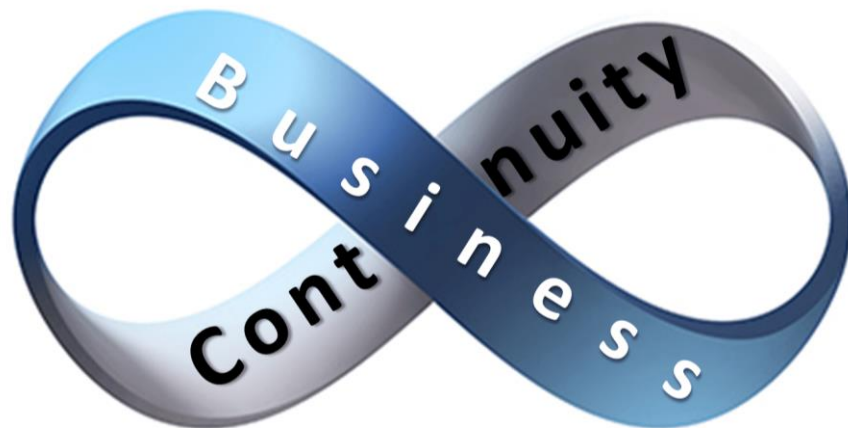




Ribble Valley
Borough Council

www.ribblevalley.gov.uk

BUSINESS CONTINUITY PLAN



Document Ownership

This document is owned by the Chief Executive of Ribble Valley Borough Council.

The Head of Environmental Health in conjunction with the Civil Contingencies Officer will ensure that:-

- The master document is retained together with relevant supporting documents
- The plan is updated and reviewed on a regular basis.*
- The plan is tested and exercised regularly
- Health and safety issues are regularly risk assessed
- Details of essential changes / amendments are updated circulated promptly

The RVBC business continuity process consists of two elements the first being the printed plan which is intended as a 'reference document', this is also kept in .pdf format. This contains the 'procedural elements' and is principally for those implementing the plan.

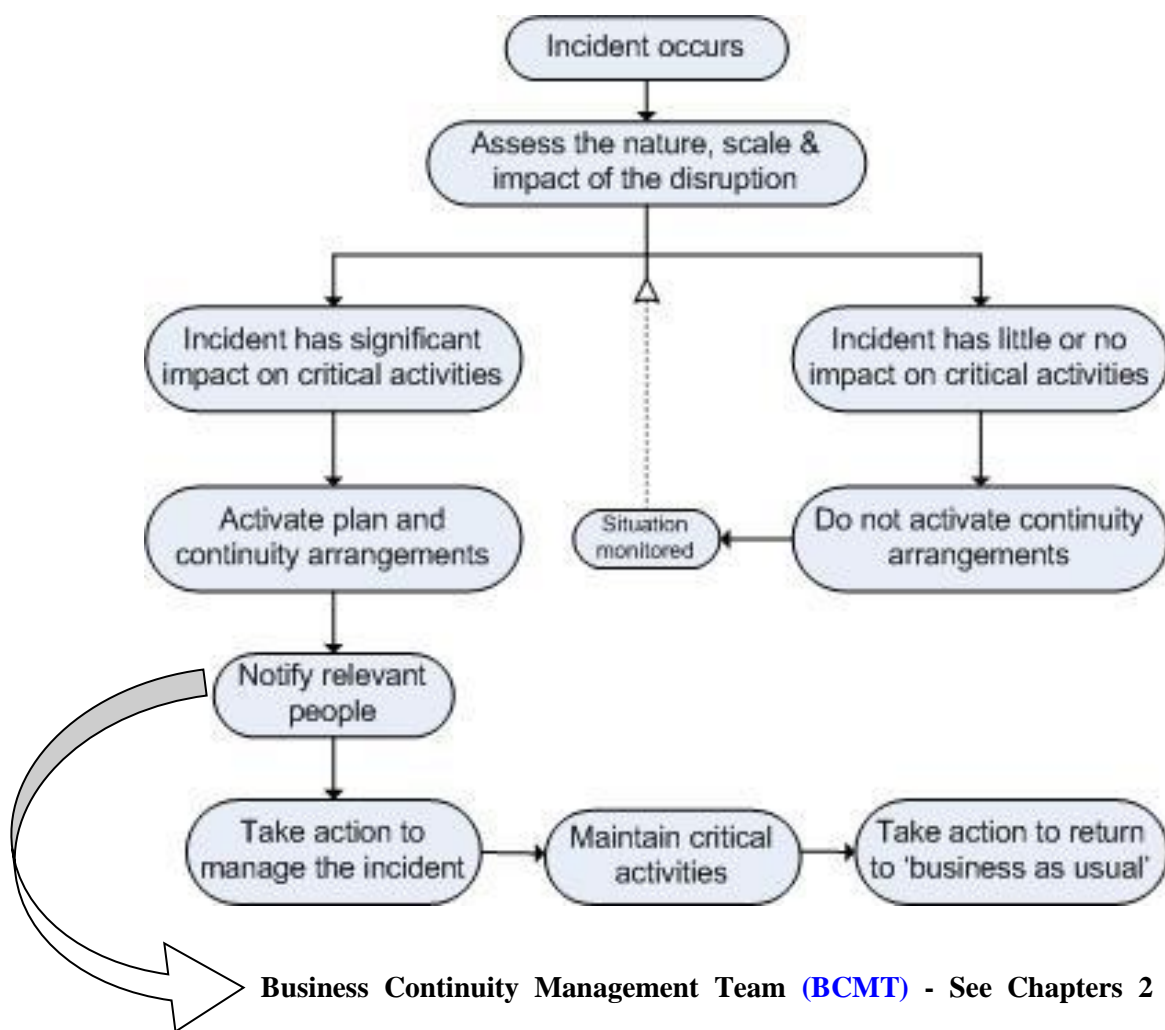
The second element consists the electronic web-based platform. This process identifies/prioritise all Service Functions and Activities.

*** This data and service information is provided, managed and maintained, by the department Heads of each Service.**

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ASSESSMENT FOR ACTIVATION OF THIS PLAN



Contact	BCMT	Home Tel.	Mobile Tel.
<i>Marshal Scott</i>	<i>Chief Executive</i>		
<i>John Heap</i>	<i>Director of Community Services</i>		
<i>Jane Pearson</i>	<i>Director of Resources</i>		
Service Managers			
<i>Heather Barton</i>	<i>Head of Environmental Health</i>		
<i>Diane Rice</i>	<i>Head of Legal and Democratic Services</i>		
<i>Adrian Harper</i>	<i>Head of Engineering Services</i>		
<i>Colin Hirst</i>	<i>Head of Regeneration and Housing</i>	REMOVED	
<i>Michelle Smith</i>	<i>Head of Human Resources</i>		
<i>Mark Beveridge</i>	<i>Head of Cultural and Leisure Services</i>		
<i>John Macholc</i>	<i>Head of Planning Services</i>		
<i>Lawson Oddie</i>	<i>Head of Financial Services</i>		
<i>Mark Edmondson</i>	<i>Head of Revenues and Benefits</i>		
<i>Chris Shuttleworth</i>	<i>Civil Contingencies Officer</i>		

Chapter 1

The Councils Business Continuity Plan

General Information

Introduction

In RVBC we are committed to provide and maintain excellent service to our customers at all times. In the event of an incident occurring in the Ribble Valley, either in or out of Council premises we aim to respond in a controlled, professional and prompt manner. This Business Continuity Plan aims to minimise the effects of an incident which may affect the provision of Council services and to restore the highest possible levels of service in the shortest possible time.

Being a small organisation it is essential that resources are deployed in the most effective manner and that each individual is aware of their responsibilities before they are needed. It follows, therefore, that key staff are involved in the preparation, maintenance and testing of this plan.

The Business Continuity Management Team is responsible for the overall handling, coordination and effectiveness of implementing this Councils Business Continuity Plan.

Each Head of Service is responsible for ensuring that the Business Continuity templates for activities and functions applicable to their service area are current and also that the Business Continuity database is maintained as an integral part of their normal business activity.

The Head of Environmental Health in conjunction with the Civil Contingencies Officer will ensure that these processes are reviewed and tested and as required.

Please consider your role in this process.

Marshall Scott
Chief Executive
Ribble Valley BC

Please note

The RVBC business continuity process consists of two elements the first being the printed plan which is intended as a 'reference document', this is also kept in .pdf format. This contains the 'procedural elements' and is principally for those implementing the plan. The second element in the process is the electronic web-based platform, this consists the 'data and all service activity information' this is provided; managed and maintained, by the department 'heads of service'.

This document must therefore be read in conjunction with the business continuity planning profiles and action plans contained in the database, only that data can be taken as current at that point in time. This is accessed via the web logon:- Logon details have been provided please keep these safely

REMOVED

Personal contact details have been given in confidence and recorded both in the appendices of this plan and also the database, these must not be released to the press or public.

Document Control Procedure

Responsibilities

- The Civil Contingencies Officer is the document controller for this plan. As such, the officer is responsible for the overview/update of the Councils Business Continuity Plan procedures and holds the master copy.
- The Councils Business Continuity Plan will be available on the Council's intranet (restricted access to contact details).
- Every holder of the Councils Business Continuity Plan is responsible for keeping their plan details up to date.
- **Service Directors & Heads of Service are responsible for notifying the document controller of any required changes that impact on its effectiveness.**

All senior management are advised, at all times, to have means of access to the electronic database Emma also an electronic copy of this document, in order to produce a hard copy of the plan with the service priorities list should circumstances so require.

Business Continuity Plan Holders

The document controller will maintain a list of the officers who have/require access to the web based access.

Business Continuity Plan Review

- Service 'Function-Prioritisation' is maintained via the electronic database, by the section manager's logon process; however the procedural arrangements in this printed version will be reviewed every 12 months or following the activation of the plan. This to reflect any new procedural or departmental changes in the authority's structure.
- Senior managers should notify the document controller of any required changes.

Please remember:

This plan is only as good as the accuracy of the details contained therein!

Record of Amendments

Amendment Number	Page No(s)	Amended By	Date Amended
1	Appx1	Civil Contingencies Officer - Full plan produced and issued to all plan holders	April 2014
2	Sec 2	Updates applied	June 2015
3	All doc	Review process	June 2017
4	All doc	New Version	January 2018
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Aims and Objectives of the Council's Business Continuity Plan

Aims

- The aim of the Council's Business Continuity Plan is to increase the Council's resilience and minimise wherever possible the risk of disruption, following an interruption to the delivery of Council services. The Council's Business Continuity Plan addresses the timely reinstatement of critical services at the Council by providing guidance and action plans for staff tasked with implementing the process.

Objectives

- To develop and maintain a process which regularly reviews, updates and tests the overall plan.
- To ensure all key staff are involved in the preparation, maintenance and testing of the Council's Business Continuity Plan, so that there is an effective and consistent response to service continuity planning.
- To mobilise the organisational actions required to manage the recovery and to integrate this, as appropriate, with the Council's Emergency Plan.
- To ensure control is established at a senior level via the Business Continuity Management Team in the critical early stages following an incident arising which affects the delivery of the Council's services.
- To ensure that the work of the individual business recovery teams is effectively managed and coordinated thereby enabling the earliest response and a planned and coordinated progression back to business as usual.
- To build on good work already in place for risk management ensuring mitigation plans are integrated into the overall framework.

Overview

The Civil Contingencies Act 2004 requires the Council (and all other Cat 1 responders) to put in place and maintain plans to ensure that they can continue to deliver key services and perform their functions in the event of an emergency.

Category 1 responders exist in a dynamic environment; organisations and the environment they operate in are subject to change. Business Continuity Plans (BCP) need to be reviewed and updated regularly to ensure validity, paying particular attention to the following elements:

- Personnel changes
- Council responsibilities and Critical Services to be maintained
- Organisational structure changes
- Changing 3rd party suppliers or contractors
- Identify Prioritise New risks and hazards on service Functions Activities

Business Continuity Management ensures that the Council can continue to provide its essential services in the event of an incident occurring that affects or threatens to affect its services.

The following is a list of some events which may serve to trigger the Council's Business Continuity Plan.

- Activation via the Council's Business Management Team following a major incident
- Fire / Arson affecting council premises
- Failure of critical supplier(s) / partner(s)
- Severe weather eg floods or storms etc.

- Technical or environmental failure
- Fuel shortage
- Main Utilities failures
- Failure of procedures or systems
- Fraud, theft, vandalism or sabotage
- Loss of key personnel or premises
- Failure of business critical projects

Business Continuity Management (BCM) Team is a management process that helps to manage the risks also to assist the smooth running of an organisations delivery of a service, ensuring that it can continue to operate to the extent required in the event of a disruption. These risks could be from the external environment (eg fire, power outages, severe weather etc.) or from within an organisation (eg systems failure, loss of key staff etc.).

BCM Team provides the strategic framework for improving the Council's resilience to interruption. Its purpose is to facilitate the recovery of key business systems and processes within agreed time frames, while maintaining the Council's critical functions and the delivery of its vital services.

BCM Team is an ongoing process that helps the Council to anticipate, prepare for, prevent, respond to and recover from disruptions, whatever their source and whatever aspect of the business they affect.

BCM Team is a generic management framework that is valid across the public, private and voluntary sectors and is all about maintaining the essential business deliverables of an organisation in an emergency. The Council exists to provide services to the public and it is important that the Council has contingency plans in place in order to maintain essential public services.

Doing nothing during an incident which affects the Council's service provision is not an option. It is essential that the Council makes every endeavour to ensure that their critical services are maintained. BCM Team facilitates the sustained delivery of critical services, even in a worst case scenario.

This Council's Business Continuity Plan explains the Council's statutory requirement to have a contingency plan in place to maintain essential services. It introduces the concept of Business Continuity and includes details with regard to:

- Activation of the Plan, to include: procedures, priorities, methodology etc.
- Business Continuity Management Team
- Departmental Business Management Teams
- Business Continuity Templates for each Council Service Area
- Response and Restoration to 'Business as Usual'

The Council's Business Continuity Plan includes completed Service Area Templates and overarching procedures. It covers the first seven days following an incident, during which time longer-term fallback arrangements can be set-up if necessary.

The Business Continuity Plan's Relationship with the Council's Emergency Plan

- The Council's Emergency Plan is principally concerned with the Council's response and recovery to an incident / emergency that affects the community as a whole, for example a major fire, flood etc.
- The Council's Business Continuity Plan, is concerned with ensuring that the Council can continue to provide essential / critical services when an incident occurs which directly affects it.
- It is important to understand that the rigid structures for command and control which apply for traditional emergency planning procedures may not work during a business continuity crisis. The key to success is flexible use of Council staff and other resources.
- Council's Emergency Plan and Business Continuity Plans are complementary.
- **RVBC has devised, developed and maintains two linked yet distinctive web based management systems for the fulfilment of this function.**

Emergency Planning REMOVED

Business Continuity REMOVED

Chapter 2

The Business Continuity Process

The Business Continuity Process

Overview

This chapter explains the Business Continuity (BC) process and includes the role of the Business Continuity Management Team (BCMT), how the plan is actioned and the need for an Escalation and Invocation procedure

The BC process is grouped into the following stages:

- Preparation, including maintaining the web based database
- Operations on the day
- Managing the crisis
- Restoration / recovery

Business Continuity Service Area Web based Templates

The Council consists of many individual service areas and day to day operations, **Functions and Activities** some of or all of which may be directly affected as a result of an incident or issue.

For the purpose of being able to evaluate and ascertain what action should be taken i.e. (Prioritise) the actions in each service area, it is of paramount importance that each Head of Service complete and keep up to date their 'My Activities' in the web based data base. The database can provide completed sets of Business Continuity Reports to the BCM Team on these service areas indicating the 'Service Priorities action list see 'Appendix C'

- Details of essential / critical services
- Details of Priority requirement which services must continue to provide at various stages within the first 7 days following an incident that disrupts or has the potential to disrupt service operations.
- The minimum resources (staff, accommodation, IT, telephones) needed to provide these services
- Details of key contacts (both internal and external) and their role in a BC incident.
- A register of all departmental and service staff including out of hours contact details if possible.

Each Head of Service should ensure that their completed templates are maintained at all times and be available to all those staff members who may be involved in the Business Continuity process and to the Business Continuity Management Team.

Completed Business Service Area Templates can be found via access to the Database access via

An abridged version containing the service Priorities is attached in Appendix C

Business Continuity Management Team

The purpose of the BCM Team is to form as required see Chapter 3. On forming, those present can evaluate the situation and make decisions to initiate appropriate resources to deal with an event as it occurs (ideally to prevent it becoming a crisis). It is essential for this reason that the team consist of individuals representing core areas of the organisation. The BCM team will be led by the Chief Executive or nominated deputy and will have responsibility for the possible implementation of the Council's Business Continuity Plan.

The following is a list of some events which may serve to trigger the activation of the Council's Business Continuity Plan.

- Activation via the Emergency Management Team following a major incident
- Fire / Arson affecting Council premises
- Failure of critical supplier(s)
- Severe weather outcomes
- Technical failure, eg IT, telecommunications etc.
- Fuel shortages
- Loss of utilities, eg power, water, telecommunications etc.
- Fraud, theft, vandalism or sabotage
- Loss of key personnel or premises
- Damage limitation to the Council's reputation

Main Roles and Responsibilities of the BCM Team

- Provide the strategic operational direction for the Council's response to the incident.
- Establish a framework for the overall management of the incident - determining the strategic objectives, providing direction and prioritising demands.
- Deliver effective leadership in the Council's Business response and recovery phases.
- Determine the Council's priorities for managing the situation and, as far as possible, continue to provide normal Council services by invoking, if necessary, the Council's Business Continuity Plan.
- Keep Council Staff, Elected Members and other local political and community leaders fully informed of progress and of the Council's present and future actions.
- Formulate and implement an integrated media and public information policy, in line with the overall strategy
- Establish who will be the lead officer linking to the media, on behalf of the Council, in interviews and press briefings etc. and agree the content of same.
- Ensure that appropriate actions are being taken to keep the public fully informed of the situation and of the steps that the Council is taking to deal with the problem.
- Plan, at an early stage, the recovery phase and the borough's return to normality, considering the establishment of a recovery or remediation team to restore normality and assist in the recovery process.
- Consider the immediate and long term human resources required for the duration of the incident response and recovery phases.
- Maintain a Log of Events and Key Decisions, for inclusion in the final incident report.

Business Continuity Management Team - Recommended Procedure

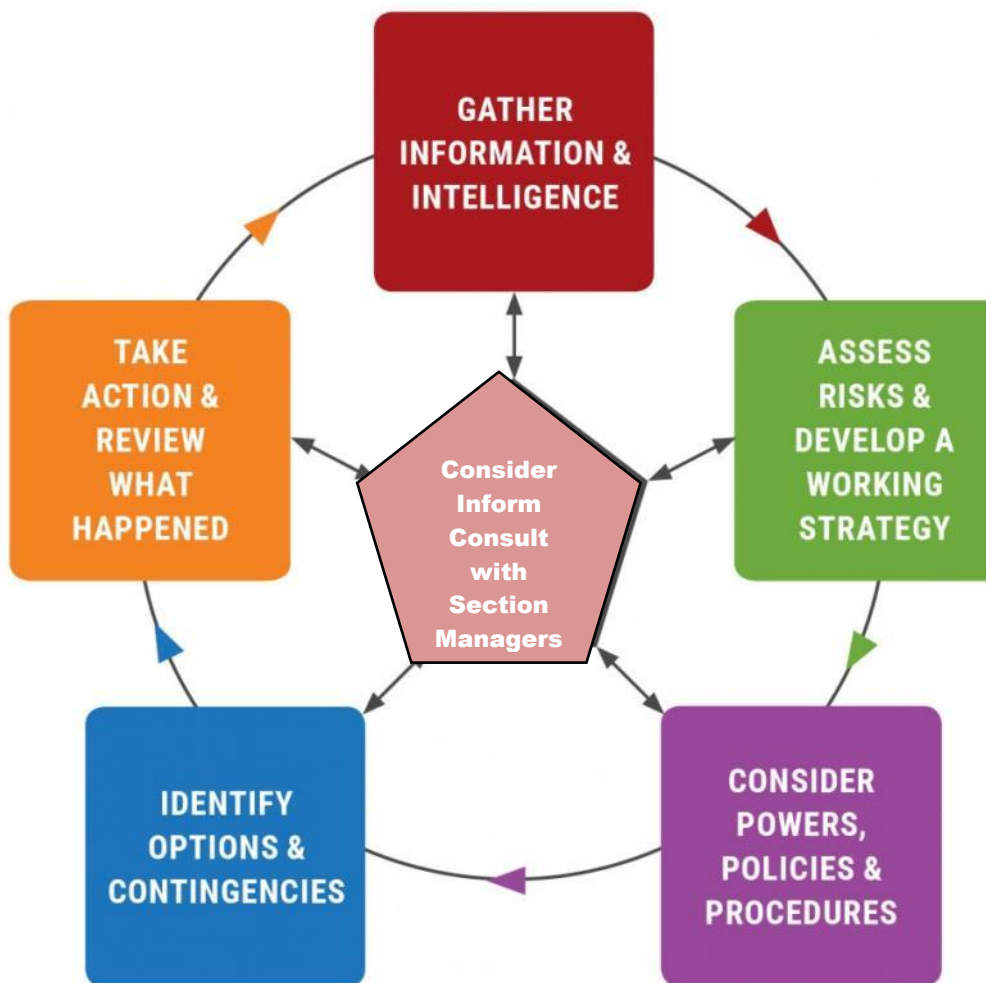
- Convene a BCM Team
- Open a log of events, review the BC Database to access 'Risk Priority Registers'
- Discuss the incident and establish core information
- Assess the impact on the delivery of Council services
- Identify Council Critical Services with reference to BC Service Area 'Risk Priority Registers'
- Agree immediate priorities for the affected Service Areas
- Appoint an Incident Manager
- Start and maintain a record of expenditure
- Brief Council staff on the incident and immediate actions
- Consider staff availability

- Consider any staff displaced and requiring alternative working arrangements
- Assess damage or disruption to IT equipment and systems, including telephony
- Determine what other equipment is damaged or inaccessible
- Assess whether operations can continue from the normal location(s)
- Consider a communications/media strategy.

The Incident Manager / BCM Team may also form sub-groups, dependent on the nature of the incident. These sub-groups to be responsible for implementing their assigned elements. Each of the sub-groups will be led by a member of the BCM Team who will report back directly to the core BCM team meetings.

Each sub group will have a leader and a nominated deputy to provide resilience and flexibility to the operation.

Joint Decision Model



Chapter 3

The Business Continuity Plan Activation

Process to Invoke the Council's Business Continuity Plan

Introduction

The implementation of the Council's Business Continuity Plan may occur purely because unusual circumstances disrupt the Council's ability to maintain continuity of services. This could be as a direct result of either an internal or external incident and does not necessarily imply that the Council's Emergency Plan has been invoked.

Implementation of the Council's Emergency Plan, arising from an external request for emergency assistance from the Council, may also create such demands upon Council resources that the Council's Business Continuity Plan may also need to be invoked to meet that demand.

Before the Council's Business Continuity Plan is implemented the following stages will be followed:

Stage 1 Escalation

During normal hours and out of hours, the person receiving information of a crisis or potential incident must alert one of the following:

- The Civil Contingencies Officer
- Director or Head of Service
- The leader, or deputy leader of the Business Continuity Management Team.

During the initial phases, the recipient, when informed of a potential incident or becoming aware of information which may precipitate an incident will inform some or all of the following, as required:

- Chief Executive or a member of CMT
- Facilities Management
- ICT
- Principal Communications Officer
- Human Resources
- Finance (for insurance and resource implications)
- Leader of the Council
- Miscellaneous

Stage 2 Activation

Decision is made to activate/convene the Business Continuity Management Team to further evaluate the situation and agree actions to be taken.

Stage 3 Evaluation

It is recognised that whilst any major disruption or emergency is likely to affect the Council's overall service, it may impact differently on the ability of individual services to maintain their effectiveness whether direct to the public or as support to the corporate agenda and front line services.

Following an incident, it will be necessary at an early stage to assess the overall impact on the delivery of Council Services.

The evaluation will be the responsibility of the BCM Team in conjunction with all relevant support groups and additional resources as deemed appropriate.

The following check list can be used as a useful guide to evaluate the extent of the damage and the potential consequences.

- Identify which service(s) or functions are affected, and the level of disruption
- Consider staff availability
- Are any staff displaced therefore requiring alternative working arrangements?
- Assess damage or disruption to IT equipment and systems;
- What other equipment is lost or damaged?

- Assess whether operations can continue from the usual/current location
- What effect will there be on delivery of the Council's critical services?

Stage 4 Invocation

The decision to invoke the Council's Business Continuity Plan is usually made by the BCMT. It may be necessary at this stage to utilise the Emergency Control Centre.

[See Chapter 4, Emergency Control Centre](#)

Business Continuity Procedure – Recommended

The following table is an example of the recommended procedure to follow in the event of an incident occurring which has or may potentially affect Council Services:

Stage	Action	Responsibility
Incident Occurs	Follow normal emergency procedures where appropriate - e.g. evacuation of the premises. Safety of staff and the public must be taken into account.	Usually the most senior person on site.
Initial Reporting	An initial assessment of the incident should be reported to: <ul style="list-style-type: none"> • Director, Head of Service • The Civil Contingencies Officer. 	Usually the most senior person on site. Civil Contingencies Officer
Evaluation	Evaluate the incident and estimate how long the disruption is likely to continue. Do this by common sense and observation and by contacting appropriate key contacts/service providers: <ul style="list-style-type: none"> • ICT/HR help desk in the case of IT or telephone problems. • Facilities Management in the case of premises or utility failure problems. 	Initially the most senior person on site. If this is not the Director or Head of Service, the most senior person initially on site should retain responsibility for the situation until it can be handed over to the Business Continuity Management Team
Decision to invoke BCP arrangements	Invoke the Council's Business Continuity Plan if the interruption to Council Services is likely to last longer than is acceptable. This time will vary between Service Areas – see Business Continuity Service Area Templates in Appendices. Do not invoke the BCP arrangements if the disruption is likely to be short-term, but follow the procedure in the next stage below.	BCM Team Director Head of Service

Stage	Action	Responsibility
Deal with short-term disruption and monitor the situation	<p>If the initial evaluation is that the disruption will be short:</p> <ul style="list-style-type: none"> • Warn Facilities Management, ICT Operations, Insurance section • Use management discretion to assign staff to other duties, but ensure that they remain contactable for immediate recall etc. • Continue to monitor the situation and invoke the BCP arrangements should it look as though the situation is unlikely to be rectified in an acceptable time. 	<p>Director Head of Service Section Head</p>
Invoke BCP arrangements	<p>Refer to the relevant Business Continuity Service Area Priorities as in the Database and implement accordingly to include:</p> <p>Temporary accommodation, including minimum office furniture</p> <p>Minimum staff requirements</p> <p>IT and telephones etc.</p>	<p>Director Head of Service Section Head</p>
Appointment of an Incident Manager	<p>If only one Service Area is affected, then the Incident Manager will normally be the Section Head</p> <p>If more than one Service Area is affected, the Director or Head of Service will become the Incident Manager to manage implementation of Business Continuity arrangements.</p> <p>Should the incident affect several Departments and their Service Areas, the Business Continuity Management Team will need to convene and nominate an Incident Manager to manage the implementation of all Business Continuity arrangements.</p>	<p>Head of Service</p> <p>Director</p> <p>Business Continuity Management Team</p>
Operate the Business Continuity Plan	<p>The Incident Manager is responsible for:</p> <ul style="list-style-type: none"> • Ensuring that the Business Continuity arrangements are implemented as specified in the Business Continuity Templates of the affected Service Areas • Keeping the BCM Team and relevant people informed / briefed / updated of the situation. <p>Managers of the individual Service Areas affected will be responsible for the operation of their Section's services within the priorities dictated by their BC Service Area template and by the Incident Manager.</p>	<p>Incident Manager</p> <p>Section Heads</p>

Stage	Action	Responsibility
Restoration and Return to Business as Usual	<p>The Incident Manager will be responsible for:</p> <ul style="list-style-type: none"> • Ensuring the return of the original facilities or the provision of new permanent facilities required by the affected Service Areas • Working with Directors, Section Heads, Civil Contingencies Officer etc. for the return to business as usual 	<p>Incident Manager</p> <p>Incident Manager</p>

Chapter 4

The Emergency Control Centre

The Emergency Control Centre (ECC)

RVBC's Emergency Control Centre (ECC)

Depending on the nature of the incident, an emergency control centre (ECC) may need to be set up in:

Committee Room 1, Council Suite, Church Street.

If this is inaccessible then the ECC to be located in:

Training Room, Level D, Council Offices.

This facility will afford a focal point for co-ordinating the Council's activity during the response and recovery phases of an incident / emergency.

The setting up and staffing of the ECC will be organised by the ICT Manager in conjunction with the Head of HR.

The ECC will accommodate:

- The Council's Business Continuity Management Team
- Message Handlers & Admin.Team
- Message handling equipment as required

Equipment Required

Business Continuity Management Team:

- Flip chart
- Telephone instruments
- Red, white and grey mail trays
- Maps, wall charts etc
- Stationery items, pens, paper, markers, notepads etc.
- Message Action Forms
- Personal Log Sheets
- IT equipment, as required

Message Handlers & Admin.Team:

- Business Continuity and Emergency Plans
- Telephones instruments
- Radio sets (if required)
- Fax machine
- IT equipment, as required
- Red, white and grey trays
- Maps, wall charts etc.
- Stationery items, pens, paper, markers, notepads etc.
- Identity labels for tables

Allocated telephone extension numbers in the ECC are as follows:

Committee Room 1	4422	4534		
Training Room 1	4428	4407		

Chapter 5

Training and Exercising

Training and Exercising

The Council is required to ensure that arrangements are in place to enable adequate training, exercising and testing of emergency plans and emergency planning arrangements.

Types of Training - Exercises

Exercises should be regarded as an integral part of the Emergency Planning process – not an isolated option. It is important that emergency plans have been prepared and the appropriate staff trained in their roles before an exercise is planned. After any training exercise, or indeed post any incident / emergency response, the Councils Emergency Plan should be reviewed and amended to highlight any lessons learned, before the process starts again.

There are a number of different types of emergency training exercises:

- **Seminar Exercises**
These are generally low-cost activities and are designed to inform participants about the organisation and the procedures that would be used to respond to an incident.
- **Tabletop Exercises**
These are a very cost effective and efficient method of testing plans, procedures and people. They also assist in a multi-disciplined approach extolling the virtues of teamwork to solve the problems posed, that may be encountered during an incident / emergency response.
- **Live Exercises – These range from a small-scale test of one component of the response, eg evacuation, through to a full-scale test of the whole organisation's response to an incident.** Live exercises provide the only means for fully testing the crucial arrangements and especially for handling the Media. These exercises although fully justified can be very expensive and staffing intensive .
- **Communications Exercises**
Team leaders from each participating organisation are positioned at the control posts they would use during an actual incident or live exercise. This tests communication arrangements and information flow between remotely positioned team leaders. By not involving the front line staff, these exercises are cost effective and efficient in testing plans, procedures and key people.
- **Emergency Call out Exercises**
These are inexpensive and very useful exercises which test the availability of key players to respond to an incident / emergency. They are carried out by contacting, usually out of hours, all key players documented in the Council's Emergency Plan, and posing a set predetermined questions eg
Are you available to attend the Council Offices?
How long will it take you to arrive?
Do you have an up to date copy of the Councils Emergency Plan? etc.
- **Computer Generated Exercises**
There are a number of systems available on the commercial market which can be used for generating generic or specific emergency exercises.

Training & Exercising Programme

It is the responsibility of The Head of Environmental Health in conjunction with the Civil Contingencies Officer to arrange periodic training and exercises for key Council workers, including Elected Members; however it is the responsibility of each Head of Service to ensure that up to date data is held in the electronic database, co-ordinate training with their key staff at regular intervals.

As a minimum requirement, the Council is required to undertake, or be involved in:-

- 1 x emergency exercise every 2 years
- 1 x test of emergency call out communications every year

Training, testing and exercising should take place within the context of:

- Carrying out training needs assessments that reflect normal good training practice and identify requirements, from which staff training programmes can be produced.
- The definition of different training needs along a spectrum from raising general awareness to specific training for staff with key roles
- Providing a framework that states clearly who is accountable for ensuring training and exercising takes place. The respective frequency, for each element, is based on an annual plan for the process and is supported by appropriate documentation and record keeping and takes into account post exercise and incident / emergency reporting and debriefing
- Recognising that training involves a significant investment in cost, time and resources and that if the Council is to effectively manage an incident, it must be fully committed to training key players re responding to an incident / emergency. A comprehensive training strategy needs to be put in place to ensure that staff and Elected Members are confident in their roles.

Appendix A

Miscellaneous Forms

for use in

Business Continuity Response

RVBC Business Continuity Incident Log Sheet

Name: _____ Organisation: _____

Date: _____ Designation: _____

Incident Details

--

Location

--

Who and What Service Areas are Affected

--

Information, Decisions and Actions (incl. times)

--

Appendix B

Contact Details

In the event of an incident / emergency, the Corporate Management Team plus Heads of Service will form the basis of the Council's Business Continuity Management Team (BCM)

In the case of any civil contingency/emergency planning & business continuity incident please contact the following people. The procedure is to contact one of the officers below – called in the order in which they are displayed. **These telephone numbers are for internal use only.**

- | | | | |
|----|---------------------|---|---|
| 1. | Heather Barton | } | Office Hours 01200 425111 or Direct Line |
| 2. | Chris Shuttleworth | } | Out of Hours 01200 444448 also list below |
| 3. | Marshal Scott | } | |
| 4. | John Heap | } | |
| 5. | Jane Pearson | } | Radio call-sign RIBBLE 5 = Heather Barton |
| 6. | Any Head of Service | } | Radio call-sign RIBBLE 6 = Chris Shuttleworth |

Name	Service Unit	Home Tel.	Mobile Tel.
Heather Barton	Head of Environmental Health		
Chris Shuttleworth	Civil Contingencies Officer		
Marshal Scott	Chief Executive		
John Heap	Director of Community Services		
Jane Pearson	Director of Resources		
Diane Rice	Head of Legal and Democratic Services	REMOVED	
Adrian Harper	Head of Engineering Services		
Colin Hirst	Head of Regeneration and Housing		
Michelle Smith	Head of Human Resources		
Mark Beveridge	Head of Cultural and Leisure Services		
John Macholc	Head of Planning Services		
Lawson Oddie	Head of Financial Services		
Mark Edmondson	Head of Revenues and Benefits		

For notification of a dangerous structure or possible dangerous structures contact Heather Barton on the above and if unable to make contact, Geoff Lawson

None Emergency Contacts

If a call is received with regards to a homeless person/s then the call should still be referred to Rachael Stott

For calls relating to maintenance property please contact the following numbers in the order that they are written –

1. Alan Coar -
2. Daniel Green -
3. Jim Murphy -
4. Adrian Harper -

Stray dogs – information taken and recorded.

Out of hours kennelling service provided by Aspen Valley Kennels, Oswaldtwistle.

Key Holders

<u>Council Offices</u>	<u>Designation</u>	<u>Home Tel.</u>	<u>Mobile Tel.</u>
Marshal Scott	Chief Executive		
John Heap	Director of Community Services		
Jane Pearson	Director of Resources		
Heather Barton	Head of Environmental Health		
Adrian Harper	Head of Engineering Services		
<u>All Buildings</u>			
Alan Coar	Senior Building Surveyor		

Mobile Telephone Privileged Access Holders - Registered Mobile Numbers:

Marc Beveridge		Lawson Oddie
Adrian Harper		Chris Shuttleworth
Heather Barton		Diane Rice
Mark Edmondson		Marshal Scott
Michelle Smith		Jane Pearson
Colin Hirst		John Heap
John Macholc		Leader

RVBC Satellite Phone Number: (BGAN)

Business Continuity Service Priorities

INDICATIVE ONLY

**PLEASE NOTE THIS DATA IS
PROVIDED FOR FIRST
RESPONSE ONLY
IT WILL INEVITABLY BE OUT OF
DATE
USE THE ONLINE DATA FROM
THE ELECTRONIC PLATFORM
AS THE LINK BELOW**

Business Continuity Service Priorities

REMOVED

REMOVED