



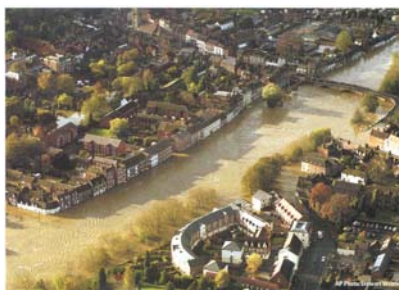
# *Business Continuity Management at Leicester City Council.*

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## *Civil Emergency or Business Continuity?*

- ✦ Differentiation between a civil emergency and one that affects the business (but both may hit at the same time and a civil emergency may lead to a BCM Incident).
- ✦ The skills required to manage one are similar to the other.





### *Why changes were made in 2010*

- ✦ Differences and similarities unclear to some, leading to confusion
- ✦ Previous LCC position of having Senior Managers allocated to one or other function untenable with reducing numbers of Senior Managers and establishment of 24/7 on call rota
- ✦ Many Senior Managers allocated to EM roles are key to the continuity of their business services and vice-versa
- ✦ Out of Hours Incidents reported to security staff have led to confusion in the past over who to call out or contact as they are unsure if an incident is an Emergency Management or Business Continuity Management issue
- ✦ All of the above may lead to loss of valuable time when responding to either an Emergency Management or Business Continuity Management incident and may lead to the 'wrong' people being mobilised



### *How LCC Deal with Incidents Reports now*

- ✦ One call out/stand by list – all on one list; fewer times on stand by; four options if called:-
- ✦ Is the incident City wide and not involving Council staff or buildings? Emergency Management Team
- ✦ If City wide and involving Council staff or buildings – EMT and they will call BCM Team
- ✦ If the incident is 'significant' affects only Council buildings or staff and /or service users – BCM Team who will call EM Team to support if necessary
- ✦ If insignificant, BAU – pass to normal 24 hour response teams.



### *Complementary disciplines*

- ✦ EM and BC are very small units within LCC and need to work closely together for the benefit of the council and communities we serve
- ✦ Festivals and Events Unit is also a key element in this package of cooperation



### *So what is Business Continuity Management?*

Business Continuity Management is not just about having a plan.

By planning ahead, instead of waiting for something to happen, and involving key/all staff, services can get back to normal business in the quickest possible time.

A crisis is not the best time for consensus management!



## *When disaster strikes.....*

Think *impact* upon:

- ❖ People
- ❖ Assets (e.g. buildings, vehicles)
- ❖ ICT – systems or telecoms
- ❖ Suppliers



## *The Corporate BCP*

- ✦ A cohesive plan to allow the Corporate BCM Team to assist in recovering Critical Services, prepared to a common standard;
- ✦ Keeps business critical functions running in a crisis;
- ✦ How we support the Emergency Management team with city emergencies;
- ✦ In a nutshell, the way we draw together the response of the whole organisation to a disruption.



### *Individual Business Area Plans*

- ✦ Every Head of Service at LCC has to have an individual BCP for their service;
- ✦ Every June, each Operational Director confirms (in writing) to the City Mayor and the COO that these plans exist; have been reviewed and updated; and have been tested if appropriate;
- ✦ There are pro-formas produced by the RMIS team for 'Head Office' functions; schools; and the wider business community.



### *LCC Plans Cover.....*

- ✦ Key activities
- ✦ People and skills
- ✦ Alternative locations
- ✦ Equipment (e.g. computers, phones, furniture, contingency items)
- ✦ IT systems & data; other records
- ✦ Suppliers, service partners, outsourced services
- ✦ Procedures for running the service
- ✦ Actions for first 48hrs/the next week/time to full recovery
- ✦ Actions/Decisions Log

