

# Recommendations Overdue 1 September – 31 October 2011

ACTION PLAN NO: WEAKNESSES IDENTIFIED: GRADE: AGREED ACTION: DATES : COMMENT/EXPLANATION: PYRAMID: RESPONSIBLE OFFICER:

## DEPARTMENT CUSTOMER SERVICES

### SERVICE GOVERNANCE & LAW

#### REPORT NAME REVIEW OF BUSINESS CONTINUITY

3	The report from Glen Abbot on the 'Ocean Drive' exercise highlighted areas that required to be addressed <b>HIGH</b>	Recommendations in the action plan will be met through an internal training programme which be developed by December 2009 and implemented by April 2010.	30 April 2010 31 May 2010 30 September 2010 30 April 2011 29 July 2011 <b>30 September 2011</b>	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed. Agreement now reached with CE to have a secondee into post to take forward BC review. This will form part of the review and therefore this action should be removed.	<b>Superseded</b> Governance Manager
4	The fact that the Council has BCP plans is not widely known by employees. <b>MEDIUM</b>	The Governance & Risk Manager has reviewed the information contained within Public Folders and has replaced it with the most up to date information. He has also instructed a review of the Departmental Recovery Plans (DRPs) and has asked the Risk Management Group to take forward the process of arranging meetings with the staff who will be involved in the invocation of the DRPs to ensure that they are aware of their responsibilities in relation to that process. It is hoped that these meetings will be completed by June 2010.	30 June 2010 30 April 2011 29 July 2011 <b>30 September 2011</b>	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	<b>Superseded</b> Governance Manager

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2	The Council's Business Continuity Plan and Business Continuity Policy do not provide a sample DRPs or guidance on how it should be completed. The DRPs which are already in place were completed under the guidance of Glenn Abbot Ltd <b>HIGH</b>	Appropriate training and/or guidance on the completion of DRPs must be planned and provided for officers at Departmental Head of Service level. A structured approach to the completion of these documents should be put in place to ensure consistency across the Service and prevent repetition of work	29 July 2011 <b>30 September 2011</b>	September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	<b>Superseded</b> Governance Manager
3	The Council's Governance Manager currently has the role of coordinating but is rarely contacted regarding updates that have been enacted by departmental services/units. The business continuity representative for Social Work was previously the Training, Health and Safety Manager however following the centralisation of Health and Safety it is unclear if this officer is still the business continuity representative. <b>HIGH</b>	The roles and responsibilities for Business Continuity within the Council require to be clarified and the Business Continuity Policy updated to reflect the current position	29 July 2011 <b>30 September 2011</b>	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed.	<b>Superseded</b> Governance Manager
9	External Providers are not required to provide BCPs as part of the approval process. <b>MEDIUM</b>	The Council should consider whether there is a requirement to routinely obtain BCPs from external providers as part of the approval process	29 July 2011 <b>30 September 2011</b>	Report to SMT on 19 September requested further information on proposal for a corporate review of BC. This recommendation will be addressed as part of the corporate review and as such this recommendation should be regarded as being completed. Agreement now reached with CE to have a secondee into post to take forward BC review. This will form part of the review and therefore this action should be removed.	<b>Superseded</b> Governance Manager