					
<b>SECTION 4; OTHER RELEVANT SERVICES</b>	1	2	3	4	5
<i>Please detail any other services / agencies that you feel should be included in this section e.g. links to your own Business Continuity Plans, contingency arrangements etc.</i>					
<b>GENERAL COMMENTS</b>					
<i>Please use this space to comment on any other aspect of the plan or to detail any assistance you be able to offer this service to support its business continuity arrangements.</i>					

*Thank you for taking the time to complete this questionnaire.*

**NOTE:** The information you provide will be used to inform the Council's procedures and to identify potential improvements. Personal information will be used to inform our understanding of any issues you might raise and we may contact you to discuss your comments further. The information obtained as a result of this survey will be collated and may be shared with organisations out with Argyll and Bute Council however no individual responses will be circulated.

## Argyll and Bute Council

**CRITICAL ACTIVITY RECOVERY PLAN**

<b>Department</b>	
<b>Service</b>	
<b>Team</b>	
<b>Critical Activity</b>	
<b>Location</b>	
<b>Area Emergency Response Team Contact</b>	
<b>Plan Owner</b>	
<b>Authorised by</b>	

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Version	Status	Author	Reason for Issue	Date
	<i>e.g. draft</i>			

**Distribution List**

Copy	Name	Position/Organisation	Method of Issue
1.			<i>e.g. Sharepoint</i>
2.			
3.			
4.			
5.			

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## 1. OVERVIEW

1.1 Procedure for activating this plan; the diagram at p4 details the process to be applied when an incident occurs that may disrupt normal service delivery for this critical activity.

1.2 Detail critical activity delivered from this location:

1.3 Dependencies - other Council services

- 
- 
- 

**NOTE:** Contact information for these services should be noted in s1.5 below

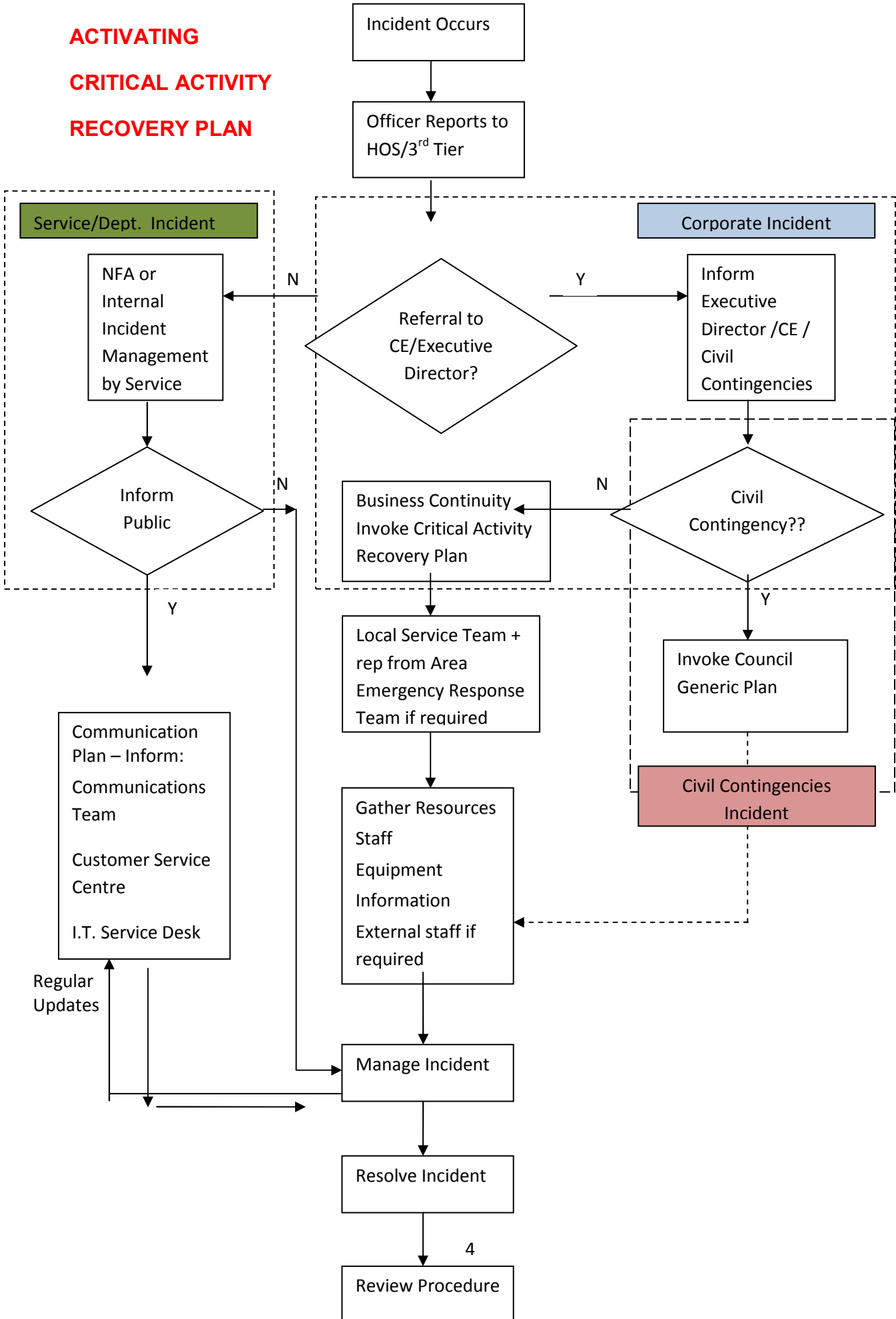
1.4 Dependencies – e.g. external services / contractors or suppliers of essential equipment, materials, records

- 
- 
- 

**NOTE:** Contact information for these organisations should be noted in s1.5 below

1.5 Contact Details – see p5

**ACTIVATING  
CRITICAL ACTIVITY  
RECOVERY PLAN**





## Council contacts

Role	Name	Work phone	Mobile and/or home phone numbers	e-mail Address
Area Emergency Response Team Contact				
3 <sup>rd</sup> tier manager				
Head of Service				
Plan Owner				
IT contact(s)				
Customer Service Centre contact				
Communications Team contact		01546 604200	07768 556247	<a href="mailto:pressoffice@argyll-bute.gov.uk">pressoffice@argyll-bute.gov.uk</a>
Property Services – Technical Advice				
Other corporate contact as required (e.g. Legal, Insurance)				
All other staff involved in delivering critical activity (please list)				



### External contacts

Organisation	Name	Work phone	Mobile and/or home phone numbers	e-mail Address
Cross reference to external dependencies from BIA				

## 2. PRIORITY ACTIONS

### Follow process to confirm approval to activate plan

The diagram at s1.1 above sets out the process for obtaining approval to activate this plan. The local service manager / officer in charge is responsible for notifying their line manager (or Head of Service, as available) in order to initiate this process.

### Area Emergency Response Team

The local service manager / officer responsible for this critical activity will liaise with the AERT locally to implement the actions detailed in this plan.

### Co-ordinate local resources

A range of local resources will be required in order to restore service delivery of critical activities, including staff, data, equipment, corporate resources (IT, telephony etc.) and input from other related services etc. Procedures for identifying and deploying these resources are detailed in [ss3-4 below](#).

### Internal Communication

A range of central services will be necessary to support the restoration of critical activities e.g. IT, telephony etc. Procedures for accessing this support are detailed in [s5 below](#).

### External Communication

It is essential that service users and partners are kept informed of the status of critical activities as well as time scales for restoring these and any alternative arrangements that should be used meantime. Procedures for this aspect are detailed in [s6 below](#).

### Incident Checklist and Incident Log

The incident checklist and log provided in [ss7-8](#) below must be completed on each occasion the CARP is invoked and must be copied to the relevant line manager / Head of Service.

**NOTE:** *In addition to the above actions the senior officer on site will be responsible for monitoring the health, safety and welfare of all staff and anyone else on the premises at all times during the recovery stage. The security of Council premises, equipment and other resources should be similarly maintained.*

### 3. RESOURCES REQUIRED TO RECOVER CRITICAL ACTIVITY

#### 3.1 Staff

- 3.1.1 Details of the number of minimum number of staff and the skills required to restore the critical activity are detailed below.

Minimum no. of staff	Skills required

#### **ACTION**

If the number of staff available drops below the minimum level required for the critical activity, additional resources should be identified from another service, as appropriate. **The availability and functionality of this action must be must be documented in an Annex attached to this plan before submission to the Head of Service for approval.**

#### **NOTE**

If delivery of a critical activity relies on a single named individual, this must be added to the operational risk register for the service.

#### 3.2 Service Data & Records

- 3.2.1 Computer systems

IT Systems used	Loss of data workaround (link 3.4.4 as appropriate)

**NOTE 1:** The majority of Council IT systems are capable of being restored within 4 hours, subject to uninterrupted power supplies; however IT staff will restore applications on the basis of the priority ranking of critical activities.

**NOTE 2:** IT systems from external providers will normally be linked to contractual provisions in the event of service disruption.

**ACTION:** *The availability and functionality of the specified workaround must be must be documented in an Annex attached to this plan before submission to the Head of Service for approval (including reference to services provided by external contractors).*

### 3.2.2 Manual (paper) systems

Storage (originals and backups)	Loss of data workaround (link 3.4.4 as appropriate)

**ACTION:** *The availability and functionality of the specified workaround must be documented in an Annex attached to this plan before submission to the Head of Service for approval.*

3.2.3 Systems (IT or manual) with no workaround; these must be recorded in the Operational Risk Register for the Service.

### 3.3 Essential equipment / materials

These may be available within the Council or from external suppliers (reference Contact List at s1.6 above)

Description	Min. No. Required	Location	Alternative Supplies (link to s1.5; contact list)
e.g. laptops, printers			

**ACTION:** *Details of the availability, location and procedures for accessing alternative supplies (including external suppliers) must be documented in an Annex attached to this plan before submission to the Head of Service for approval.*

### 3.4 Premises

3.4.1 The premises may not be available for use due to total destruction of the building or loss of essential systems (e.g. power, telephony). Although such an event is likely to affect a wide range of activities, the focus for business continuity is on critical activities only.

3.4.2 With reference to s3.1 above, the service manager will identify those staff required in the delivery of this critical activity at a relocation site. All non-essential staff will be directed to remain at home until alternative arrangements are made.

**NOTE:** *The Council has designated key buildings in each major town to have generator power to cope with interruption of the mains electricity supply. Officers should consider these buildings when selecting relocation sites (check status with IT contact).*

3.4.3 Details of relocation sites for staff delivering this critical activity is noted below –

No. staff required	Relocation Site 1	Relocation Site 2

**ACTION:** Details of the availability of the relocation sites, together with contact details for the manager at that site and the procedures for accessing and installing any necessary equipment at the location, must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

3.4.4 A ‘Grab Bag’ containing essential records, equipment etc. required to deliver critical activities is stored at the primary relocation site, the minimum contents required to be maintained / updated are -

Item	Quantity	Comments
Copy of CARP	1	Plus all annexes and action plans

**ACTION:** The contents and functionality of the ‘Grab Bag’ will be verified by the relevant Area Emergency Response Team representative at least once every six months.

3.4.5 The location of all emergency cut-off points should be detailed below:

<b>WATER</b>	
<b>ELECTRICITY</b>	
<b>GAS</b>	

#### 4. INTERFACE WITH OTHER SERVICES

The Area Emergency Response Team representative should liaise with counterparts in other departments to ensure that appropriate links are made with services complimentary to the service delivering critical activities e.g. if the election service is being recovered, then arrangements to provide support services such as transport for ballot boxes must also be addressed.

Support Activity (ies)	Action Plan Agreed

**ACTION:** A detailed Action Plan describing the procedures for accessing the support service, together with contact details for key staff in that service, must be documented in an Annex attached to this plan before submission to each relevant Head of Service for approval.

#### 5. COUNCIL COMMUNICATIONS

##### 5.1 Telephony

If telephony to the principal location is inoperable, staff will use their mobiles and inform key contacts listed in s1.5 of the loss of telephony. The essential telephone numbers below will be transferred if possible to either staff mobiles or recovery location desks. The whole council, key customers and suppliers will be e-mailed with the change in numbers at the earliest opportunity.

The following critical telephone numbers will be transferred:

Phone or Fax number	Current number	Transfer number

##### 5.2 Management Reporting

The following are the key departments or contacts within the council with whom the Area Emergency Response Team representative should be communicating. Regular updates should also be provided to senior management, service users and stakeholders on a regular basis.

Contact	Issues	Timescale
Chief Executive	If failure is extensive or affects external e-mail service	Immediately
Communications	Extent of failure/disruption and recovery timescales	Within 4 hours + on going
Members Services	Issues affecting service to Members	Within 4 hours + on going, as agreed by SMT

- 5.3 Service staff - the Area Emergency Response Team representative will be responsible for updating staff on the status of the incident, this officer will also liaise with senior management to advise them of any emerging issues notified by staff.

### **EXTERNAL COMMUNICATION**

- 5.4 Staff should not talk to the media directly but refer all press questions to the Communications team, as below. Any issue or occurrence which could attract press attention must be escalated through a manager to the Senior Management Team and they should pass it on to the Communications team who may designate people to give media interviews after appropriate training and briefing.

Telephone – 01546 604200 / 07768 556247

Email – [pressoffice@argyll-bute.gov.uk](mailto:pressoffice@argyll-bute.gov.uk)

- 5.5 The Area Emergency Response Team representative should liaise with local managers and the Head of Service to enable the Communications team to provide information to the public and partner agencies on the current status of service capacity and the anticipated timescales for returning to normal service e.g. website updates, briefings for Contact Centre staff.

## **6. INCIDENT MANAGEMENT CHECKLIST**

To be completed by the Area Emergency Response Team representative, Annex 1.

## **7. INCIDENT LOG**

To be completed by Area Emergency Response Team representative, Annex 2. This should record all instances when the plan has been invoked as well as noting any changes required to the existing plan or related procedures.

## **8. SRP QUALITY CHECK**

To be completed by Area Emergency Response Team representative, Annex 3

## ANNEX 1: CARP Incident Checklist

Action	Initiated by	Approved by	Outcome / Detail	Comment
Request approval to activate CARP				
Establish local response team				
Co-ordinate resources				
Establish internal communications				
Establish external communications				
Complete incident log (Annex 2)				



## ANNEX 2: CARP Incident Log

**TEAM MEMBERS:**

Name	Role	Contact number(s)

Date	Time	Recorded by	Lead Officer	Event	Action	Status

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## ANNEX 3: CARP Quality Check

Section / Detail	Status	Action Required	Completed by	Date
Cover Sheet; all details entered in full				
ss1.2-1.4; critical activities, periods, internal + external dependencies input				
S1.5; contact details, all relevant internal / external data including suppliers etc.				
s3.1; number and skill set of staff adequately identified + action plan to access additional staff if required – action plan signed off by each relevant Head of Service				
s3.1.1; The relevant operational risk register shows that this critical activity relies on a single named individual				
s3.2; Data + record tables properly complete with separate action plan detailing workaround, signed off by Head of Service.				
s3.2.3; systems with no work around have been input to the relevant				

operational risk register				
s3.3; Equipment / materials information properly completed, identifying alternative internal + external suppliers as appropriate				
s3.4; Premises – relocation arrangements properly identified, supported by action plan signed off by relevant Heads of Service for original and recovery location(s)				
s3.4; Grab Bag; the identified contents appear adequate / sufficient and are verified as available at identified location.				
s4; all relevant services required to support critical activities have been properly identified and an action plan is available detailing these arrangements.				
s5; all telephony information is current + complete				

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**ARGYLL & BUTE COUNCIL****Bute & Cowal Area Community****CUSTOMER SERVICES****Planning Group****12 June 2012**

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**Community Safety Forum Links, Partnership and Reporting**

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**1. SUMMARY**

- 1.1 The purpose of this Paper is to update and inform the LACPG as to the status and membership of the Local Community Safety Forums, and to outline where these lie in relation to other groups such as LACPG and the Argyll and Bute Community Safety Partnership.

**2. RECOMMENDATIONS**

That Members:

- 2.1 Note the current status of the Community Safety Forums in their Area
- 2.2 Agree to acknowledge the Community Safety Forums as a key strategic partner within the local community planning structure.
- 2.3 Agree to Community Safety Forums being asked to provide Highlight/Exception reports to Local Community Planning Groups

**3. DETAIL****3.1 The Forums in each area**

Each of the four administrative areas of the Council have at least one Community Safety Forum (Bute and Cowal have one each) The Nature of the work of the various Community Safety Forums is outlined in the Argyll and Bute Community Safety Strategy. This strategy is currently undergoing a minor update to in order to maintain its close links to the objectives of the current Single Outcome Agreement and the new Community Plan.

Each CSF focuses its efforts in the immediate area, and previous initiatives in the areas supported by the various forums have included Experiential Learning events, water safety events and production of appropriate leaflets etc.

Each local CSF meets quarterly –more often if there is a specific need. It has been proposed that going forward, Community Safety Forum Meetings could be timed to allow more timeous feedback to LACPGs. Opportunities

for this will be investigated and where possible meetings will be arranged to facilitate this.

### 3.2 Who Attends

The Community Safety Forums are open to all interested parties. They are well attended by Elected Members and partners with a large community safety component to their remit e.g., Police, Strathclyde Fire and Rescue, Coastguard, Housing Associations etc. Certain Council Officers such as Emergency Planning, Environmental health (regulatory services) and 3<sup>rd</sup> Sector groups such as Rape Crisis are also attendees where there are agenda items relevant to them.

### 3.3 Feedback & Performance

The Minutes of Community Safety Forums are published on Modern.Gov and are therefore available to LACPG members. Performance statistics from partners are considered at all meetings of the forums, partners regularly report their progress against their own performance targets both national and where possible local, and consider many initiatives which are being undertaken locally, e.g. targeting rogue traders.

Currently the Area Community Safety partnerships feed back into the Argyll and Bute Community Safety Partnership which meets six monthly, however, it is proposed that a report also be provided to the LACPG on a regular basis so that issues of particular interest can be aired at the larger area community forum. It is envisaged that this report take the form of either, reports on specific initiatives felt by the Forums to be of interest to the LACPG or exception reports where the LACPG need to be aware that an objective is not being met.

## 4. IMPLICATIONS

5.1	<b>Policy</b>	Adoption of the proposal will assist in delivery and reporting of aspects of the SOA and the Community Plan
5.2	<b>Financial</b>	None,
5.3	<b>Personnel</b>	None
5.4	<b>Equalities Impact Assessment</b>	None.
5.5	<b>Legal</b>	None

For further information, please contact Shirley MacLeod, Area Governance Manager  
tel 01369 707134