Title of Report:	**Corporate Business Continuity Plan**
Committee Report Submitted To:	**Environmental Services Committee**
Date of Meeting:	**13th June 2023**
For Decision or For Information	**For Decision**

Linkage to Council Strategy (2021-25)	
Strategic Themes	Cohesive Leadership Improvement & Innovation
Outcome	Provide a Corporate Business Continuity Plan
Lead Officer	Head of Health & Built Environment

Budgetary Considerations	
Cost of Proposal	Nil
Included in Current Year Estimates	N/A
Capital/Revenue	N/A
Code	N/A
Staffing Costs	N/A

Legal Considerations	
Input of Legal Services Required	**NO**
Legal Opinion Obtained	**N/A**

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes	Date: 01 June 2023
	EQIA Required and Completed:	N/A	
Rural Needs Assessment (RNA)	Screening Completed	Yes	Date: 01 June 2023
	RNA Required and Completed:	N/A	
Data Protection Impact Assessment (DPIA)	Screening Completed:	N/A	Date:
	DPIA Required and Completed:	N/A	Date:

1.0 **Purpose of Report**

1.1 The purpose of this report is to seek Council approval of the Corporate Business Continuity Plan.

2.0 **Background**

2.1 An Internal Audit identified improvements which could be made in relation to Council' Corporate Business Continuity Plan and recommended that the plan be reviewed.

2.2 The attached plan (Appendix A) addresses this recommendation. The plan sets out the priorities, management structures and communication mechanisms to ensure an appropriate response to incidents that cause significant disruption to Council services.

3.0 **Recommendation**

It is recommended that the Environmental Services Committee recommends to Council the adoption of the Corporate Business Continuity Plan.

Corporate Business Continuity Plan

Document Ref.	
Version	1
Author	Head of Health & Built Environment Emergency Planning Officer
Date of Screening	2nd June 2023
EQIA recommended	No
Date Adopted by Council	
Review Date	

Revision History

Version	Date	Revision Author	Summary of Changes

Distribution of Electronic Copies

SLT
Chief Executive
Director of Environmental Services
Director of Corporate Services
Director of Leisure & Development
Chief Executives Office
Chief Finance Officer
Head of Planning
Head of Performance
Senior Council Solicitor
Environmental Services
Head of Health & Built Environment
Head of Estates
Head of Capital Works, Energy & Infrastructure
Head of Operations
Corporate Services
Head of ICT
Head of OD/HR
Head of Policy & Community Planning
Democratic & Central Services Manager
Audit, Risk & Governance Officer
Leisure & Development
Head of Community & Culture
Head of Prosperity & Place
Head of Sport & Well Being
Head of Tourism & Recreation
Plan Storage
Electronic copy stored
Staff Portal – Business Continuity Folder
Hard Copy – Cloonavin Emergency Management Room
Encrypted Data Sticks

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Appendices

Appendix 1 Business Impact Analysis/Risk Assessment Template
Appendix 2 Business Continuity Plan Template
Appendix 3 Emergency Contact Procedure
Appendix 4 Emergency Notification Form
Appendix 5 Emergency Management Team Agenda
Appendix 6 Decision Log
Appendix 7 Action Log
Appendix 8 Emergency Management Room Resources
Appendix 9 Media Holding Statements

Other Documents

This plan should be read in conjunction with the following documents:

- CCGBC Emergency Plan
- CCGBC ICT Disaster Recovery Plan

SECTION 1 ABOUT THIS PLAN

1.0   Introduction

The ratepayers of Causeway Coast and Glens Borough Council expect Council services to be delivered efficiently and effectively and therefore the purpose of this document is to provide information on corporate business continuity that will ensure that essential Council services are delivered during periods of disruption. The preparation of a corporate business continuity plan is important to help prepare for and respond to an emergency by providing a framework that is flexible and adaptable to a range of scenarios as the focus is on the <u>impact</u> rather than the <u>cause</u> of disruption. It is important that all employees understand the plan as not all services will be restored at the same time, and where necessary, some managers may be asked to support the restoration of other services that are seen as a priority.

It is best practice among public and private organisations to have a Business Continuity Plan (BCP). It is also a requirement of the Local Government Auditor that each local authority must have in place a BCP to provide a means of continuing to deliver critical services in the event of an unexpected emergency that may incapacitate any one or a number of key Council services.

1.1   Aims

This corporate BCP deals only with the internal consequences of events that affect a significant part of Causeway Coast and Glens Borough Council. Less serious disruptions are dealt with by the activation of Service Business Continuity Plans. The Council's Emergency Plan deals with external consequences / Civil Emergencies, however in the event of an emergency, which affects the wider community, and the Council, a number of plans may be activated. *"Business Continuity Management is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response which safeguards the interests of its key stakeholders, reputation, brand and value creating activities"* (Business Continuity Institute).

The BCP is not a single unified plan but rather is a set of contingency strategies for each service documenting the backup deemed appropriate, based on the Council's needs as collected through a Business Impact Assessment (BIA), and the actions required to implement that strategy to re-create/restore/relocate a service. Each includes the information necessary for that team to accomplish its functions.

The BCP initial attention has been given to dealing with those emergencies, which have a higher probability of occurring and those that impact services described as critical services. The Senior Leadership Team of the Council has also considered the legislative impact should they fail to deliver a service in extreme circumstances and have considered the implications of this.

1.2   Purpose & Scope

This document is the BCP for Causeway Coast and Glens Borough Council. The purpose of this plan is to identify the Business Continuity procedures that will be invoked in the event of an incident occurring and focuses on the following:

a. Identification of critical functions.

b. Identification of critical staff.

c. Maintenance of critical functions following a disruptive event.

d. BC roles and responsibilities.

e. BC communication process.

In developing these action plans it is acknowledged that an initial assessment will be made in the event of a disruption and the detail of the contingency is dependent upon this initial assessment and cannot be comprehensive.

The plan will illustrate how the business can reduce the potential impact of an incident by being prepared to maintain services.

The Plan deals only with the internal consequences of events that affect the following service areas:
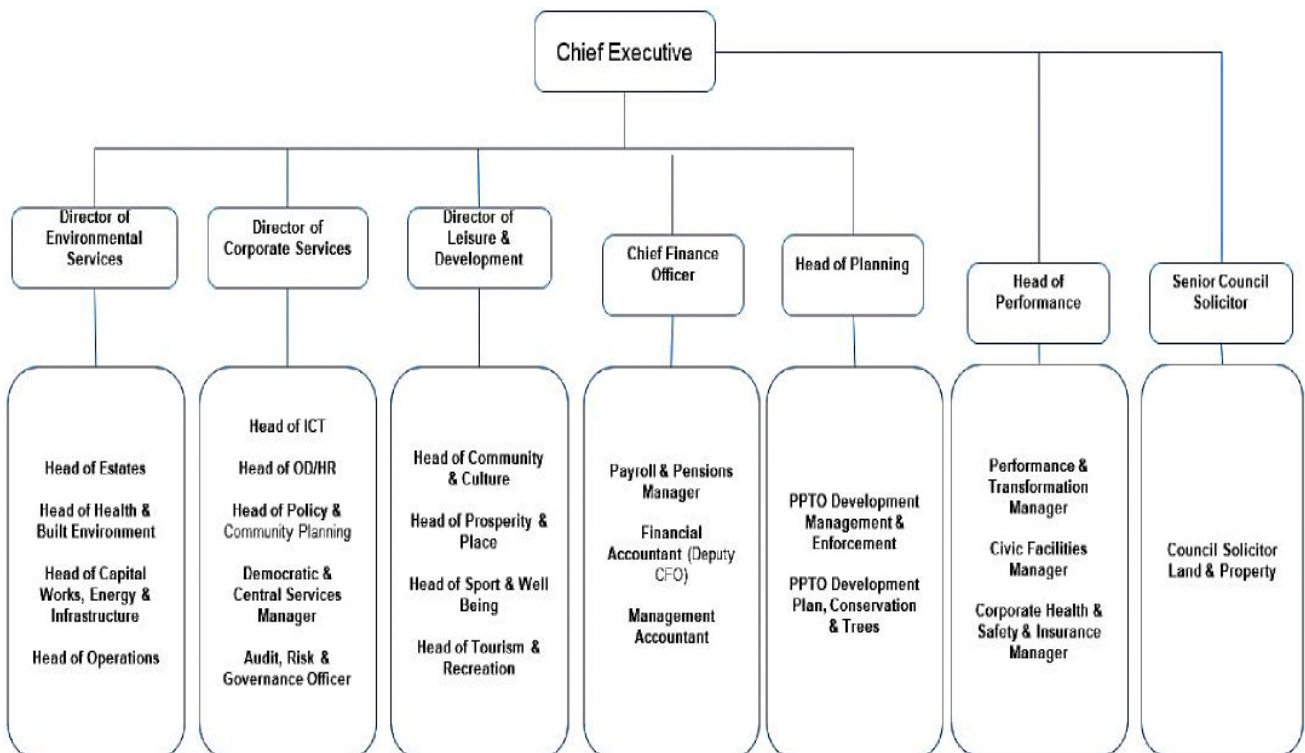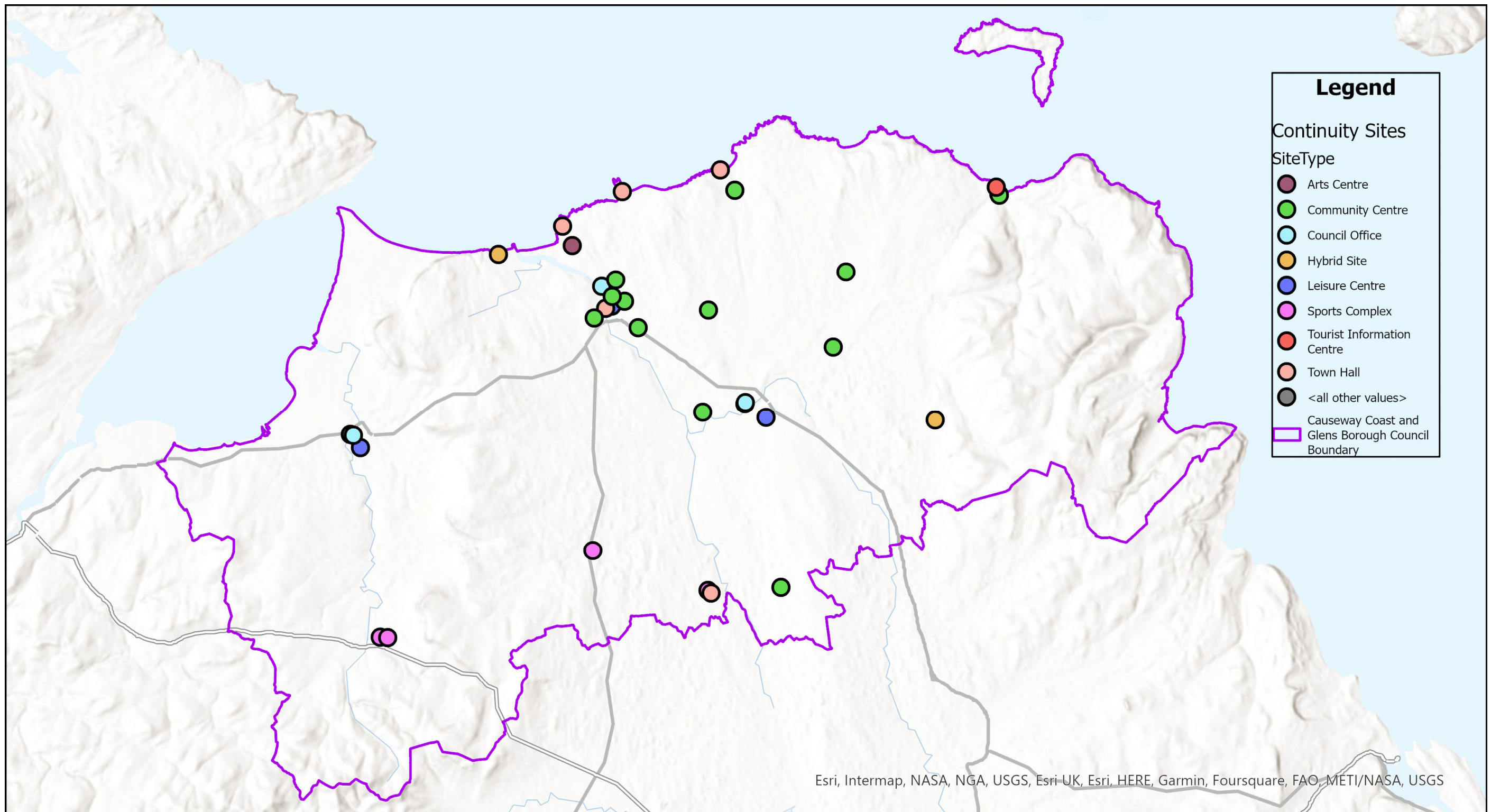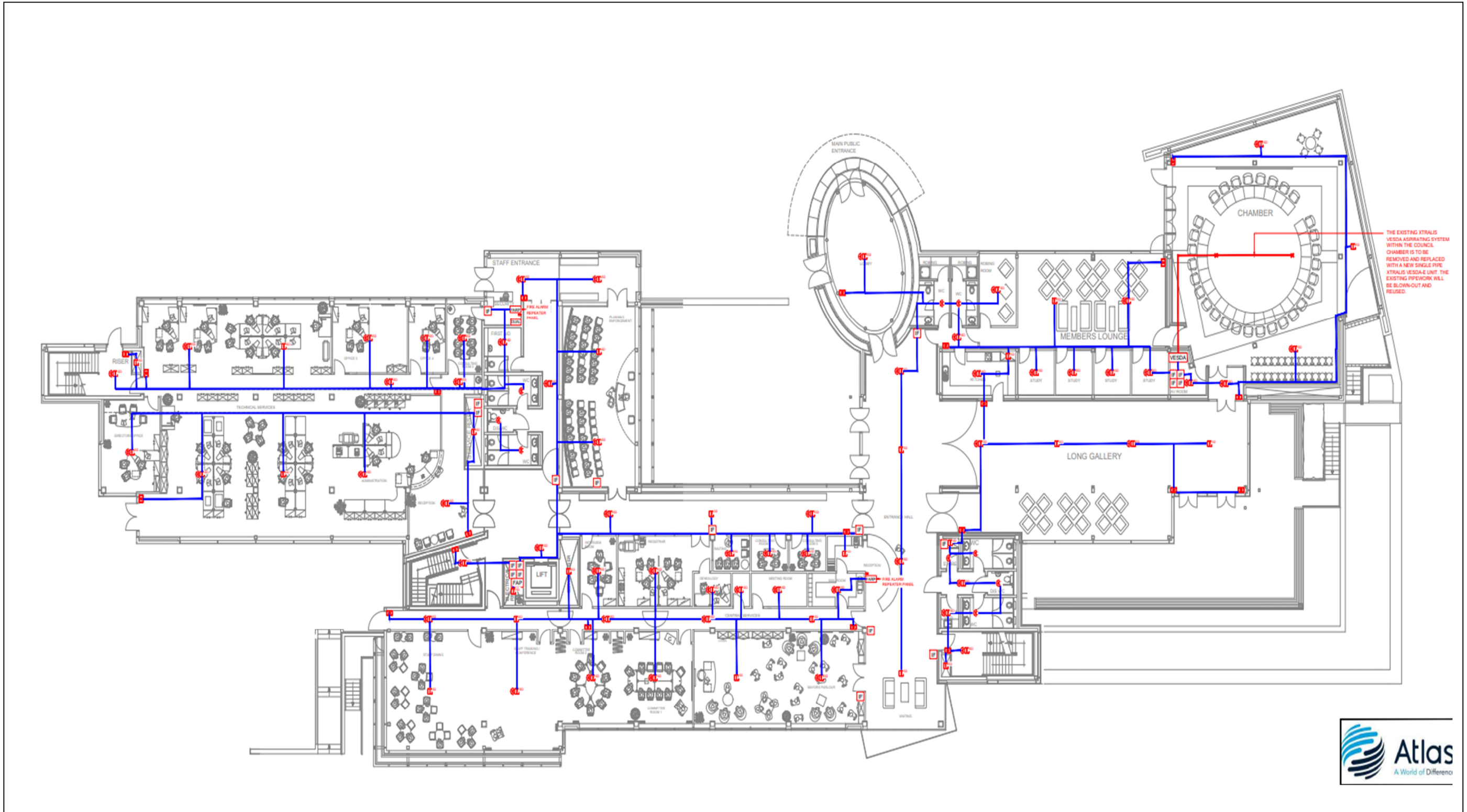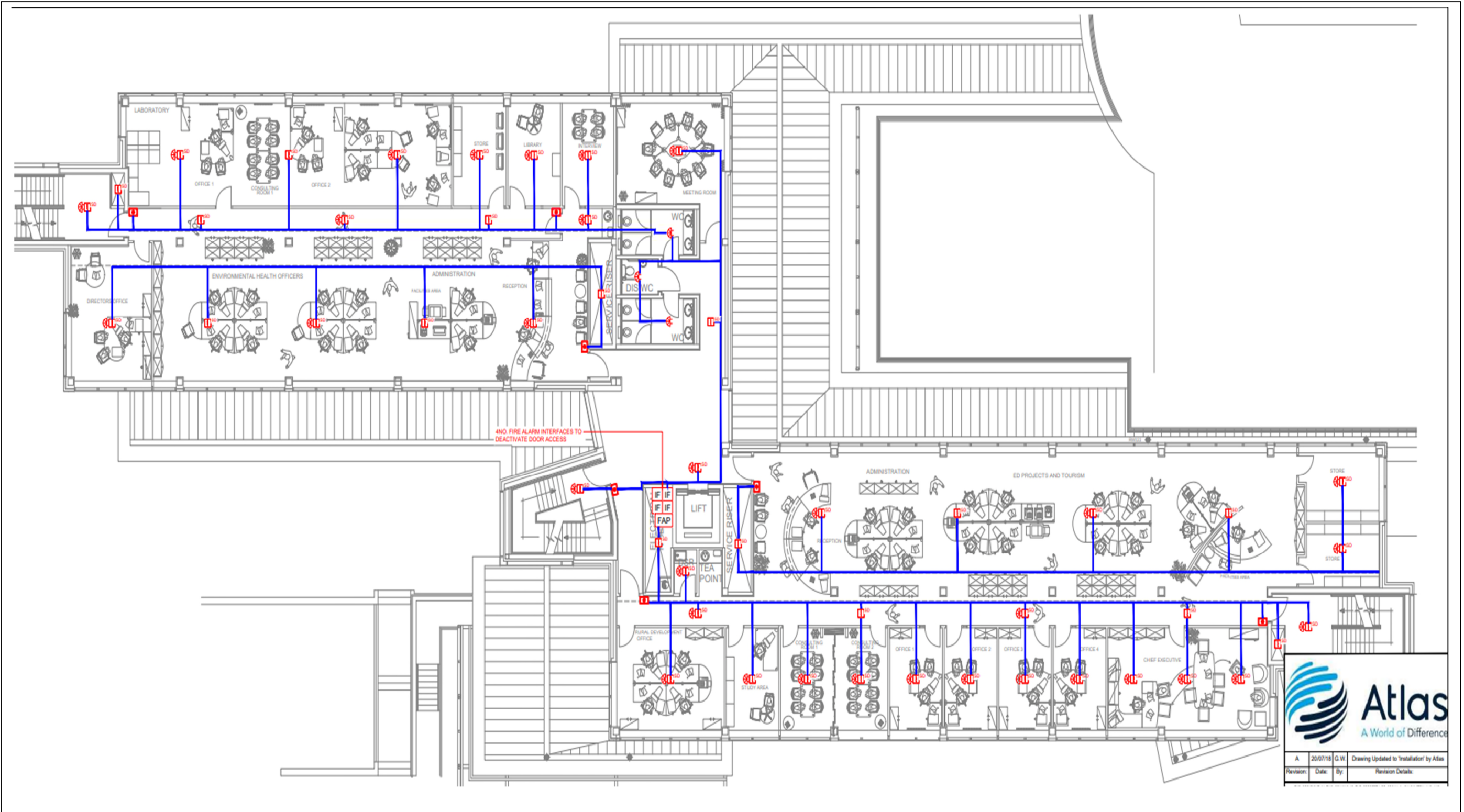
Legend

Continuity Sites

SiteType

- Arts Centre
- Community Centre
- Council Office
- Hybrid Site
- Leisure Centre
- Sports Complex
- Tourist Information Centre
- Town Hall
- <all other values>

Causeway Coast and Glens Borough Council Boundary

Esri, Intermap, NASA, NGA, USGS, Esri UK, Esri, HERE, Garmin, Foursquare, FAO, METI/NASA, USGS

Cloonavin – 2nd Floor
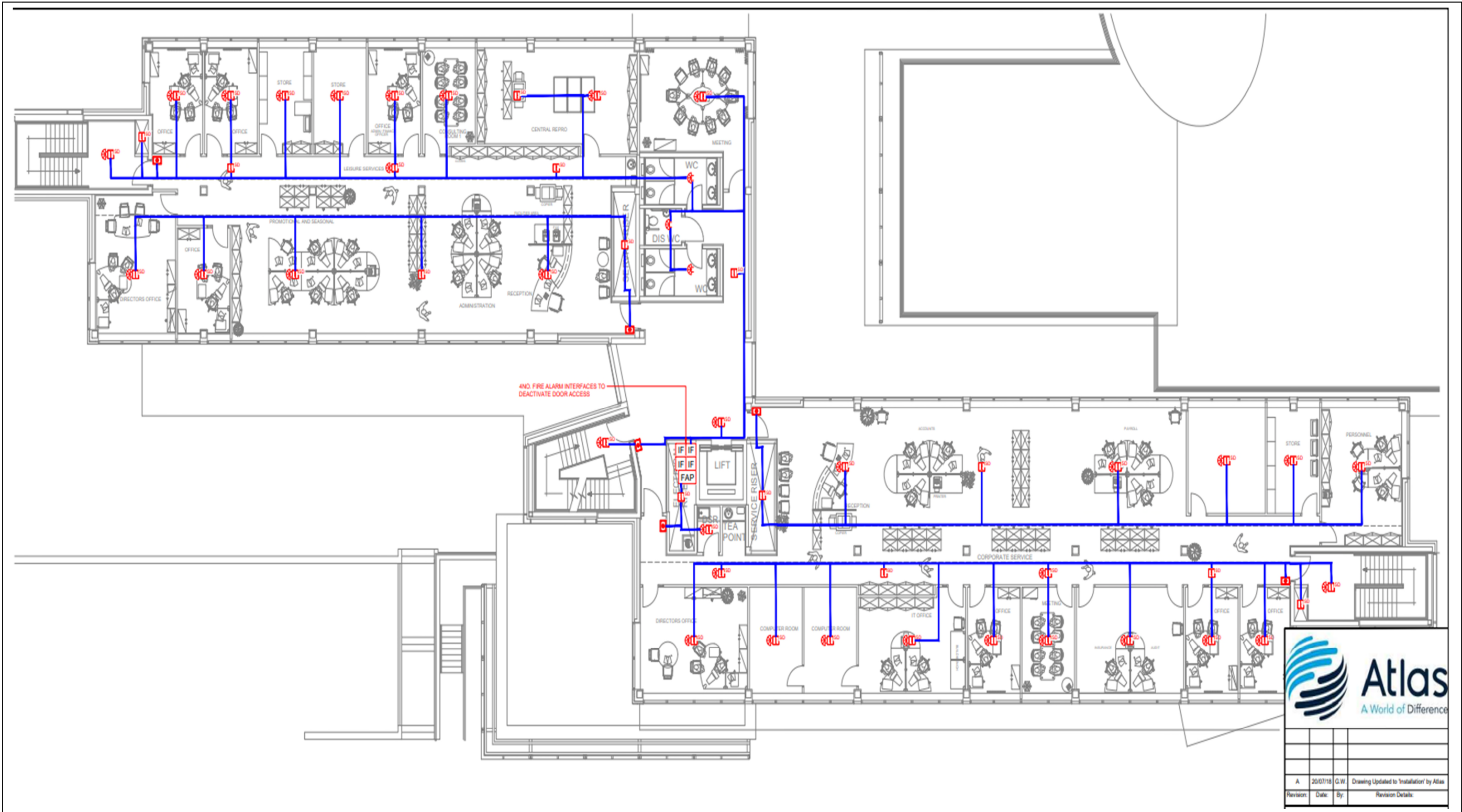
1.5   Roles & Responsibilities

Chief Executive	
Strategic owner of the corporate business continuity plan.	✓
Participate in tests and exercises.	✓
Activate the Business Continuity Plan.	✓
Chair Emergency Management Team (EMT) during an emergency.	✓
Liaise with appropriate Elected Members.	✓

Head of Health & Built Environment	
Ensure Business Impact Analysis is current.	✓
Maintain the Corporate Business Continuity Plan.	✓
Ensure all employees are aware of the plan.	✓
Participate in all business continuity planning meetings, tests & exercises.	✓
Assist the Chief Executive in business continuity activities.	✓

Directors	
Ensure a Business Impact Assessment is effectively completed by their service units to address the services delivered by their department.	✓
Ensure the necessary contingency arrangements are appropriately developed to provide back up to normal service delivery.	✓
If required, take on the role of plan owner.	✓

Heads of Service	
Complete a business impact analysis and identify critical areas within their service unit.	✓
Develop necessary contingency strategies appropriate to their service unit areas of responsibility.	✓
Compile related databases of service providers, customers and staff contact details.	✓
Ensure correct out of hours contact numbers are kept for staff.	✓
Ensure staff are aware of emergency procedures.	✓
Communicate with staff during a BC incident.	✓

EPIG	
Communicate the importance of meeting the objectives and the need for continual improvement throughout the organisation.	✓
Maintain an awareness of business needs and major changes.	✓
Ensure that business continuity requirements are determined and are met with the aim of minimising risk and maintaining effective strategies and plans.	✓
Communicate progress and outcomes through their Home Departmental Management Team Meetings.	✓

All Staff	
Be involved in training and awareness training sessions	✓
Ensure they are familiar with the contingency arrangements in place relevant to their area of service delivery.	✓

1.6 Assumptions

General Assumptions

- Cloonavin is the main Council facility;
- Staff are available to perform critical functions defined within the plan;
- A proportion of staff are working from under Council's Agile Working Policy
- The business continuity plan is current;
- Assumptions have not been tested.

Data/Systems Assumptions

- Redundant Systems are available in Coleraine and Ballymoney
- Critical servers can be reinstated in Ballymoney within 4 hours if required
- WFH will automatically reroute to Ballymoney if Coleraine is down
- Numbers rerouted to Ballymoney when migration to IP telephony is complete

Communication Assumptions

- Lose phones to Cloonavin and all remote sites;
- Switchboard will be down – 6 emergency phones available but will require authorisation to be transferred;
- Staff work mobiles are available;
- The use of the Emergency Planning Text Local system is available to communicate via text;

SECTION 2 ANALYSIS

2.0   Business Impact Analysis

Each service unit will complete a Business Impact Analysis using Appendix 1 BIA template and a Business Continuity Plan using Appendix 2 BCP template.

2.1   Identified Risks

Based on the discussions undertaken as part of the critical services analysis, the following list represents possible risks and threats to the delivery of key council services. This list is not exhaustive, but provides a general overview for consideration.

Loss of or significant disruption to Council Premises

- Fire
- Flood
- Prolonged loss of utilities
- Extreme weather
- Damage to premises
- Pandemic Restrictions

Loss of or significant disruption to IT/Comms

- Loss of server access
- Loss of power
- Cyber attack
- Loss of information

Loss of staff

- Pandemic
- Industrial action
- Extreme weather

Loss of or significant disruption to utilities

- Loss of supply

Loss of or significant disruption to supplies

- Failure of suppliers business continuity procedures
- Lack of suppliers business continuity procedures
- Suppliers going out of business
- EU Exit

Adverse affect on the Council's reputation

- Adverse media coverage
- Lack of public confidence
- Contract violation
- Failure to deliver a legal or regulatory function

Serious financial risk

- Lack of sufficient budget/financial regulation
- Fines due to contract violation
- Income / funding implications of pandemic

SECTION 3 DESIGN *Resources required to continue identified priority services, section 2.0 above, to a minimum acceptable level*

3.0 Critical Functions

Function	Primary Location	Temporary Location	Agile Working	Min Staff	IT Software	Essential Items/Records
Emergency Planning	Cloonavin Emergency Room	Microsoft Teams	Yes	• 1 x Emergency Planning Officer • Resilience for Response is provided though provided capacity throughout the organisation via EPIG, SLT and training exercising • Duty Director – a senior member of leadership team available to make decisions • NEPG Resilience Manager can provide assistance in sub regional co-ordination	• Councils managed data network for storage of information, this information can be accessed remotely where the system remains live and access permissions allow • Staff Portal holds the most up to date information and is accessible to all staff. • Staff Portal - designated staff have access to the Emergency Planning folder where Council maintains a copy of emergency planning information. • Senior staff with a well-defined role in emergency response have an encrypted data stick with emergency information contained.	• EPO – Corporate Desktop mobile phone and Ipad • ECC • Furniture • 6 PC's (Cloonavin) • Printers • Audio Visual • Wifi Cloonavin • Stationary for Facility
Environmental Health	Ballymoney, Limavady and Coleraine	Microsoft Teams	Yes	• 1 Head of Service or EH Manager • 1 Senior EHO • 9 officers across 6 EH teams	VPN connection to Council systems including email and shared drive; All staff have access to web based environmental health information management system.	All staff issued with portable ICT equipment and mobile phone P.P.E. Inspection/investigation equipment Stationary
Building Control - Dangerous Structures	Ballymoney, Limavady and Coleraine	Microsoft Teams	Yes	• 1 Head of Service/BC Manager or Senior BCO • 2 BCOs	VPN connection to Council systems including email and shared drive; All staff have access to web based environmental health information management system.	All staff issued with portable ICT equipment and mobile phone P.P.E. Inspection/investigation equipment Stationary
Registration	Limavady, Coleraine, Ballymoney and Ballycastle	Any chosen location would require GRO approval due to system used which is not linked to Council network. IT Assist installed comms box within each Council server location.	No	3/4	Northern Ireland Registration Office System (NIROS) We cannot access emails from NIROS therefore Council PC is also essential. As a last resort upon instruction from GRO, DRO's should carry out manual registrations by using the relevant paper forms	Council PC and mobile phones to access emails and essential documents sent from GRO required for death registrations

		Working from home is not an option				
Waste Collection, Continuity of landfill and Street Cleansing	Coleraine, Limavady, Ballymoney, Ballycastle depots. Craighulliar Landfill & Transfer Shed Letterloan compost Crosstagherty Transfer Shed Aghanloo Shed	Service spread across wide geographical area therefore can use alternative depots etc.	No.	193no for full refuse and limited street cleansing.		Mobile phones / 2nd bin and help list records / bin route details
Cemeteries	10 Cemeteries	N/A	No	9 X Staff	Cemetery Pro Package but moving to Plotbox	3 x Dumper 6 x Diggers 1 x Avent Loader 1 Tractor and Loader Laptop Password / Login details Mobile phones
ICT - Network connectivity and services to all sites where possible VOIP, Server availability Internal email External connectivity to ISP, External email	Cloonavin	Riada House	Yes	ICT Infrastructure Team (4)	All critical services are backed up to Riada House. Backup and Recovery system and VMWare backup infrastructure in Riada House. Backup internet line in Riada House. MS 365 provides email, Teams. Data replicated to Riada House and available within 4 hours. WFH failover to Riada House if Cloonavin unavailable. Automatic VoIP trunk failover. Phones can be assigned required numbers.	Office for 2/3 staff in Riada House
General Ledger	Cloonavin	Agile Working	Yes	4	CiAnywhere – Cloud based; Bottomline Pt-X – cloud based; TotalFinance* - Council hosted system; All staff issued with portable ICT equipment currently; VPN connection to Council systems; BACS cards and readers for payments;	Access to Council shared drives; While agile working staff will transport hardcopy files to their agile working location;
Accounts Payable	Cloonavin	Agile Working	Yes	5	CiAnywhere – Cloud based; Bottomline Pt-X – cloud based; TotalFinance*- Council hosted system; All staff issued with portable ICT equipment currently; VPN connection to Council systems; BACS cards and readers for payments;	Access to Council shared drives; While agile working staff will transport hardcopy files to their agile working location;

3.1 Essential Functions

Function	Primary Location	Temporary Location	Agile Working	Min Staff	IT Software	Essential Items/Records
Economic Development	Limavady Council Office Cloonavin	Riada House & Sheskburn House	Yes	18 staff	Access to Microsoft Software including Teams, emails, documents and telephone	PC, P Drive and telephone
Accounts Receivable	Cloonavin/Sheskburn	Agile Working	Yes	5	CiAnywhere – Cloud based; Bottomline Pt-X – cloud based; TotalFinance*- Council hosted system; All staff issued with portable ICT equipment currently; VPN connection to Council systems; BACS cards and readers for payments; Online banking systems;	Access to Council shared drives; While agile working staff will transport hardcopy files to their agile working location;
Buildings Maintenance	Loughanhill, Limavady, Ballycastle, Coelraine	N/A	Yes	7 Building Maintenance Officers	Tabs Package	Mobile phones, Laptops, passwords to access secure web platform
Community Planning	Riada House, Ballymoney	Any other Council facility giving access to Council network services and internet.	Yes	1	Word Excel Outlook Internet	Laptop Password / Login details Mobile phones Access to P&CP shared drive
Democratic Services - Committee and Member Services	1st Floor, Council HQ, Cloonavin, Coleraine Council Chamber, Council HQ	Alternative Council Offices – Riada House, Limavady Office, Sheskburn House Meetings of Council and its Committees can be held remotely and officers can WFH	Yes	2	Microsoft Office package including Teams. Internet access if offices are inaccessible.	Mobile phones, Laptops, passwords to access secure web platform
Planning Applications	Ground Floor Cloonavin	Agile Working	Yes	1 x HoS 1 x Manager 6 x Senior Planning Officers 13 x Planning Officers 4 x Planning Assistants 1 x Business Support manager 2 x Business Support Officers 3 x Business Support Assistants	NI Planning Portal Outlook email Internet Council Network Phone network	Laptops VPN Work mobile phone

3.2 Enablers

Function	Primary Location	Temporary Location	Agile Working	Min Staff	IT Software	Essential Items/Records
Payroll	Cloonavin	Agile working	Yes	7	CiAnywhere – Cloud based; Bottomline Pt-X – cloud based; TotalFinance*- Council hosted system; All staff issued with portable ICT equipment currently; VPN connection to Council systems; BACS cards and readers for payments;	Access to Council shared drives; While agile working staff will transport hardcopy files to their agile working location;
Corporate Health and Safety	Cloonavin Offices	Sheskburn House Riada House	Yes	One	Council`s IT package Auditrecordit.com Accident reporting system	Mobile phones
Business Continuity	Riada House	Agile Working	Yes	1	VPN connection to Council systems including email and shared drive; Staff portal.	Portable ICT equipment and mobile phone
Procurement	Cloonavin	Agile Working	Yes	1	CiAnywhere – Cloud based; TotalFinance*- Council hosted system; All staff issued with portable ICT equipment currently; VPN connection to Council systems; eSourcing procurement platform – cloud based	Access to Council shared drives; While agile working staff will transport hardcopy files to their agile working location;
Information Governance (FOI)	Sheskburn House, Ballycastle (officers also based at Riada House, Ballymoney, and Council Offices, Limavady)	Any other Council facility giving access to Council network services and internet.	Yes	1	Word Excel Outlook Internet	Laptop Password / Login details Mobile phones Access to P&CP shared drive

3.3   Additional Services

Resources required to continue additional identified priority services, section 2.0 above, to a minimum acceptable level also include the following and are available in the individual service unit business continuity plans:

CCGBC priority services (scenario dependent)
- Street cleansing
- Emergency Finance
- Environmental Health – Priority Response only
- HRC Sites

Non-essential services however represent significant legal/contractual implications
- Building Regulations
- Property Certificates
- Capital Programme
- Local Development Plan

Non-essential services however represent significant income generators
- Gyms
- Leisure Facilities

3.4   Services which may be subject to suspension depending on scenario

Chief Executives Office	Environmental Services	Corporate Services	Leisure & Development
Planning Enforcement Management Accounts Capital Accounting	Bulky Waste Off Street Parking Tobacco Control Home Safety Consumer Protection Affordable Warmth Fire Risk Assessments	Equality Audit Policy Performance Organisational Development LG Training Elected Member Development Civic Events Event Bookings G.I.S.	Rural Development Leisure Facilities Gyms Sports Development Events Community Centres Biodiversity Play Parks PCSP Good Relations Cultural Services Community Arts Museum

SECTION 4 IMPLEMENTATION

4.0   Plan Activation

This plan will be activated when there is 'corporate level disruption', i.e. where a cross service corporate response is required and / or the emergency cannot be dealt with through normal operating procedures, and there will be widespread disruption of Council services; for example:

- 2 or more "priority" service business continuity plans have been activated;
- Direct instruction from Government to suspend or reduce services;
- Fire / building collapse / explosion involving Council or neighbouring premises;
- Extreme weather affecting employee safety or transport;
- Major transport disruption with the potential to strand employees at work or home (strikes, fuel protests and / or infrastructure emergencies);
- Bomb threats / suspicious packages / white powder emergencies / accidental or deliberate release of harmful agents / acts of terrorism near Council sites;
- Civil disturbance near Council sites;
- Widespread illness either amongst employees or in the community;
- Loss of staff due to redeployment, parental duties etc. significantly reducing capacity to deliver services;
- A number of Council employees being required to respond to another major emergency in the district;
- Event threatening the reputation of the Council;
- Loss of critical systems e.g. ICT failure;
- Loss of a key resource e.g. a major supplier vital to the delivery of a key service.

4.1   Responsibility for Activation

The Chief Executive or Director can initiate the Corporate BCP plan.

4.2   Process for Activation

When any employee becomes aware of any event that is, or may escalate into a major emergency, they should inform their line manager as soon as possible. If the line manager is not available, then another line manager should be contacted. The line manager should then contact the Chief Executive (or Director) who will inform the Emergency Management Team (EMT). An emergency/incident contact procedure is at Appendix 3. The process for activation is shown diagrammatically below:

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┌─────────────────────────────────┐
│   Initial report received and    │
│    passed to CEO or Director     │
└─────────────────────────────────┘
                 │
                 ▼
┌───────────────────────────────────────────────────────────────────┐
│ Assessment on emergency business continuity impact, is there a clear│
│ lead agency e.g. life threatening emergency will be PSNI or is there │
│ a local co-ordination requirement from the Council.                 │
└───────────────────────────────────────────────────────────────────┘
                 │
                 ▼
┌───────────────────────────────────────────┐
│ Does the scale and impact require EMP/BCP   │
│ activation?                                 │
│ Are Council resources required?             │
└───────────────────────────────────────────┘
                 │
        ┌────────┴─────────────────────────────┐
        ▼                                      ▼
    ┌───────┐                              ┌───────┐
    │  YES  │                              │  NO   │
    └───────┘                              └───────┘
        │                                      │
        ▼                                      ▼
┌─────────────────────────────────┐  ┌─────────────────────────────────┐
│ Full, Partial or stand by        │  │ Do not activate EMP/BCP and      │
│ activation on EMP/BCP decided    │  │ continue to monitor the incident.│
│ upon. Activations protocols as   │  └─────────────────────────────────┘
│ required.                        │
└─────────────────────────────────┘
        │
        ▼
┌─────────────────────────────────┐
│ Formation of the Emergency       │
│ Management Team.                 │
│ Cascade procedures commenced for │
│ key staff.                       │
│ Activate briefing arrangements   │
│ for Elected Members              │
└─────────────────────────────────┘
        │
        ▼
┌───────────────────┐    ┌───────────────────┐    ┌───────────────────┐
│ Take action to     │───▶│ Maintain Critical  │───▶│ Take action to     │
│ manage the         │    │ Services           │    │ return to          │
│ emergency/         │    │                    │    │ 'business as       │
│ incident.          │    │                    │    │ usual'.            │
└───────────────────┘    └───────────────────┘    └───────────────────┘
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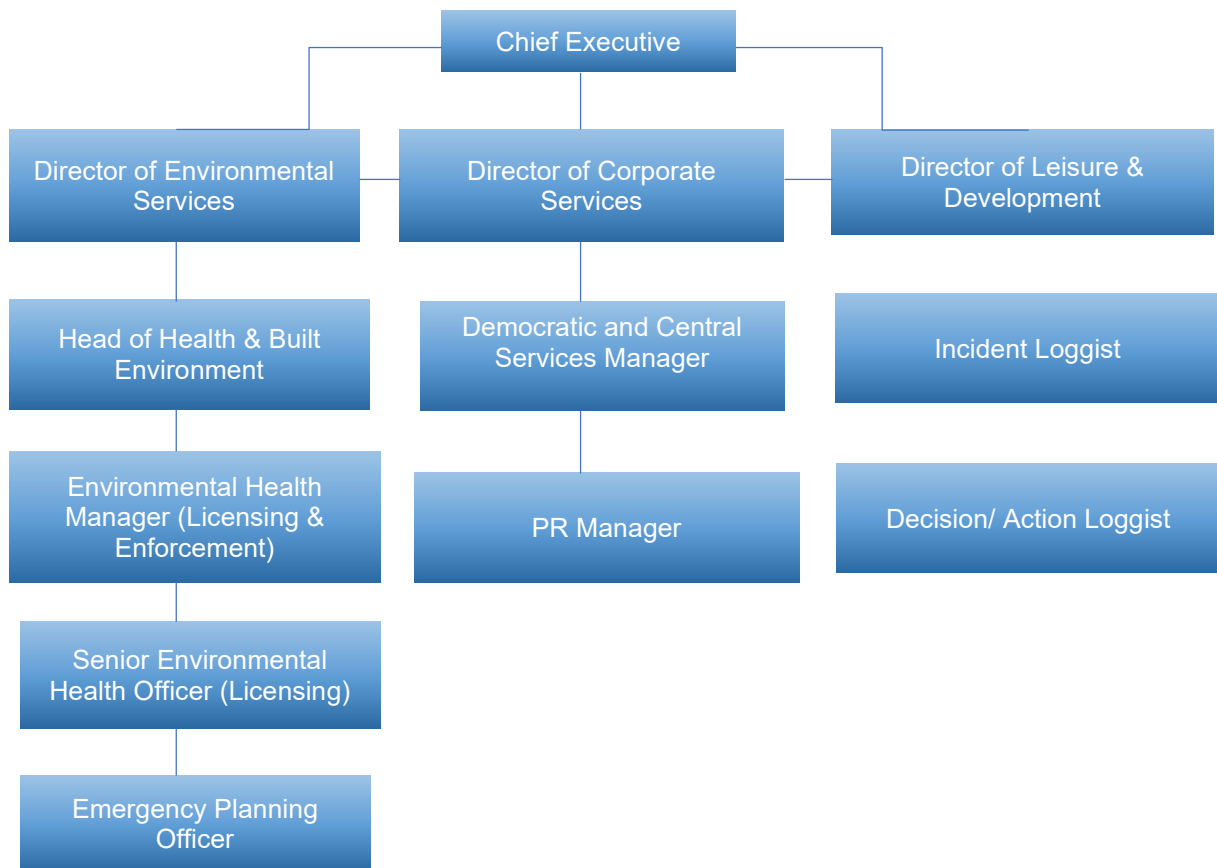
4.3   Incident Management

The purpose of the Emergency/incident management phase is to:

- Protect the safety of staff, visitors and the wider community.
- Protect vital assets e.g. equipment, data, reputation etc.
- Ensure necessary communication takes place.
- Support the Business Continuity phase.
- Support the Recovery and Resumption phase.

Appendix 4 is a reporting template for incident/emergency contact notification.

4.4   Emergency Management Team

The Emergency Management Team will primarily consist of the following:

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                        ┌──────────────────┐
                        │  Chief Executive │
                        └──────────────────┘
        ┌──────────────────────┼──────────────────────┐
┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ Director of       │  │ Director of       │  │ Director of       │
│ Environmental     │  │ Corporate         │  │ Leisure &         │
│ Services          │  │ Services          │  │ Development        │
└──────────────────┘  └──────────────────┘  └──────────────────┘
        │                      │
┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ Head of Health    │  │ Democratic and    │  │ Incident Loggist  │
│ & Built           │  │ Central Services  │  │                   │
│ Environment       │  │ Manager           │  │                   │
└──────────────────┘  └──────────────────┘  └──────────────────┘
        │                      │
┌──────────────────┐  ┌──────────────────┐  ┌──────────────────┐
│ Environmental     │  │ PR Manager        │  │ Decision/ Action  │
│ Health Manager    │  │                   │  │ Loggist           │
│ (Licensing &      │  │                   │  │                   │
│ Enforcement)      │  │                   │  │                   │
└──────────────────┘  └──────────────────┘  └──────────────────┘
        │
┌──────────────────┐
│ Senior            │
│ Environmental     │
│ Health Officer    │
│ (Licensing)       │
└──────────────────┘
        │
┌──────────────────┐
│ Emergency         │
│ Planning Officer  │
└──────────────────┘
```

Additional Officers may be required depending on the particulars of the emergency/incident.

4.5 Meetings of the Emergency Management Team (EMT)

The EMT should meet as soon as possible following notification of the emergency, then first thing every morning and last thing each evening until the emergency has been downgraded. An agenda for the meeting is at Appendix 5. A decision log and action log for use during incidents are attached as Appendix 6 and Appendix 7 respectively.

4.6 Location of Emergency Management Team (EMT)

When required to meet the following are the recognised venues. A list of the resources at each location is at Appendix 8.

| Location 1 | Cloonavin Emergency Management Room |
| Location 2 | Riada House, Emergency Management Room |

Where social distancing is required or it is not feasible to meet in person, EMT meetings will take place via MS Teams.

4.7 Communications

At Appendix 9 are template Media Holding Statements for various scenarios. EMT will liaise with PR and HR teams in relation to staff briefings/relaying information to staff.

4.8 Recovery & Resumption

The purpose of the recovery and resumption phase is to resume normal working practices for Causeway Coast and Glens Borough Council. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

4.9 Stand-down

At the end of any emergency/incident, it is the responsibility of the Chair of the EMT to officially call "stand down". This marks the end of the emergency response phase. The recovery phase however may continue for some time.

4.10 Debrief

A formal structured debrief must be held to ensure lessons can be learned and recorded; all reports, log sheets and other information should be collated, recorded and issued to the Chief Executive and SLT in the report. The EMT should attend the Incident debrief and any other member of staff that they have identified as being relevant to the process.

SECTION 5 VALIDATION

5.0   Plan Maintenance

The Plan will be updated in the following circumstances:

- Structural, procedural or systems changes within the Council that would significantly affect the management of a major disruption to critical services;
- External changes that would significantly affect the management of major disruption to the Council's identified critical services;
- New Regulations / Guidance;
- Recommended changes following testing/exercises;
- Recommended changes following a major disruption or activation of this plan;
- Any other significant factors.

The Head of Health & Built Environment will be responsible for administering any changes to the Plan.

5.1   Plan Training and Exercising

The BCP will be regularly tested to ensure that it would work. However, before a plan can be tested, employees need to be familiar with the content of the plan and their role. It is good practice to read the plan together and discuss how it would apply. Once employees understand the plan, it should be tested at least annually by one of the following methods:

1. Carrying out a simple desktop review.
2. Workshop - Setting up a controlled situation to develop awareness about a subject through discussion that does not jeopardise business as usual.
3. Full exercise involving building exclusion zone.