



Business Continuity Policy

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Revision History

Version	Date	Revision Author	Summary of Changes
Draft	Mar 19	Samantha Rice	9.0 Include reference to Equality Screening
V1	May 19	Samantha Rice	
V2	Jan 21	Samantha Rice	4.1 Business Continuity Model 5.0 Roles & Responsibilities 6.1 BCP structure 8.2 Review frequencies

Distribution

Name	Title
All	Elected Members
David Burns	Chief Executive
All	Directors
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All	Line Managers
All	Staff

Approval

Name	Position	Signature	Date

Contents

1	INTRODUCTION	3
2	AIMS.....	3
3	OBJECTIVES.....	3
4	SCOPE.....	4
5	ROLES & RESPONSIBILITIES.....	5
5.1	Chief Executive.....	5
5.2	Risk & Business Continuity Officer.....	5
5.3	Directors.....	6
5.4	Heads of Service.....	6
5.5	Business Continuity Steering Group.....	6
5.6	All Staff.....	7
6	BUSINESS CONTINUITY PLANS.....	7
7	COMPLIANCE.....	8
8	MONITORING & REVIEW.....	8
9	EQUALITY.....	9

1 Introduction

Lisburn & Castlereagh City Council (LCCC) recognises that it provides services to the community and works in partnership with others in order to deliver the corporate priorities that we have identified. It is vital that we, as a Council are able to ensure that our most critical services and functions are maintained and resources protected to at least a reasonable level during incidents and disruptions. This will assist the Council in becoming more resilient and will also help in maintaining our reputation both to the community we serve and to the many people, visitors and businesses that are attracted to LCCC in order to live, work or visit.

The policy requires Directors and Heads of Service to demonstrate that they have considered the need for a business continuity plan for every service within their department. Plans must be written, published and tested for all critical services.

2 Aims

Lisburn & Castlereagh city Council's Business Continuity Policy provides a structure through which:

- Critical services and their supporting activities/resources can be identified.
- Plans will be developed to ensure continuity of critical service delivery following disruption, which may arise from loss of facilities, personnel, IT and/or communications or failure within the supply and support chains.
- Activation of business continuity plans throughout the Council can be managed.
- Plans are subject to continuous review and validation through exercising and testing.

3 Objectives

Business continuity plans must, as a minimum address the following:

- Staff safety, welfare and internal communications.
- Adherence to contractual and statutory obligations.
- Management of risk.
- Maintenance of customer and public confidence and the reputation of the Council.
- The timely resumption of critical functions.

4 Scope

- 4.1 The Council business continuity plan is based on standards defined by ISO 22301, the Civil Contingencies Act 2004 and the Business Continuity Institute. Each Business Continuity plan will be prepared to meet recognised standards of corporate governance.



Figure 1: Business Continuity Institute Model

- 4.2 All departments within LCCC are required to identify critical services and functions. Business continuity plans will then be developed which will include identifying key activities/business processes and key staff within each service, as well as the minimum resourcing and staffing levels required, should there be an interruption in service.
- 4.3 All officers and those working voluntarily or under contract to the Council must be aware of, and are required to comply with, all relevant Council policies and procedures.
- 4.4 This policy also applies to the management of all supply chains especially outsourced contracts. It requires those responsible for negotiating and managing contracts to ensure appropriate business continuity conditions are included in contracts, in order that the service provider is able to deliver acceptable levels of service following a disruption to the Council or the supplying company.

- 4.5 LCCC's corporate business continuity plan and service unit plans will include a clear procedure for invoking the plan, identifying key personnel and their roles in conjunction with the Council's Emergency Planning Policy and Procedures.
- 4.6 Performance monitoring will be co-ordinated by the Risk & Business Continuity Officer and will focus on the following components:
- Scope – to ensure that all critical functions are identified.
 - Validation – to verify the plans works and are fit for purpose.
 - Training and exercising – to familiarise key staff with what is expected of them in a crisis and preparing them for crisis conditions.

5 Roles and Responsibilities

5.1 Chief Executive

- Strategic owner of the corporate business continuity plan.
- Participate in tests and exercises.
- Activate the Business Continuity Plan.
- Chair Emergency Management Team (EMT) during an emergency.
- Liaise with appropriate Elected Members.

5.2 Risk & Business Continuity Officer

- Ensure Business Impact Analysis is current.
- Maintain the Corporate Business Continuity Plan.
- Ensure all employees are aware of the plan.
- Provide advice and assistance on development and testing of plans.
- Assist the Chief Executive in business continuity activities.

5.3 Directors

- Ensure a Business Impact Assessment and Business Continuity Plan is effectively completed by their service units to address the services delivered by their department.
- Regularly review their service unit BCPs to ensure the necessary contingency arrangements are appropriately developed to provide back up to normal service delivery.
- Chair Emergency Management Team in the absence of the Chief Executive.
- If required, take on the role of plan owner.

5.4 Heads of Service

- Complete a business impact analysis and identify critical areas within their service unit.
- Develop necessary contingency strategies (business continuity plan) appropriate to their service unit areas of responsibility.

- Compile related databases of service providers, customers and staff contact details.
- Ensure correct out of hours contact numbers are kept for staff.

5.5 Business Continuity Steering Group

The Business Continuity Steering Group comprises of senior managers from the Council where each department will be represented with the aim to promote and embed Business Continuity Management (BCM) principles throughout Lisburn & Castlereagh City Council and oversee the operation of the Business Continuity Management System as a representative of LCCC with overall responsibility for its effectiveness. Their main roles & responsibilities include:

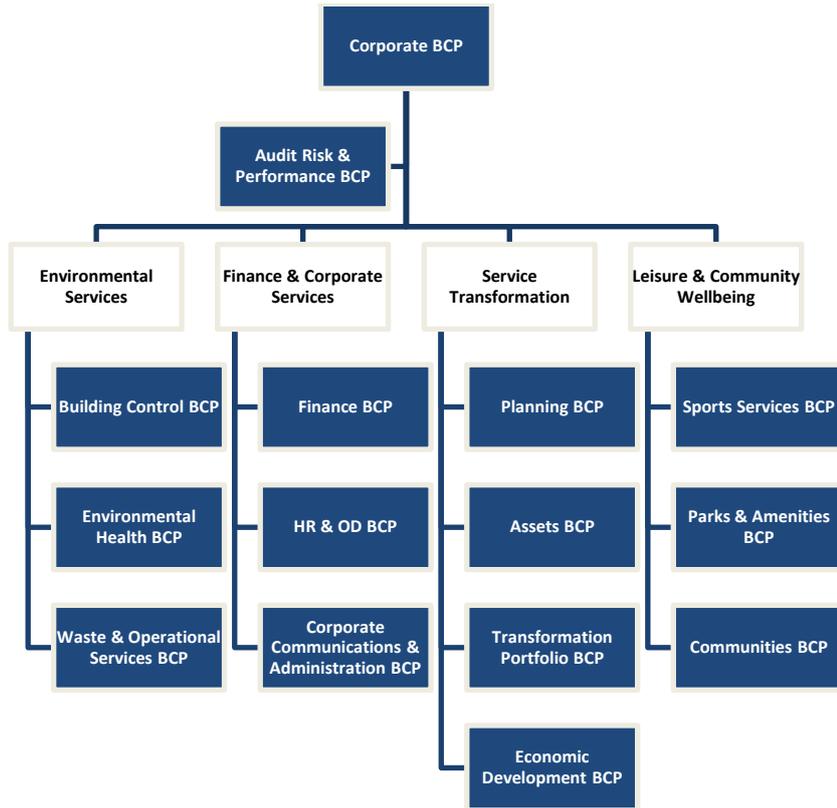
- Communicating the importance of meeting the objectives and the need for continual improvement throughout the organisation.
- Maintaining an awareness of business needs and major changes.
- Ensuring that business continuity requirements are determined and are met with the aim of minimising risk and maintaining effective strategies and plans.
- Communicating progress and outcomes through their Home Departmental Management Team Meetings.

5.6 All Staff

- Be involved in training and awareness training sessions.
- Ensure they are familiar with the contingency arrangements in place relevant to their area of service delivery.

6 Business Continuity Plan's

6.1 There are 15 Business Continuity Plans (BCPs) within Lisburn & Castlereagh City Council, which follow the hierarchy of the Council's structure, namely:



- 6.2 The Corporate Business Continuity Plan will ensure that all departments identify their key risks and develop effective backup and recovery strategies to mitigate or avoid the impact of disruptive events in order to be able to continue to provide their critical services, whilst responding to an emergency.
- 6.3 All Business Continuity Plan's will take into consideration risks identified through the risk management strategy.

7 Compliance

- 7.1 The Civil Contingencies Act 2004 introduced a statutory requirement that essential services to the public be maintained during disruption. The Local Government (Northern Ireland) Order 2005 Article 29 provides powers to the Council to prepare plans for Civil Emergencies.

8 Monitoring and Review

- 8.1 Business continuity management is essential if the Council is to meet its obligations to provide critical services to the public and partner agencies during a period of disruption.
- 8.2 All Business Continuity Plan's will be reviewed 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 Regulations / Guidance;
 - Recommended changes following testing/exercises;
 - Recommended changes following a major disruption or activation of this plan;
 - Any other significant factors.
- 8.3 This policy will be reviewed every 3 years.

9.0 Equality

- 9.1 This policy has been screened in accordance with the Council's responsibilities under Section 75 of the Northern Ireland Act 1998 to ensure the needs and effects of the policy on people within the Section 75 equality groups have been taken into account.