Business Continuity Policy

December 2022

Version 3.0

Record of Amendments		
Date	Details	Amended by
11/11/2022	Policy fully revised. Terminology updated following reorganisation.	A Sayer

NORTH
NORFOLK
DISTRICT
COUNCIL

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Foreword

The residents and businesses of North Norfolk expect the services provided by the Council to be delivered effectively and consistently. It is important to ensure there are procedures in place to enable the Council to continue to provide services in the face of a range of potential disruptions.

North Norfolk District Council's Business Continuity Plans identify the procedures and resources required to prepare for and respond to disruptions that may affect its ability to provide essential services.

The Business Continuity Policy establishes the basis on which the Corporate Business Continuity Plan and individual Business Continuity Plans are developed, implemented and reviewed.

Signed: Signed:

Steve Blatch   Tim Adams

Chief Executive   Leader of the Council

North Norfolk District Council   North Norfolk District Council

Context

The Civil Contingencies Act 2004 places a duty on local authorities to ensure they have in place Business Continuity Management arrangements.

Business Continuity Management (BCM) is the process that helps North Norfolk District Council (NNDC) to prevent or minimise the impact of disruptions and ensure that whenever disruptive incidents occur:

- Critical operations continue and products and services are delivered at predefined levels
- The return to 'business as usual,' or 'the new normal,' is achieved as quickly as possible.

This policy establishes the basis for the BCM Framework, within which the Corporate Business Continuity Plan and service Business Continuity Plans are developed, implemented and reviewed.

Aim and Objectives

The aim of the policy is to ensure the Council can continue to fulfil its critical functions in the event of disruption.

The objectives of the policy are to ensure that the Council:
- Can respond to a business disruption through embedding BCM processes and developing the overarching Corporate Business Continuity Plan (BC Plan) and underlying service BC Plans in accordance with best practice
- Understands its critical activities and maintains the capability to resume operations within agreed timeframes
- Increases resilience within the organisation by supporting the protection of critical assets and data (electronic or otherwise) through a coordinated approach to management & recovery
- Minimises impacts to both the Council and its stakeholders using a well-managed response structure
- Builds on work already in place for risk management, ensuring existing processes are integrated into the BCM Framework
- Includes all departments in the preparation of the Corporate BC Plan, so that there is an effective and consistent response to service continuity
- Develops a process to monitor, review, update and validate the Corporate BC Plan and Service BC Plans.

Policy statement

The policy of North Norfolk District Council is to ensure that the duties set out in the Civil Contingencies Act 2004 are met, through the application of the Business Continuity Institute's 'Business Continuity Good Practice Guidelines (GPG)' so that the Council can respond appropriately to business disruptions. Specifically, it is the policy of the Council, as far as reasonably practicable, to maintain the continuity of its activities, systems, facilities and services and, where these are disrupted by any event, to enable it to return to 'business as usual' operations as soon as possible.

This policy is intended to ensure:

- The concept of business continuity management and the Council's approach is understood by all stakeholders
- Business continuity plans are developed to enable the council to respond to disruptive incidents
- These plans are systematically maintained and validated
- Staff are adequately trained and supported to respond to business continuity incidents.

Policy requirements

- The development of a Business Continuity Framework setting out the BCM principles and how they will be applied at NNDC, in accordance with the Business Continuity GPG. The BC framework to be reviewed every two years
- The maintenance of a Corporate Business Continuity Plan to guide the Council in response to an incident affecting the council's ability to deliver its services. This to be reviewed annually, updated every two years and be tested at least once every three years
- Each service to be responsible for maintaining their own BC plans and procedures in accordance with the Business Impact Analysis and corporate policies and procedures. The BC Plans to be reviewed annually and the BIAs to be reviewed every two years
- The maintenance of other suitable documentation, processes and procedures to assist the Council in meeting the requirements of the Civil Contingencies Act 2004
- An appropriate roster of trained council staff to carry out the roles and responsibilities listed in the Corporate Business Continuity Plan.

Policy monitoring

The Resilience Manager will:

- Follow the work plan which includes checking that the activities undertaken are in line with this policy
- Produce an annual report for review by the Governance Risk and Audit Committee which will outline the achievements and challenges of the programme for each year. The report will be made available and circulated to the Corporate Leadership Team.

The Governance, Risk and Audit Committee will:

- Monitor risks associated with and the effectiveness of Business Continuity Management (BCM) arrangements
- Review the BC Policy and associated documentation.

Policy review

- The Policy will be reviewed every two years, when there are significant structural re-organisations, or when new duties or responsibilities are taken on. It is the responsibility of the Corporate Leadership Team, Assistant Directors and Service Managers to notify the Resilience Manager of any significant changes that occur between these updates.
- Periodically and in line with the Council's auditing policy, the Corporate BC Plan and service BC Plans may be audited by either the internal audit team or external auditors appointed by the Council.

Roles and responsibilities

Corporate Leadership Team

- Act to enable the embedding of Business Continuity Management across the Council
- Ensure that this Policy and associated plans are implemented and resourced appropriately.

Director for Communities

- Ensure adoption of and adherence to Policy

Assistant Director Environment & Leisure Service

- Implementation of Policy

Resilience Manager

- Implementation of Policy
- Overall responsibility for coordinating the BCM programme.

Governance, Risk and Audit Committee

- Review the BC Policy and associated documentation

Cabinet

- Set the strategic direction of Business Continuity Management across the Council
- Approve the Business Continuity Policy, which does not form part of the Council's Policy Framework.

Related policies and plans

- Business Continuity Framework
- Corporate Business Continuity Plan
- Business continuity plans for individual service areas
- Business continuity risks identified in the Corporate Risk Register
- Risk Management Policy and Framework
- Emergency Response Plan.

Relevant legislation

- The Civil Contingencies Act 2004.