

Argyll and Bute Council

CRITICAL ACTIVITY RECOVERY PLAN

Department	
Service	
Team	
Critical Activity	
Location	
Area Emergency Response Team Contact	
Plan Owner	
Authorised by	

Version	Status	Author	Reason for Issue	Date
	<i>e.g. draft</i>			

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1. OVERVIEW

- 1.1 Procedure for activating this plan; the diagram at p4 details the process to be applied when an incident occurs that may disrupt normal service delivery for this critical activity.
- 1.2 Describe the critical activity delivered from this location:
- 1.3 Dependencies – i.e. other Council services linked to the delivery of this critical activity
 -
 -
 -

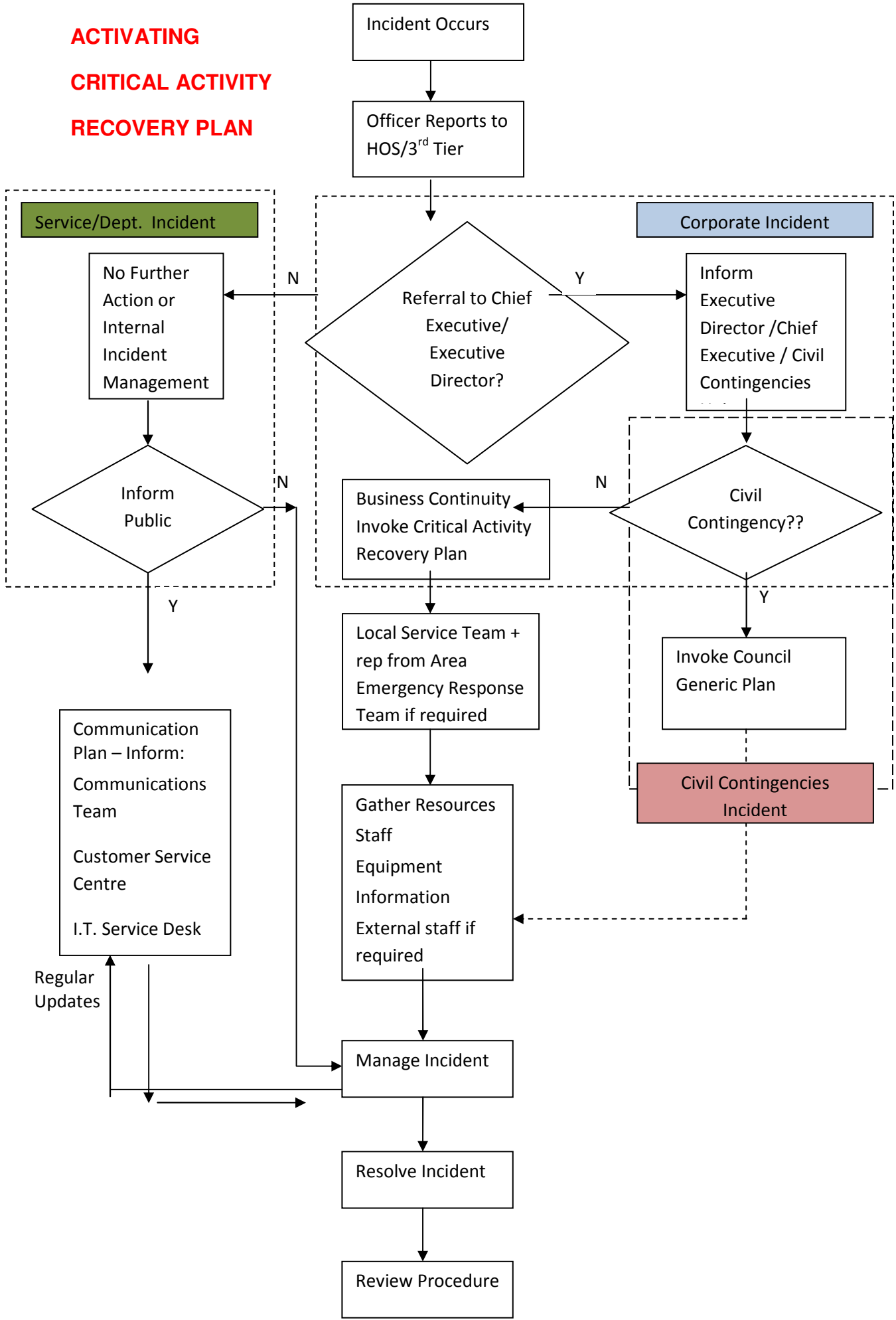
NOTE: Contact information for these services should be noted in s1.5 below

- 1.4 Dependencies – i.e. external organisations / contractors or suppliers of essential equipment, materials, records required for delivering this critical activity
 -
 -
 -

NOTE: Contact information for these organisations should be noted in s1.5 below

- 1.5 Contact Details – see p5

**ACTIVATING
CRITICAL ACTIVITY
RECOVERY PLAN**



Council contacts

Role	Name	Work phone	Mobile and/or home phone numbers	e-mail Address
Area Emergency Response Team Contact				
3 rd tier manager				
Head of Service				
Plan Owner				
IT contact(s)				servicedesk@argyll-bute.gov.uk
Customer Service Centre contact				
Communications Team contact		01546 604200	07768 556247	pressoffice@argyll-bute.gov.uk
Property Services – Technical Advice				
Other corporate contact as required (e.g. Legal, Insurance)				
All other staff involved in delivering critical activity (please list)				

External contacts

Organisation	Name	Work phone	Mobile and/or home phone numbers	e-mail Address
Cross reference to external dependencies from BIA				

2. PRIORITY ACTIONS

➤ Follow process to confirm approval to activate plan

The diagram at s1.1 above sets out the process for obtaining approval to activate this plan. The local service manager / officer in charge is responsible for notifying their line manager (or Head of Service, as available) in order to initiate this process.

➤ Area Emergency Response Team

The local service manager / officer responsible for this critical activity will liaise with the Area Emergency Response Team locally to implement the actions detailed in this plan.

➤ Co-ordinate local resources

A range of local resources will be required in order to restore service delivery of critical activities, including staff, data, equipment, corporate resources (IT, telephony etc.) and input from other related services etc. Procedures for identifying and deploying these resources are detailed in [ss3-4 below](#).

➤ Internal Communication

A range of central services will be necessary to support the restoration of critical activities e.g. IT, telephony etc. Procedures for accessing this support are detailed in [s5 below](#).

➤ External Communication

It is essential that service users and partners are kept informed of the status of critical activities as well as time scales for restoring these and any alternative arrangements that should be used meantime. Procedures for this aspect are detailed in [s5 below](#).

➤ Incident Checklist and Incident Log

The incident checklist and log provided in ss6-7 below must be completed on each occasion the Critical Activity Recovery Plan is invoked and must be copied to the relevant line manager / Head of Service.

NOTE: *In addition to the above actions the senior officer on site will be responsible for monitoring the health, safety and welfare of all staff and anyone else on the premises at all times during the recovery stage. The security of Council premises, equipment and other resources should be similarly maintained.*

3. RESOURCES REQUIRED TO RECOVER CRITICAL ACTIVITY

3.1 Staff

3.1.1 Details of the number of minimum number of staff and the skills required to restore the critical activity are detailed below.

Minimum no. of staff	Skills required

ACTION If the number of staff available drops below the minimum level required for the critical activity, additional resources should be identified from another service, as appropriate. **The availability and functionality of this action must be must be documented in an Annex attached to this plan before submission to the Head of Service for approval.**

NOTE If delivery of a critical activity relies on a single named individual, this must be added to the operational risk register for the service.

3.2 Service Data & Records

3.2.1 Computer systems

IT Systems used	Loss of data workaround (link 3.4.4 as appropriate)
	e.g. alternative access or manual records

NOTE 1: The majority of Council IT systems are capable of being restored within 4 hours, subject to uninterrupted power supplies; however IT staff will restore applications on the basis of the priority ranking of critical activities.

NOTE 2: IT systems from external providers will normally be linked to contractual provisions in the event of service disruption.

ACTION: *The availability and functionality of the specified workaround must be must be documented in an Annex attached to this plan before submission to the Head of Service for approval (including reference to services provided by external contractors).*

3.2.2 Manual (paper) systems

Storage (originals and backups)	Loss of data workaround (link 3.5 as appropriate)

ACTION: *The availability and functionality of the specified workaround must be documented in an Annex attached to this plan before submission to the Head of Service for approval.*

3.2.3 Systems (IT or manual) with no workaround; these must be recorded in the Operational Risk Register for the Service.

3.3 Essential equipment / materials

These may be available within the Council or from external suppliers (reference Contact List at s1.6 above)

Description	Min. No. Required	Primary Source	Alternative Supplies (link to s1.5; contact list)
e.g. laptops, printers			

ACTION: *Details of the availability, location and procedures for accessing alternative supplies (including external suppliers) must be documented in an Annex attached to this plan before submission to the Head of Service for approval.*

3.4 Premises

3.4.1 The premises may not be available for use due to total destruction of the building or loss of essential systems (e.g. power, telephony). Although such an event is likely to affect a wide range of activities, the focus for business continuity is on critical activities only.

3.4.2 With reference to s3.1 above, the service manager will identify those staff required in the delivery of this critical activity at a relocation site. All non-essential staff will be directed to work from home until alternative arrangements are made.

NOTE: *The Council has designated key buildings in each major town to have generator power to cope with interruption of the mains electricity supply. Officers should consider these buildings when selecting relocation sites (check status with IT contact).*

3.4.3 Details of relocation sites for staff delivering this critical activity is noted below –

No. staff required	Relocation Site 1	Relocation Site 2

ACTION: Details of the availability of the relocation sites, together with contact details for the manager at that site and the procedures for accessing and installing any necessary equipment at the location, must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

3.5 A ‘Grab Bag’ containing essential records, equipment etc. required to deliver critical activities is stored at the primary relocation site, the minimum contents required to be maintained / updated are -

Item	Quantity	Comments
Copy of CARP	1	Plus all annexes and action plans

ACTION: The contents and functionality of the ‘Grab Bag’ will be verified by the relevant Area Emergency Response Team representative at least once every six months.

3.5.1 The location of all emergency cut-off points should be detailed below:

WATER	
ELECTRICITY	
GAS	

4. INTERFACE WITH OTHER SERVICES

Other services may be needed to deliver this critical activity. The contact details for these should be entered at s1.5 above.

The Area Emergency Response Team representative should liaise with counterparts in other departments to ensure that appropriate links are made with services complimentary to the service delivering critical activities e.g. if the election service is being recovered, then arrangements to provide support services such as transport for ballot boxes must also be addressed.

Support Activity (ies)	Action Plan Agreed

ACTION: Detailed Action Plans describing the procedures for accessing these linked services, together with contact details for key staff in that service, must be documented in an Annex attached to this plan before submission to each relevant Head of Service for approval.

5. COUNCIL COMMUNICATIONS

5.1 Telephony

If telephony to the principal location is inoperable, staff will use their mobiles and inform key contacts listed in s1.5 of the loss of telephony. The essential telephone numbers below will be transferred if possible to either staff mobiles or recovery location desks. The whole council, key customers and suppliers will be e-mailed with the change in numbers at the earliest opportunity.

All sites should retain an analogue hand set (i.e. not digital / cordless); this will extend its operating time for a short period if electricity supplies are disrupted. In the event that both land line and mobile systems are unavailable the Council may be able to deploy the mobile communications trailer to the area, as agreed by senior management.

Service managers should contact IT Helpdesk to arrange for critical telephone numbers will be transferred, as noted below:

The following critical telephone numbers will be transferred:

Phone or Fax number	Current number	Transfer number

5.2 Management Reporting

The following are the key departments or contacts within the council with whom the Area Emergency Response Team representative should be communicating. Regular updates should also be provided to senior

management, service users and stakeholders on a regular basis.

Contact	Issues	Timescale
Executive Director and / or Chief Executive (depending on scale of incident)	If failure is extensive or affects external e-mail service	Immediately
Communications	Extent of failure/disruption and recovery timescales	Within 4 hours + on going
Members Services	Issues affecting service to Members	Within 4 hours + on going, as agreed by SMT

5.3 Service staff - the Area Emergency Response Team representative will be responsible for updating staff on the status of the incident, this officer will also liaise with senior management to advise them of any emerging issues notified by staff.

5.4 Staff should not talk to the media directly but refer all press questions to the Communications team, as below. Any issue or occurrence which could attract press attention must be escalated through a manager to the Senior Management Team and they should pass it on to the Communications team who may designate people to give media interviews after appropriate training and briefing.

Tel: 01546 604200 / 07768 556247 Email: pressoffice@argyll-bute.gov.uk

5.5 The Area Emergency Response Team representative should liaise with local managers and the Head of Service to enable the Communications team to provide information to the public and partner agencies on the current status of service capacity and the anticipated timescales for returning to normal service e.g. website updates, briefings for Contact Centre staff.

6. INCIDENT MANAGEMENT CHECKLIST

To be completed by the Area Emergency Response Team representative, Annex 1.

7. INCIDENT LOG

To be completed by Area Emergency Response Team representative, Annex 2. This should record all instances when the plan has been invoked as well as noting any changes required to the existing plan or related procedures.

8. SRP QUALITY CHECK

To be completed by Area Emergency Response Team representative, Annex 3

ANNEX 1: Critical Activity Recovery Plan Incident Checklist

Action	Initiated by	Approved by	Outcome / Detail	Comment
Request approval to activate Critical Activity Recovery Plan				
Establish local response team				
Co-ordinate resources				
Establish internal communications				
Establish external communications				
Complete incident log (Annex 2)				

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ANNEX 3: Critical Activity Recovery Plan Quality Check

Section / Detail	Status	Action Required	Completed by	Date
Cover Sheet; all details entered in full				
ss1.2-1.4; critical activities, internal + external dependencies input				
S1.5; contact details, all relevant internal / external data including suppliers etc.				
s3.1; number and skill set of staff adequately identified + action plan to access additional staff if required – action plan signed off by each relevant Head of Service				
s3.1.1; The relevant operational risk register shows that this critical activity relies on a single named individual				
s3.2; Data + record tables properly complete with separate action plan detailing workaround, signed off by Head of Service.				
s3.2.3; systems with no work around have been input to the relevant operational risk register				

s3.3; Equipment / materials information properly completed, identifying alternative internal + external suppliers as appropriate				
s3.4; Premises – relocation arrangements properly identified, supported by action plan signed off by relevant Heads of Service for original and recovery location(s)				
s3.5; Grab Bag; the identified contents appear adequate / sufficient and are verified as available at identified location.				
s4; all relevant services required to support critical activities have been properly identified and an action plan is available detailing these arrangements.				
s5; all telephony information is current + complete				