Business Continuity Plan

Community Learning Service,

Regeneration

Reviewed August 2019
Next review due August 2020

Portsmouth City Council, Community Learning Service

Contents

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Part 1
Business Continuity Policy

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1.1 Introduction

Under the Civil Contingencies Act 2004 Portsmouth City Council has a duty to put in place Business Continuity Management arrangements. Business Continuity is the process of planning to ensure that we can maintain or resume essential services with minimum delay and cost following a disruption.

This is a generic Business Continuity Plan focusing on the impact of the disruption within the service rather than the cause. It details the resources required such as staff, premises and equipment to ensure delivery of essential services. This plan also details the generic corporate BCM arrangements should the disruption be widespread throughout the council.

The Civil Contingencies Unit produces the Business Continuity Plan template and each service owns and has responsibility for its own plan.

1.2 Aim and Objectives

The **aim** of the plan is to:

- Prepare the service for a correct and timely restoration after a disruption or interruption.

The **objectives** of the plan are to:

- To deliver all the contractual obligations within the terms and conditions of the contracts agreed between Portsmouth City Council's Community Learning Service and funding bodies
- To ensure that the Service can continue to operate in delivery areas

1.3 Corporate Response

In most cases the implementation of this individual service business continuity plan will be sufficient. In the case of simultaneous disruptions across a large part of the council a Business Continuity Group (BCG) will form to co-ordinate the internal response.

The role of the BCG is to:

- Brief and advise SMT on operational business continuity issues, delivery options and priorities.
- Implement SMT decisions on priority actions and service support
- Co-ordinate and communicate customer service arrangements across the council
- Collate information on service levels and staff availability
- Identify priority service areas for support
- Co-ordinate and advise on re-deployment of staff to priority services or other locations
- Provide advice to staff and managers on agreed working arrangements and health and safety issues.
- Collate information on availability of council facilities
- Co-ordinate internal volunteer lists
- Act as the primary link with members and MPs

The group comprises the head of service or senior manager from the following areas:

- Customer Services and Democratic and Community Engagement (lead)

- Human Resources
- Asset Management
- Information Services

The Business Continuity Group can run as a virtual group or as a part of the Emergency Response Centre in the event of large-scale disruptions. The group will nominate a senior member of the group to act as BCG lead.

1.4   Service Crisis Management Team

Service Crisis Management Teams comprise of key staff within each service that will manage the Business Continuity response. Any member of the Crisis Management Team can make the decision to activate the Business Continuity Plan.

For the Community Learning Service, the following staff comprise the Service Crisis Management Team, which is links to the Corporate Council-wide Crisis Management Teams and Business Continuity Plan:

Position	Transport	Time to return	IT Remote Access
Director of Regeneration	Car	10 mins	Smartphone & VPN to laptop
Business Manager	Car	10 mins	Smartphone & VPN to laptop
Operations Manager	Car	10 mins	Smartphone & VPN to laptop
Service Manager	Car	¼ hour	Smartphone & VPN to laptop
Admin & MIS Officer	Car Walk	¼ hour ½ walk	None
Apprenticeship Lead	Car	30 mins	Smartphone & VPN to laptop

The role of the Crisis Management Team is to:

- Assess the likely impact of the incident on the service
- Activate the Service BC Plan
- Identify priority service areas for support
- Ensure that there is a common understanding of priorities and planned actions
- Co-ordinate and advise on re-deployment of staff to priority services or other locations
- Provide advice to staff and managers on agreed working arrangements and health and safety issues.
- Implement corporate BCG decisions on priority actions and service support
- Brief and advise corporate BCG on operational business continuity issues, delivery options and priorities.

- Advise funding organisations of interruption to Service. (ESFA and Good Things Foundation)

1.5   Business Continuity and Emergency Response

In incidents where the impact of an incident is extensive the council may be required to provide support to the community and the emergency services. The council will need to maintain critical services in conjunction with the management of the emergency response. Services may need to provide both an emergency response and critical services, or activate their BC plan in order to provide the resources for the response.

Decisions about priorities for action and use of resources may need to be taken across the council. The management structure in the diagram below shows how the BCG and Emergency Response Centre (ERC) co-ordinate the internal and external response respectively, providing the Senior Management Team with information and options for action.

Services may be reporting and working to both the BCG and ERC. It is important that the CMT has an understanding of the operational response their service may need to provide, and include such tasks in their list of critical services and personnel.
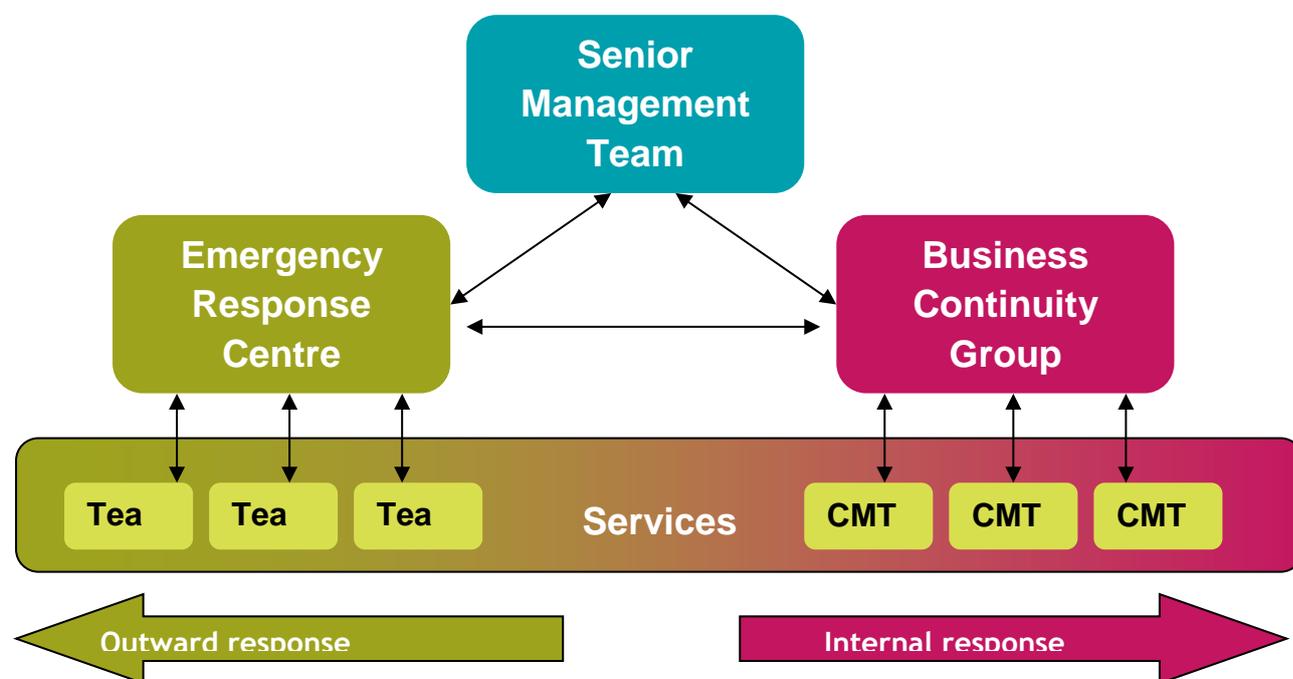
1.6   Plan Approval

Services own their business continuity plans and a named person should be responsible for its upkeep. The owner of the plan is responsible for:

- Ensuring that the information within the plan is relevant and up to date
- Ensuring that appropriate officers are aware of the plan and their role within it
- Communicate key changes in the plan to appropriate officers.

1.7   Plan Review

The plan will be revised as detailed by the CCA 2004 guidance when:

- A new risk assessment indicates the plan is out of date or a new risk identified
- Lessons learnt from experience or exercise indicates the plan is out of date

- A restructure (organisational or changes to other responders) or other changes to the organisation e.g. technical indicates the plan is out of date
- Changes in key personnel occur
- Every 3 years from initial publication

1.8   Plan Distribution and Storage

To ensure access to the plan when access to the workplace may be denied, two full copies of the plan will be distributed to the following staff. One of which to be held at work and one of which to be held at home;

- Head of Service
- Officers and organisations with a role within the plan
- The Civil Contingencies Unit

Part 2
Business Impact Analysis

2.1   Service Outputs

The following critical services have been identified as a priority for restoration within the service.

Key Deliverables	Scale (Critical, High, Medium, Low)	Description	Target Restoration Time	Critical Time
The Learning Place	Medium	Community Learning Centre	5 days	2 weeks
Contracted programme delivery	Medium	Contracted programme delivery (ESFA, UK Online, ETF). Apprentices and Employer Providers. Funding linked on achieve targets.	5 days	2 weeks

2.2   Resource Requirements

The following resources are required to restore the service outputs detailed in section 2.1.

	Requirement	
	24hrs to 3 days	3 days to 1 month
People		
Community Learning Service		Working up to full complement of staff within 1 month
Facilities		
The Learning Place		Working up to full complement of facilities within 1 month
Systems		
The Learning Place	IT equipment available at alternative PCC locations in order to access Management Information System.	Position as at 24hrs to 3 days working up to full quota of PCs with internet access
Other		

Part 3
Call Out and Response

3.1 Plan Activation

The Crisis Management Team are responsible for activating the Service Business Continuity Plan. Activation of the plan may be due to one or more of the following triggers:

- Loss or closure of normal place of work
- Loss of key staff
- Loss of ICT
- Loss of Utilities

These need not necessarily be on a large scale affecting the whole council but could be a lesser incident confined to only one service, e.g. a flood at an area office.

3.2 Notification to CMT

CMT members may find out about an incident in many ways:

- Head of Service
- Other members of the service
- Duty personnel such as building security, City Contact Officer, CCTV
- Civil Contingencies Officer
- Media
- Contractors
- Key partners including notices to funding agencies

The role of the CMT is to assess the likely impact of the incident on the service, decide if the BC Plan should be implemented and initiate call out of other staff members. Any CMT member can make these decisions in their own right or in discussion with other members of the CMT or head of service.

One of the first tasks of the CMT is to ensure that there is a common understanding of priorities and planned actions. This will assist in deciding which members of the service need to be involved in the response.

3.3 Call out of service

The next action to take once it is decided to implement the BCP is to call out relevant members of staff. This can be done by the CMT itself or on a cascade system using the first person in the service they contact.

People will need to know:

- Nature of the event and the likely duration
- Where and when staff should meet
- Any special instructions

3.4 Response Options to Plan Activation causes

	Options
1. Loss or closure of normal place of work	1.1 Crisis management team decision 1.2 Nominated member of CLS MT to email / text all staff 1.3 Service Manager to contact HoS, Corporate Communications and City Help Desk if required 1.4 Service Manager to contact ESFA and Good Things Foundation 1.5 Front of house staff to post messages on www.learnportsmouth.ac.uk, Facebook and Twitter 1.6 Enrolled learners on day / periods courses to be contacted by Admin / CSWs. *Details on MIS - Data Entry > Enrolments> Filtered Lists> Enrolments running.* 1.7 Apprentice programme lead to contact assessors/apprentices and employers 1.8 Tutors to contact off-site delivery venues if required. 1.9 Tutors to contact their volunteers, FoH to contact generic volunteers. *Contact details on volunteer database (possibly add to MIS).* 1.10 Private hirers / non CLS delivery / external deliverers to be contacted. Admin / CSW function. *Contact details to be added to delivery planner (possibly add to MIS when room hire functionality in use).* 1.11 Building notice displayed by TBC on day 1.12 Voice message on phone TBC on day 1.13 Southern Monitoring Service informed 1.14 Cleaning company notified if required

2. Loss of key staff	Current staffing level in CLS has resulted in the service being very exposed to any loss of staff (short / longer term).
	2.1 Short term: Impact cost and contract targets
	    2.1.1 Tutors/assessors: critical time of absence varies by subject - 2 weeks for highest priority areas, cover by other staff (limited), online options, cancellation of sessions / courses, volunteer support.
	    2.1.2 FoH: Critical time - potentially immediate. Additional hours to cover through FoH team colleagues is possible but limited, loan staff from other services.
	    Key holder cover to opening TLP may be required.

	Closure if required.
	2.1.3 Management: limited short term operational impact although there are some service critical actions undertaken by CLS Manager.
	2.2 Medium (2-weeks +) to long term:
	2.2.1 Tutors/assessors : recruitment for defined cover period / permanent through additional hours Review / revise programme Buy-in / sub-contract
	2.2.2 FoH: Low priority work to cease allowing reallocation of resources to critical areas of the services. Staff from other service areas, the City Council's Temporary Register. Review / revise opening days and times Longer term - recruit
	2.2.3 Prog Admin: Increase PL & CSW hours accordingly. Critical operational period, 4-weeks
	2.2.4 PL: Increase CSW, PA & Tutor hours for critical functions Critical operational period, 4-weeks
	2.2.4 Service Manager: Critical dependence on post holder. Increase PL hours and HoS focus on CLS. Critical operational period, 4-weeks.
3. Loss of ICT - internet access.	3.1. Alternative working venues (home, Civic, PCMI etc) 3.2. Short term: IT classes cancelled (in vast majority of cases). Critical time, 2-weeks for contract delivery etc. Alternative venues, rescheduling of programmes likely to suffice.
4. Loss of Utilities	4.1. Loss of supply - closure, refer to 1 above.
5. Loss of contract	5.1. Suitable finance reserves are held to guarantee the Service through to the end of the academic year. 5.2. Apprentices - PCC's Learning and Development team would be advised and they would procure alternative providers in partnership with employers and ESFA.

3.5   Information Recording

Officers are to maintain a log of key actions, including any expenditure. This should be established as a priority during the onset of an incident. Logs must state clearly who has been involved with that action, how the decisions were made and the outcome. A log template is available for use in Annexe D.

3.6 Stand Down

The decision to stand down will be made by the Crisis Management Team and occurs in two stages:

When the service has returned to essential levels (1st Recovery Period)

When the service has returned to previous levels (2nd Recovery Period)

3.7 Debriefing

The Crisis Management Team will hold a post incident debrief to:

- Discuss lessons learnt and what went well
- Discuss areas for improvement
- Agree any changes to the Business Continuity Plan
- Update Business Continuity Plan

Part 4
Annexes

Annexe A   Activation Aid Memoire:

Actions	
Activate Business Continuity Plan	
Identify a log keeper / start a log	
Identify any damage and functions disrupted	
Inform Civil Contingencies Unit	
Inform Business Continuity Group if operating	
Confirm what IT / communication systems are available	
Consider relocation	
Provide information to staff / call out staff	
Advise stakeholders of disruption	
Decision to cease lower priority services	
Invoke Disaster Recovery procedure	
Provide public information via Corporate Communications	
Inform funding organisations	

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