

OVERVIEW & SCRUTINY IMPACT OF SCRUTINY SUB-COMMITTEE (ISSC) 12 JULY 2018

ISSC REPORT: Resilience: Hertfordshire County Council's Business Continuity Plan (BCP)

RECOMMENDATION	EXECUTIVE RESPONSE	IMPACT OF ACTIONS TAKEN e.g. new strategy, X residents engaged, practise changes, planned stakeholder discussions, partnerships/stakeholders have issues on agenda, service development and dates	COMPLETED (do not input 'ongoing' in this column) and dates
<p>Members were disappointed that the training concerns noted in the SIAS audit (Aug 2016) remain outstanding. The Resilience Board to review the frequency that resilience and BCP training is undertaken. It should also clarify mandatory training for</p> <ul style="list-style-type: none"> • those with key roles in departmental resilience • all other staff <p>(Paragraphs 3.11, 3.12, 4.3, 4.4)</p>	<p>The Resilience Department has completed a full review of training requirements, packages and roles to ensure that key people are fully trained to maintain critical services. The packages will be developed and rolled out across the organisation throughout 2018/19 with the intent of training and retraining by the 31st March 2019. However, it is the responsibility of the individual to complete/attend the training applicable to their role. To provide a robust process the Resilience Department has created a new strategy, policy and procedures for each area of resilience including a Training policy. This will be presented to Resilience Board on the 15th March 2018 for approval as mandatory training. An update will be provided to the Impact of Sub Committee (ISSC) that will consider the implementation and impact at a future meeting.</p>	<ul style="list-style-type: none"> • The Resilience Department has implemented new policies and procedures to ensure that Resilience Officers are linked with each directorate to provide advice, best practice and direct guidance for the creation of business continuity arrangements. • The review of training requirements has been completed and all individuals and all roles identified throughout the organisation. • The training packages are in the process of being re-written to reflect the requirements with as much flexibility as possible built into the method of delivery to help encourage all identified staff to comply with the Civil Contingencies act, without the need for policing. The training packages will be launched on the 1st August. • The Resilience Department have created a system to hold the training records of individuals which will be reviewed at each Resilience Board meeting to ensure that 	<p>Yes</p> <p>Yes</p> <p>1st August</p> <p>Yes</p>

		<p>staff attend the required training.</p> <p><i>* The last point regarding the holding of data will now be reviewed in line with GDPR and the Councils need to reduce the amount of places data are held or managed.</i></p>	
<p>Resilience Direct is a secure repository for storing data. It also facilitates the effective sharing of information during an incident. The Resilience Board should direct departments to save key documents on this platform.</p> <p>(Paragraphs 3.7.2, 3.13, 3.14, 4.5)</p>	<p>On the 3rd Jan Resilience Board approved the use of Resilience Direct for the upload and storage of Business Continuity plans from each of the Directorates. The Resilience Department will be managing the pages and individual departments will upload their own plans. All central emergency plans will also be available via Resilience Direct. From the 1st of April 2019 all documentation will still be held on a local drive; however any information produced for distribution will only be available via Resilience Direct to help encourage and enforce the use of the system.</p>	<ul style="list-style-type: none"> • Resilience Direct is now embedded within Emergency planning and business continuity arrangements. • All BCPs and Emergency plans have now been uploaded and are available to users via Resilience Direct web portal. • All Critical staff have been trained • However, to help facilitate the effective use of Resilience Direct there is a requirement to train the wider resilience staff community within HCC. Due to the current demands on the Resilience Department there is not sufficient resource or capacity to plan and deliver this until Q1 2019. 	<p>Yes</p> <p>Yes</p> <p>Yes June 2019</p>
<p>The Resilience Board to work with departments to clarify those individuals whose contact details should be stored and ensure that these are regularly updated.</p> <p>(Paragraphs 3.10, 3.11, 3.12, 4.3, 4.4)</p>	<p>The Resilience Department hold the contact details of all internal and external people that have a resilience role. This information is available on Resilience Direct and updated as contact details change with a full audit every three months via the departmental Resilience Champions or directly for external partners. The communications team hold contact details for all members and will provide updates and information relating to incidents within</p>	<ul style="list-style-type: none"> • The contacts list continues to be owned and maintained by the Resilience Department • The provision of personal contact details has been highlighted and reinforced via resilience board to the appropriate resilience champions; however this information remains at the discretion of the management of each department through good professional relationships. • Addition communications channels have been established to help address the 	<p>Yes</p> <p>Yes</p> <p>Yes</p>

	the organisation.	evolving digital landscape. This has included establishing channels through Whatsapp and Everbridge to increase the pace through which key messages can be dispersed.	
Guidance for elected members is insufficient. The Resilience Board need to revise the guidance to better reflect the needs of all the member categories i.e. the leader (and group leaders), executive members and local members. This should include training provision. The revised guidance will be considered at subsequent resilience scrutiny. (Paragraphs 3.16, 3.17, 4.6)	The Resilience Department will be producing training and guidance information for Members which will be available for delivery from the 1 st April 2018. The Resilience Department will be making recommendations to Resilience Board at the meeting on the 15 th March that members be granted access to Resilience Direct where they will be able to access the latest guidance and information regarding incidents. An update will be provided to the Impact of Sub Committee (ISSC) that will consider the implementation and impact at a future meeting.	<ul style="list-style-type: none"> • The Resilience Department are working to create a Members area within Resilience Direct that will hold useful information that can be accessed anytime as the need requires. It was essential to complete the above works prior to creating the Members space so it could be populated with the correct documentation • From this refreshed document repository a training package can be developed. • It is unlikely, due to other pressures; that this will be completed before Q4 2018. 	<p>No</p> <p>December 2018</p>
That a future scrutiny considers the wider resilience covered by the Hertfordshire Local Resilience Forum (LRF) (Paragraph 4.7)	Officers are working towards providing a second session for Scrutiny that considers the wider resilience work covered by the Local Resilience Forum (LRF) in Hertfordshire during w/c 17/09/2018 or 24/09/2018. This scrutiny will also provide members an opportunity to view the Strategic Coordinating Group (SCG) during a live exercise.	<ul style="list-style-type: none"> • Officers have arranged for members to attend a Strategic Coordinating Group (SCG) on the 20th June to observe a live major exercise in operation. • This will then enable the Scrutiny topic group to consider the areas they wish to look at later in the year. • Officers will then prepare a deep-dive as required by Scrutiny 	<p>Yes</p> <p>TBC</p>