

CUSTOMER SERVICES – RECOMMENDATIONS DUE 31 MAY 2012

ACTION PLAN NUMBER	GRADE	WEAKNESSES IDENTIFIED	AGREED ACTION	RESPONSIBLE OFFICER	DATE OF IMPLEMENTATION	REVISED DATE	COMMENT/EXPLANATION
REVIEW OF BUSINESS CONTINUITY							
1166	HIGH	Some of the consequences for which councils are expected to plan have been excluded from consideration when the departmental recovery plans were prepared.	Consideration should be given to all of the emergency events set out in Section 1(2) (a) – (h) of the Act when preparing departmental recovery plan templates.	Head of Governance and Law	31 May 2012	Complete	Refer guidance note copied to Ian Nisbet 9 May 2012
1167	HIGH	A departmental recovery plan has not been created for all the activities deemed to be critical.	All activities identified as critical should be the subject of a departmental recovery plan, and a prioritised programme should be drawn up to complete this exercise.	Head of Governance and Law	31 May 2012	Complete	Critical activities approved by SMT 5 March 2012
1168	HIGH	There is no definition in the Business Continuity Plan of what constitutes a critical activity.	There should be a clear definition of what constitutes a critical activity.	Head of Governance and Law	31 May 2012	Complete	Refer guidance note copied to Ian Nisbet 9 May 2012
1169	HIGH	Some plans are incomplete, with key data such as the plan owner or the relocation premises omitted.	All plans should have an owner and should identify suitable premises in the event that it becomes necessary to relocate.	Head of Governance and Law	31 May 2012	Complete	Addressed in Annex 3, Quality Checks of recovery plan template, copied to Ian Nisbet 9 May 2012
1170	HIGH	None of the plans have been updated to reflect changes in services, locations, staff and contact information since 2009	Guidance to be issued to all Executive Directors that all the existing plans should be reviewed and updated in accordance with the process outlined at Appendix 3	Head of Governance and Law	31 May 2012	Complete	Addressed via departmental mappings, copied to Ian Nisbet 9 May 2012
1171	MEDIUM	It is a requirement that plans are reviewed annually and updated if required.`	Guidance produced to support the update of DRPs should require the owners to certify, at least once a year, that the plans they are responsible for are up to date.	Head of Governance and Law	31 May 2012	Complete	Will be addressed by rolling programme of quarterly updates by departments.

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7 1172	HIGH	Some plans for services in Kilmory propose relocating elsewhere within the building. This may not be a viable option in all circumstances.	Guidance produced to support the update of DRPs should require that where relocation within the same building is the preferred option, plans should identify a second relocation site in the event that the preferred site becomes unavailable in its entirety.	Head of Governance and Law	31 May 2012	Complete	Addressed in recovery plan template, copied to Ian Nisbet 9 May 2012
9 1174	MEDIUM	Some plans may have been developed to address a range of activities of varying criticality and this may not deal adequately with critical elements within the activity.	Departmental services which provide a range of activities under a single umbrella heading should identify separately the criticality of the various activities and should develop a recovery plan aimed specifically at those activities deemed to be critical.	Head of Governance and Law	31 May 2012	Complete	Recovery plan template relates to individual critical activities rather than services.
12 1177	MEDIUM	Involving communities and partners in the development of the plans would make it easier to engage with them and enlist their support should an emergency arise.	The Council should review the way it involves external parties in the development of the plans with a view to maximising the contribution they could make in managing emergencies.	Head of Governance and Law	31 May 2012	Complete	Community consultation implemented as part of project implementation plan, copied to Ian Nisbet 9 May 2012.