

West Lothian Civic Centre

Shared Business Continuity Management Protocol

Introduction

The Civic Centre accommodates in excess of 1,000 people from seven public service organisations. Opened in 2009, the new state-of-the-art building is the new headquarters for West Lothian Council and divisional headquarters for Lothian & Borders Police. It is also the new home for Livingston Police Station and West Lothian's Sheriff and Justice of the Peace Courts and accommodates: the district Procurator Fiscal; the regional Children's Reporter; some NHS Practitioners; and Lothian & Borders Fire and Rescue Service Community Officers.

Our Joint Vision

The Civic Centre is however an enabler – allowing the Partners to develop what are already excellent public services in West Lothian. The fundamental objective of the Partnership is to focus on integrated service outcomes and join-up public services by working together and sharing information at the Civic Centre.

Purpose of this Protocol

The Business Continuity Management process identifies significant potential threats to the business of the Partners within the Civic Centre by analysis of all impact risk assessments and provides a framework for building resilience and the capability for an effective response to ensure a rapid return to normal service. The purpose of this protocol is to:

- Ensure that all Partners agree that Business Continuity Management should be a fully embedded management process.
- Confirm all Partners commitment to maintaining and developing business continuity plans to ensure that they can continue to exercise their functions in the event of an emergency so far as is reasonably practicable.
- Confirm that Partners who are Category 1 and 2 responders under the terms of the Civil Contingencies Act 2004 have the framework in place to fulfil their duties in relation to business continuity management.

It is not however, the purpose of this protocol to replace any existing plans which your organisation may already have which governs business continuity management.

Authority and Responsibility

Ensuring there is a clear allocation of responsibility, each Partner will nominate a representative to exercise the authority and responsibility for business continuity management on behalf of their organisation. This representative will have the authority to approve any joint business continuity plans and any amendments necessary for the implementation of this protocol.

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Business Continuity Co-ordinators

Each Partner will nominate a business continuity co-ordinator who shall:

- Act as the nominated focal point where a situation presents a likely immediate threat to the civic centre and the service delivery of any Partner;
- Provide advice and guidance on the interpretation and implementation of this protocol and recommend improvement as and when necessary;
- Keep management and staff aware of business continuity issues;
- Liaise with Partner business continuity co-ordinators;
- Monitor any incidents logged and identify trends requiring remedial action or further risk control measures;
- Assist with the investigation of all incidents (and near misses), which could impact on service delivery and make recommendations to prevent their recurrence;
- Contribute to the preparation of joint business continuity plans, audits and impact risk assessments, making sure that actions are duly delivered;
- Facilitate business continuity training needs of all people employed in the Civic Centre by their organisation;
- Facilitate the testing of the joint business continuity plan for the Civic Centre and all service level business continuity plans within their organisation's area.

Business Continuity Team

Convening on a quarterly basis, the Partners will establish and maintain a Business Continuity Team. Membership of the team will include: A senior West Lothian Council manager to chair the meeting; all business continuity co-ordinators; and other representatives from the various Partners where necessary. The group shall be responsible for:

- Reviewing all risks faced by the Partners at the Civic Centre that could impact on service delivery;
- Amending the business continuity management protocol as and when appropriate;
- Reviewing the impact risk assessment process and ensuring that standards are applied consistently throughout the Civic Centre;
- Reviewing the high level Civic Centre Business Continuity Plan
- Reviewing the results of business continuity management tests and audits; and
- Internal Audit managers will from time to time, on the basis of an assessment of risk, conduct audits of the business continuity arrangements

Impact Risk Assessments

Each Partner will be expected to undertake relevant impact risk assessments within their respective areas and report the findings and necessary actions to all other Partners within the Business Continuity Team.

These assessments should consider the risks faced by each Partner within the Civic Centre and assess the probability and impact of risks, which might affect the Partners service delivery.

Business Continuity Plan (Roles & Responsibilities)

The roles and responsibilities of the Business Continuity Co-ordinators are detailed in the Civic Centre Business Continuity Plan. A key part of their role will be to link the work of the Civic Centre Business Continuity Team with those of their own organisation.

Business Continuity Management Audits

To ensure consistency and continuous improvement, each Partner will contribute to a joint Civic Centre business continuity audit. Internal audit managers should conduct audits every 12 months.

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Media Enquiries

Where approached by the media to provide information following a major incident, people working at the Civic Centre should comply with their own organisation's communications policy. The Civic Centre Business Continuity Plan sets-out procedures for dealing with media enquiries which affect multiple Partners working at the Civic Centre.

Review of This Protocol

Nothing in the Protocol will prohibit the regular review of its content or actions, which require to be taken by the Partners to ensure the maintenance of service delivery by all Partners within the Civic Centre.

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