

BUSINESS CONTINUITY PLANNING; UPDATE FOR COMMUNITY SERVICES

1. PURPOSE

- 1.1 To provide a progress report as required by the Action Mandate from the Audit Committee meeting on 21st September 2012.

2. RECOMMENDATIONS

- 2.1 To note the position in relation to progress in completing recovery plans for Community Services, as detailed in Annex 1 (attached).
- 2.2 To request Internal Audit to review a sample of the recovery plans in conjunction with Community Services. This should ensure that recovery plans now address the issues identified in the previous report by Internal Audit (December 2011), particularly since that audit was initiated by Customer Services.

3. UPDATE ON COMMUNITY SERVICES

- 3.1 At its meeting on 21st September 2012, the Audit Committee requested an update report to provide information on the progress of Community Services in completing their recovery plans for critical activities.
- 3.2 The table at Annex 1 shows the current status across for Community Services, as at 28 November 2012. The number of plans has now been reduced from 47 to 22 due to the consolidation of plans relating to specific activities which are delivered from multiple sites. The consolidated plans include general information relevant to that activity as well as local information for each specific location.
- 3.3 As a result of this consolidation and further progress in completing the plans, the number of open actions has also reduced significantly; from 290 to 0.
- 3.4 It is understood that local service managers are unlikely to review their recovery plans again prior to the meeting of Audit Committee on 7th December 2012.
- 3.5 Following the development of the suite of recovery plans completed this year, it is suggested that a further review of a sample of plans by Internal Audit may help to ensure consistency of quality and that the plans adhere to the agreed guidance. This audit would focus on recovery plans for Adult Care and Children and Families services. The audit would be undertaken as a desktop review, the specific terms of which will be confirmed by Internal Audit.

- 3.6** As agreed by SMT, recovery plans for schools will be completed by the end of the current school year. The school support team are currently populating the recovery plan templates with generic information relating to the school estate, plans will then be issued to primary and secondary schools in January 2013 and plans will be finalised by the end of June 2013.

4. CONCLUSIONS

- 4.1** Significant progress has been made in reducing the number of open actions for Community Services recovery plans, due in part to the consolidation of plans on the basis of service activities.
- 4.2** Following the development of the recovery plans a further review of the completed plans will help ensure consistency and improve their quality.

5. IMPLICATIONS

Policy: the recommendations support current policy on Business Continuity Planning.

Financial: no significant financial implications.

Legal: the recommendations address compliance with the Civil Contingencies Act 2004.

HR: staff resources are still required to close the remaining actions and to ensure consistency and quality of the recovery plans.

Equalities: to be addressed in the policy review and on-going monitoring .

Risk: the remaining actions must be addressed in order to meet the Strategic Risk Register element; failure to progress Business Continuity Planning.

Customer Service: the four relevant customer service drivers have been addressed in the review process.

6. APPENDICES

- 6.1** Business Continuity Planning – Community Services Recovery Plan Update; 28 November 2012 at Annex 1