



**East Midlands Shared Services Joint Committee
11 December 2023**

Subject:	East Midlands Shared Services Business Continuity Plan	
Corporate Directors	Shabana Kausar – Director of Finance, Nottingham City Council (NCC) Simone Hines – Assistant Director of Finance, Strategic Property and Commissioning (LCC)	
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Key Decision	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Subject to call-in <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Summary of issues (including benefits to citizens/service users): This report seeks approval for the EMSS Business Continuity Plan.		
Recommendation(s): The EMSS Joint Committee is requested to:		
1. To approve the plan		

1 Reasons for recommendations

1.1 To reassure Joint Committee that EMSS has robust business continuity arrangements.

2 Other options considered in making recommendations

2.1 None.

3. Background

3.1 Sound business continuity planning is an important component of business management. EMSS has worked with colleagues from Leicestershire and Nottingham to develop a comprehensive business continuity plan to ensure that payroll and payments to suppliers will be made without disruption.

3.2 The plan contains the information that any EMSS manager would need to respond to a major incident, specific plans include:

- Loss of a major building

- Loss of Oracle full system
 - Loss of Oracle limited functionality
 - Loss of Email
 - Loss of telephony
 - Loss of servers / major loss or disruption of data access
 - Loss of staff
 - Loss of BACS system
- 3.3 The plan details how to respond to the specific risks identified in 3.2 as well as other non-specific issues. It contains information on how to escalate issues as well as templates to record actions taken during incidents.
- 3.4 It also includes contact details for all managers and staff, key contacts and stakeholders as well as suppliers of key systems, although for information governance reasons these are redacted from the version shared with Joint Committee.
- 3.5 All EMSS managers are issued with a copy of the plan.
- 3.6 The plan was last tested in November 2018 and due to be tested again in 2020, however this exercise was overtaken by the events of the Covid pandemic.
- 3.7 Work began earlier this year to devise a new format for the BCP which would be easier to use. This new format based on Microsoft Lists is currently being tested to ensure that it will be available even if LCC suffers a major IT outage.
- 3.8 The Civil Contingencies Act 2004 places on Local Authorities the duty to ensure that staff are suitably trained. In addition the recommendations from recent inquiries into the Manchester Arena Attack and the Grenfell Fire have also highlighted the need that key staff should be suitably qualified, experienced and empowered in order to fulfil their role.
- 3.9 To meet these requirements, the LCC Resilience Planning Group has approved a new, mandatory training and exercise programme for On Call Senior Managers, this includes the Head of EMSS.
- 3.10 The programme has been designed to meet a number of National Occupational Standards for Civil Contingencies and, as such, will equip participants with the knowledge to be able to respond to incidents both internally or externally in cooperation with multi-agency partners.

The sessions include:

- Resilience in Leicester, Leicestershire & Rutland
- Introduction to JESIP
- Keeping a Personal Log
- OCSM Refresher
- Bite-Size JESIP Exercises

4. Recommendation

4.1. To approve the Business Continuity Plan.

5 Finance colleague comments (including implications and value for money/VAT)

5.1 None.

6 Legal and Procurement colleague comments (including risk management issues, and legal, Crime and Disorder Act and procurement implications)

6.1 None.

7 Social value considerations

7.1 None

8 Equality Impact Assessment (EIA)

8.1 None

9 List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

9.1 None

10 Published documents referred to in this report

10.1 None