

Children & Young People Services
Suppliers & Contractors
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Business Continuity

Rick Thornton, Business Continuity Manager



Business Continuity

The objectives for today...

- Help you to develop business continuity plans.
- Help you to improve your business continuity plans.
- Share your questions and answers.



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A recent survey...

- Sent out 79 questionnaires, 55 were returned (70%) ...very good, so a big thank you.
- But likely that a third don't do Business Continuity, which is not so good.
- 22 returned a copy of their BCP.
- The not so good news...over two thirds of plans showed room for improvement.



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What we found in the BC plans...

- Incident management arrangements were satisfactory.
- Contact details were good.
- Document control indicated a review in the last 12 months.

However...

- Plans tended to be focused only on risks/threats.
- Contingencies could be more clearly set out.
- The level of detail could have been greater.
- Roles and responsibilities were not specifically set out.



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The format today...

- Some chalk and talk.
- Practical sessions to put the theory into practice.
- Time to ask questions and discuss answers.



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Why do Business Continuity?

To protect your business in the event of a disaster.

- Safeguard children and young people.
- Maintain your reputation.
- Keep your customers happy.
- Keep ahead of the competition.
- Save on the cost of recovery.
- Reduce the hassle and stress.



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Why do we want you to do Business Continuity?

To minimise the disruption to one of our critical services.

- In the interests of children, young people and their families.
- Maintain our reputation.
- Meet our statutory duties.
- Saves on our costs of recovery.
- Reduce our hassle and stress.



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Could it happen here?



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INFORMATION

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First part of practical exercise

The fire alarm goes in the middle of a busy day, you evacuate your premises and the building really is on fire.

For a while the Fire Service struggles with the blaze, it's clear you're not going back in.

It's cold & wet, it will be dark soon, some staff are off sick, some children and young people are frightened and the battery on your mobile has gone.

Then a man says to you... "Hello, I'm from the Daily Mirror".

What have you got and/or what do you wish you had?



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First part of practical exercise

What have you got and/or what do you wish you had to prevent the incident becoming a crisis?

Feedback



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Incident Management (was good in the survey)

How you respond to the situation as it happens.

- A battlebox or grab bag.
- An immediate place of safety for children, young people and/or staff.
- A communication back up and contact details.
- What else?

Once you are happy that the incident hasn't turned into a crisis, you can start to think ahead.



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Second part of practical exercise

You survey the smoking ruins...

The roof has collapsed, people have been traumatised, your staff are wondering if they will lose their jobs, you have lost all your records.

You call the County Council and Katrina reminds you that you have a statutory duty to recover your contracted service.

What have you got and/or what do you wish you had?



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Second part of practical exercise

What have you got and/or what do you wish you had to help you get your business going again?

Feedback



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This is the Business Continuity bit.

Start by identifying the most important things that need recovering...

- The critical part of the service.
- Your key front line operational activities (care, fostering, education)
- Your other business support activities (billing, marketing).

Therefore, have a clear idea what it is your are recovering, whilst not putting at risk the children's health and welfare.



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Also identify the most important resources that support your service and/or critical activities...

- Your location, venue, property (plus the contents).
- Your staff, volunteers (their skills, knowledge, morale).
- Utilities; water, power, phones, gas.
- Information, data, IT, telephony.

Therefore, have a clear idea what it is your need for recovery.



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Then identify the threats that could disrupt your service.

Loss of venue...fire or flood.

Loss of utility.

Loss of staff...winter flu, flu pandemic, competition.

Loss of critical supplier.

Loss of IT or telephony.

Known as the Business Impact Assessment.



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Then plan the key things you would do if it happened.

These are your contingencies...
(for each threat or for each key activity)

An alternative site.

Staff on standby or staff who can multi task.

Alternative suppliers.

IT back up.

Mobile phone.

Alternative heating.

Bottled water.



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Make some simple practical arrangements...

- Write it down...call it a plan.
- Talk it through and then walk it through.
- Consider buddying up with another organisation.
- Tell whoever needs to know (staff, families etc.).
- Regular review (esp. contact details).



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Third part of the practical exercise...

Take a look at each others' business continuity plans.

What are the strengths and weaknesses?

- Business Impact Assessment (activities and threats).
- Incident Management
- Contingencies
- Contact details



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Third part of the practical exercise...

What are the strengths and weaknesses of your BC Plan and the others that you have seen?

Feedback



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How can we help?

We can provide :

- A simple guide.
- Templates to fill in.
- A second opinion...be a “critical friend”.



Free



Read through our booklet, go to our website, give us a call.

rick.thornton@suffolk.gov.uk, 01473 260439

www.suffolkresilience.com

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Did we achieve today's objectives?

- Those starting out...have you got what you need to start BCPs?
- Those with BCPs...have you picked up some ideas for improving them?
- Are there any unanswered questions?

