

Business Continuity Plan

Cornwall and Isles of Scilly Local Enterprise Partnership

Location(s): Level 5 Zone A, Pydar House,
Pydar Street, Truro, TR1 1XU

Date: January 2017

Directorate: Economic Growth and
Development

Plan owner: Sandra Rothwell, C&IoS LEP CEO

PLEASE COMPLETE THIS SECTION IN YOUR OWN WORDS

AIM

The aim of this plan is to maintain continuous provision of economic growth services for Cornwall and the Isles of Scilly.

SCOPE

This plan only considers the most critical aspects of the Cornwall and Isles of Scilly Local Enterprise Partnership (LEP), however these are not considered as critical services under the Cornwall Council scoring for critical services.

This plan assumes that the requirements of service users will be prioritised according to criticality of need and provision will be made only to the most critical service users and requirements.

This is not a Business Continuity Plan for suppliers internal or external to Cornwall Council.

PLAN ACTIVATION TRIGGERS

The decision to activate the Cornwall and Isles of Scilly Local Enterprise Partnership business continuity plan will be made by the Chief Executive Officer of the LEP with approval from the Strategic Director for Economic Growth and Development.

This plan will be activated when:

- there is a significant loss of staff
- there is loss of access to Cornwall Council's IT and telephony systems
- there is loss of access to New County Hall

INVOCATION OF THE PLAN

- Chief Executive Officer of the LEP to inform the Strategic Director for Economic Growth and Development that the plan is being activated. If neither is available, the Corporate Leadership Team will delegate the responsibility.
- Chief Executive Officer of the LEP contacts all LEP staff either by email using touch phones or via mobiles / landline to inform them that the plan has been activated and briefs them with regard to the situation and any actions that need to be taken as a matter of urgency, including any restrictions to working practices which have been put in place.
- Chief Executive Officer of the LEP to identify venue to hold a team meeting to discuss the situation and notify all EDS staff of the location
- Ensure that other services are aware that the plan has been activated and which other parts of the service have been temporarily suspended while it is in place.

EMERGENCY CASCADE

Kate Kennally – Chief Executive

John Betty – Strategic Director for Economic Growth and Development

Sandra Rothwell – Chief Executive Officer, Cornwall and Isles of Scilly LEP

Tim Bagshaw – Head of LEP Governance and Operations, Cornwall and Isles of Scilly LEP

Carol Bransgrove – Executive and Governance Manager, Cornwall and Isles of Scilly LEP

INCIDENT MANAGEMENT

At an initial meeting with staff the following will be discussed.

- The incident – what has happened?
- What is the impact to your service?
- What staff can work from where, are available and their preferred contact details during this incident?
- What are the priorities for your service/team/process?
- What staff are required and resources to undertake your priorities?
- What do you have and what do you need?
- Agree with service heads/directors who to report service closures and requests for support
- Who do else do you need to advise – public, internal services, partners, suppliers/contractors, etc?]

Managers will then be required to feed the operational status of your service and its requirements to the Director to ensure that this is passed onwards if there is a central team; i.e. Cornwall Silver, managing the emergency.

MEDIA

For all media enquiries, please refer callers to the Cornwall Council press office on 01872 322186. For LEP specific media enquiries, please refer callers to the LEP's PR company, Deborah Clark Associates on 01208 77900. Please do not give statements to the press unless with prior agreement and direction from either Deborah Clark Associates or the Cornwall Council press office.

PLAN TRAINING AND TESTING

It is the responsibility of the manager of the Cornwall and Isles of Scilly Local Enterprise Partnership to ensure that staff are aware of and trained in the use of this plan. Training could take the form of a walk through of this plan, use of relevant emergency scenarios for the service and/or a live exercise. Plans should be tested annually.

REVIEW

This plan will be reviewed and updated by the plan holder post training, post exercise and post actual emergency. The plan will also be reviewed at least annually by the plan holder in consultation with the management team for the Cornwall and Isles of Scilly Local Enterprise Partnership.

CHANGE MANAGEMENT

All staff within the Cornwall and Isles of Scilly Local Enterprise Partnership are required to advise the plan owner (Sandra Rothwell) if they become aware of any changes to the information within this business continuity plan, its appendices or if there have been:

- a. changes in personnel, service organisational structure;
- b. changes in addresses or telephone numbers;
- c. changes in business strategy;
- d. changes in any locations, facilities, and resources;
- e. changes in legislation;
- f. changes in contractors, suppliers, and key customers;
- g. changes in processes or activities, or new or withdrawn ones;
- h. changes in risk (strategic, operational and financial);
- i. examples of good practice;
- j. comments and recommendations made by stakeholders, external partners and peers;
- k. recommendations following an exercise or real incident.

The plan owner will then consider the impact on this plan, amend the plan, where necessary, and inform the IS Strategy Manager for their Directorate of the changes to both the service and the plan.

A copy of the amended plan will then be emailed to the Emergency and Business Continuity Champion for the Economic Growth and Development Directorate copying in emergencymanagement@cornwall.gov.uk.

NOTE

Should anyone reading this plan notice any errors, required amendments or have any suggestions for the improvement of the plan, please contact the plan owner indicated on the front of this plan

Business Continuity Plan – Cornwall and Isles of Scilly Local Enterprise Partnership

Threat to	Steps	Responsibility	Minimum required within what time	Actions Required to Reduce Risk
<p>Staff</p>	<p>Should there be a loss/lack of staff (staff illness, protracted Cornwall staff strike, transportation into work problems):</p> <p>Administrative Staff</p> <p>If not enough trained office staff borrow from another service within Economic Growth and Development Directorate or ask for assistance from Cornwall Development Company.</p> <p>Operational Staff</p> <p>If the Chief Executive Officer of the LEP is not available liaise with Strategic Director or other member with DLT/CDT.</p> <p>Share duties as necessary within the team.</p> <p>Should the situation continue staff from Cornwall Development Company could assist the team.</p>	<p>Chief Executive Officer, LEP</p>	<p>Staff to be able to manage large scale projects</p>	<p>Team meetings to ensure work programmes are shared.</p>

Threat to	Steps	Responsibility	Minimum required within what time	Actions Required to Reduce Risk
Communications	<p>If access to the premises and/or telephones were lost:</p> <p>Administrative</p> <p>Transfer the office direct dial number to a number at an alternative location or call centre (mitel voice mail can be activated and messages retrieved externally – set up guide)</p> <p>Operational</p> <p>Ensure access to mobile phones</p> <p><i>Communications externally via LEP/CC twitter</i></p>	<p>Chief Executive Officer, LEP</p> <p>Executive and Governance Manager, LEP</p>	<p>Direct dial landline (mitel voice mail available)</p> <p>Mobile Phones</p> <p>Email</p> <p>Text</p>	
Partners	<p>Cornwall Development Company would be able to provide assistance and advice.</p>	<p>Chief Executive Officer, LEP</p>	<p>Access to resources held by partners</p>	

Threat to	Steps	Responsibility	Minimum required within what time	Actions Required to Reduce Risk
IT systems, applications and hardcopy data	Should IT not be available the following systems would be needed first <ol style="list-style-type: none"> 1. E mail - note e-mails can be accessed remotely through the internet/blackberry. 2. Internet 	Chief Executive Officer, LEP Executive and Governance Manager, LEP	Mobile phone **out of hours IS support not required but will be revised on case by case basis**	
Accommodation	<p>If an area office is rendered unusable:</p> <ol style="list-style-type: none"> 1. Consider alternative area offices out of which minimum staff from the Cornwall and Isles of Scilly Local Enterprise Partnership requiring office space would work. All other staff could work from home (access to secure client required), all staff issued with laptops. <p>Offices available at:</p> <ul style="list-style-type: none"> ○ New County Hall, Truro ○ Dolcoath, Camborne ○ Penwinnick House, St Austell ○ St John's Hall, Penzance ○ Chy Trevail, Bodmin <p>Possible option of working from Cornwall Development Company Offices:</p> <ul style="list-style-type: none"> ○ South Wheal Crofty, Pool 	Chief Executive Officer, LEP Executive and Governance Manager, LEP	Officers being able to work in the most appropriate office / work from home	

Emergency Contacts list – **OFFICE HOURS ONLY**

Name	Organisation and Address	Contact Numbers	Email Address
IS Helpdesk	Cornwall Council Information Services	01872 323202	servicedesk@cornwall.gov.uk
HR Helpdesk	Cornwall Council Human Resources	01872 323500	hrhelpdesk@cornwall.gov.uk
ERP First Point	First Point	01872 323500	firstpoint@cornwall.gov.uk
John Betty	Strategic Director - EGD	01872 323262	jbetty@cornwall.gov.uk
Sandra Rothwell	Chief Executive Officer, LEP	01872 224385 07968 892097	srothwell@cioslep.com
Tim Bagshaw	Head of LEP Governance and Operations	01872 224232 07921 132887	tim.bagshaw@cioslep.com
Carol Bransgrove	Executive and Governance Manager	01872 224202 07854 200364	cbransgrove@cioslep.com
Matt Silver	Communications Manager	07805 737444	msilver@cioslep.com
Clare Harris	Employment and Skills Manager	01872 322845 07870 588754	charris@cioslep.com
Cornwall Development Company (Cornwall Council's Economic Development Company)			
Nicky Pooley	Head of Corporate Services	01872 322875 07881 386566	nicky.pooley@cornwalldevelopmentcompany.co.uk

Business Continuity Strategy

In the event of an emergency, it is the responsibility of the Emergency Management team to ensure that the provisions of the agreed business continuity communications strategy are implemented; to include communicating the situation to:

- Elected Members
- Public and key stakeholders
- Cornwall Council employees
- The media

It is the responsibility of the Chief Executive Officer of the Cornwall and Isles of Scilly Local Enterprise Partnership to action this strategy and to deploy the LEP team and Economic Growth and Development Directorate to deliver the tasks specified within the strategy.

Communicating with specific groups

Elected Members

- Where appropriate, the Leader of the Council and relevant Portfolio Holders will be advised of the situation as soon as possible and regularly updated. Other Members will also be kept informed of the situation.
- This will be achieved by telephone and / or email for the Leader and Portfolio Holders and by email and the website for other Members.

Public and key stakeholders

Where appropriate, the Communications team will be responsible for maintaining the Council website www.cornwall.gov.uk to inform the public:

- about the emergency,
- which services are affected and which are operating normally,
- which services are operating, within which times and from where,
- which offices are closed and alternatives for the public to visit,
- time and date of next web page update
- and about advice or sources of advice to assist in managing the emergency as agreed by Emergency Management. *This may be particularly applicable in the case of major chemical leaks i.e. advice to stay inside, or health environmental problems e.g. 'don't drink tap water, boil all water'*
- Communications to specific client groups, suppliers, contractors and partners will be the responsibility of the service i.e. Cornwall Development Company, Newquay Cornwall Airport
- Communications to key stakeholders and partners e.g. MPs, Government departments (DCLG), regulators and partners will be the responsibility of the Cornwall and Isles of Scilly Local Enterprise Partnership team.

Cornwall Council employees

- Each service will activate their individual plans on communicating with their staff
- The Communications team will be responsible for maintaining the Council Extranet and Intranet, dedicated to providing information to staff, including those working or remaining at home:
 - about the emergency
 - about which services are operating, from when and where,
 - about which services are operating normally,
 - about which staff are required, when and where
 - FAQs (frequently asked questions) for staff
 - contact names and numbers for further information
 - and the time and date of the web page next update
- It is the responsibility of the relevant services to ensure that the information contained in the FAQ's is checked and updated every six months.
- It is the responsibility of the Communications team to ensure that the FAQ information is uploaded to the Intranet and Extranet
- An emergency staff telephone answerphone will be set up. (telephone number 01872 xxxxxx)
- It is the responsibility of the Communications team to record a message on the dedicated emergency staff telephone number, when required, and regularly update it with information regarding:
 - the emergency
 - which services are operating, from when and where
 - which services are operating normally
 - which staff are required, when and where
 - the Council extranet web pages address and password for FAQs
 - contact names and numbers for further information for specific services
 - and the time and date of the next phone message and web page update

The media

- All news statements and releases will be issued by the Communications team
- The Communications team is responsible for updating the website
- If required, Emergency Management is responsible for nominating an elected Member and/or Council officer to speak to the media on behalf of Council

- No officer should speak to the media or issue material to the media without the prior approval of the Head of Communications and Strategy or a Communications Specialist

Example - Business Continuity Meeting Agenda

No.	Action	Comments
1.	Nominate a chairperson. Ensure the meeting is minuted. Confirm attendees.	
2.	Overall situation report, including nature and extent of the incident and summary of key events since the last meeting.	
3.	Assess impact on the service. Consult your Business Continuity Plan and take into account: <ul style="list-style-type: none"> • Accommodation - Access to your normal working premises? • Suppliers/Contractors - Are key suppliers, contractors, partners affected by the emergency? • Customers – Do you need to inform customers as soon as possible? How best to do this – corporate communications/individually if single service issue? • Internal services – Key internal services affected? • Staff - Are staff affected? Agree which staff are required immediately or their capacity to be available? What are you going to do with the staff not immediately required? Ensure all staff are contactable and verify contact numbers. • Resources - What resources are required and what resources are available? E.g. Specialist equipment, stocks, PPE • IT – Are all the systems we require available? • Work - What was everyone working on last? What are the current priorities? What are we able to do? What additionally do we require? • Telephony – has this been affected? Any impact? • Communication – who needs to be contacted and advised of the current situation? 	
4.	Review past and decide future actions/priorities.	
5.	Any other business	
6.	Chairperson to: <ul style="list-style-type: none"> - Summarize key points - Re-affirm priorities/actions - Decide if and when next meeting is required. 	