

The Marches LEP Business Continuity Plan

**Version 1.0
17 December 2020**

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Document History

Version	Date	Author	Summary of Changes
1.0	29/10/2020	Ilia Bowles	Document creation
1.0	17/12/2020	PRMC	Document approval

1. Introduction

1.1 An incident is an event or threat that could lead to the loss of, or disruption to an organisation's operations, services or functions. If not managed, an incident can escalate into an emergency, crisis or a disaster.

1.2 Business continuity planning (BCP) is the process involved in creating a system of prevention and recovery from potential threats to an organisation, followed by a return to business as usual. The plan ensures that personnel and assets are protected and are able to function effectively in the event of a disaster.

1.3 This plan, including elements of disaster recovery, has been developed for the Marches LEP to enable business operations to be maintained in the event of a disaster.

2. Aims

2.1 The aims of this plan are to:

- Identify a Business Continuity Team and other key contacts;
- Guide the team in responding to a disruptive incident (incident management);
- Provide step-by-step protocols;
- Maintain delivery of critical activities/services during an incident (business continuity);
- Return to 'business as usual' (resumption and recovery);
- Prioritise emergency communications; and
- Identify back-up locations and resources.

3. Circumstances

3.1 This plan will be activated in response to an incident causing significant disruption to key/critical activities. Examples of circumstances triggering activation of this plan include but are not limited to:

- Loss of key staff or skills, e.g. above normal levels of absence due to illness;
- Loss of critical systems, e.g. long-term ICT failure, major ICT security breach, long-term power loss, telecoms/network loss;
- Denial of access, or damage to, facilities, e.g. loss of the building through fire or flood;
- Loss of a key resource, e.g. a major supplier vital to the delivery of a key service; and
- Security threat within the nearby areas, e.g. a terrorist attack.

3.2 In the event of an incident causing significant disruption to key service delivery/business and leading to this BCP being activated, colleagues listed in table 7 below must always be notified.

4. Contact details

4.1 The table below shows details of the Marches LEP's Business Continuity Team. A member of the team will be responsible for activating and standing down this plan.

Table 1

Business Continuity Team			
Name	Telephone	Email	Role
Gill Hamer	07990 086392	gill.hamer@marcheslep.org.uk	Members and Accountable Body Communication
Ilia Bowles	07458 073509	ilia.bowles@marcheslep.org.uk	Staff and PR Communication
Ennis Vingoe	01743 462026	ennis.vingoe@marcheslep.org.uk	Alternative Venue Finder Incident Controller
Wayne Redge	01743 462026	wayne.redge@marcheslep.org.uk	Fire Officer Telecoms and IT Health and Safety Officer

4.2 Marches LEP's First Aiders

- Ennis Vingoe, T 01743 462026
- Wayne Redge, T 01743 462026
- Yasmin Sulaman, T 07990 085204

4.3 Marches LEP's Out of Hours contacts

- Gill Hamer, T 07990 086392
- Ilia Bowles, T 07458 073509

4.4 Cameron House's contact details

- April McMillan, (*information removed in public document*)
- Wendy Davenhill, (*information removed in public document*)

Postal address is:

Halls Holdings Limited
Halls Holdings House
Bowmen Way, Battlefield
Shrewsbury, SY4 3DR

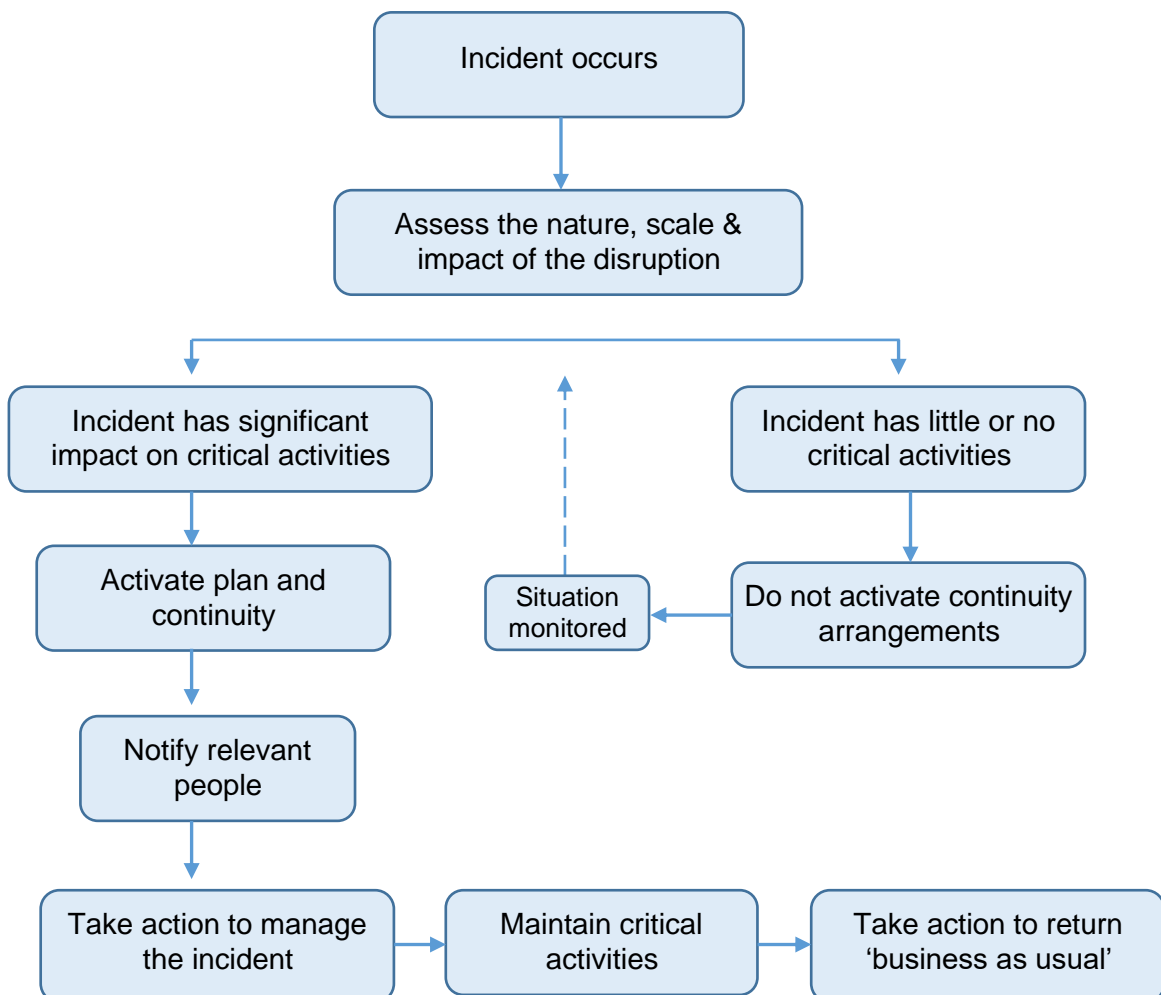
4.5 Shropshire Council's contact details (*information removed in public document*)

- James Walton, S151 Officer,
- Sharron Stubbs, Senior Accountant,
- Michelle Hodgkiss, Accountant,
- Alison Lawrence, HR Business Partner,
- Cheryl Sedgley, Head of Finance and Deputy S151 Officer,
- Sherry Woolgrove, Civil Resilience Team Leader and Emergency Planning,
- IT Department, ict.support@shropshire.gov.uk, T 01743 252200

4.6 Insurance company's contact details

Pam Hinton, Henshall's Insurance Brokers, (*information removed in public document*)

5. Process for activation



6. Incident management

6.1 The purpose of the incident management phase is to respond to a disruptive incident in order to protect the safety of staff, visitors, the wider community and vital assets.

6.2 In the event of an incident, it may be necessary to evacuate the building or leave the local area.

6.3 Any announcements to staff will be made by a member of the Business Continuity Team or the emergency services (if involved) and will depend on the information available at the time and the nature of the event. Issues that will be considered include:

- The type of incident (floods, firearms, etc.);
- The risk of evacuating; and
- Staff security.

6.4 The following actions will be taken to protect the immediate safety of staff, visitors and the wider community:

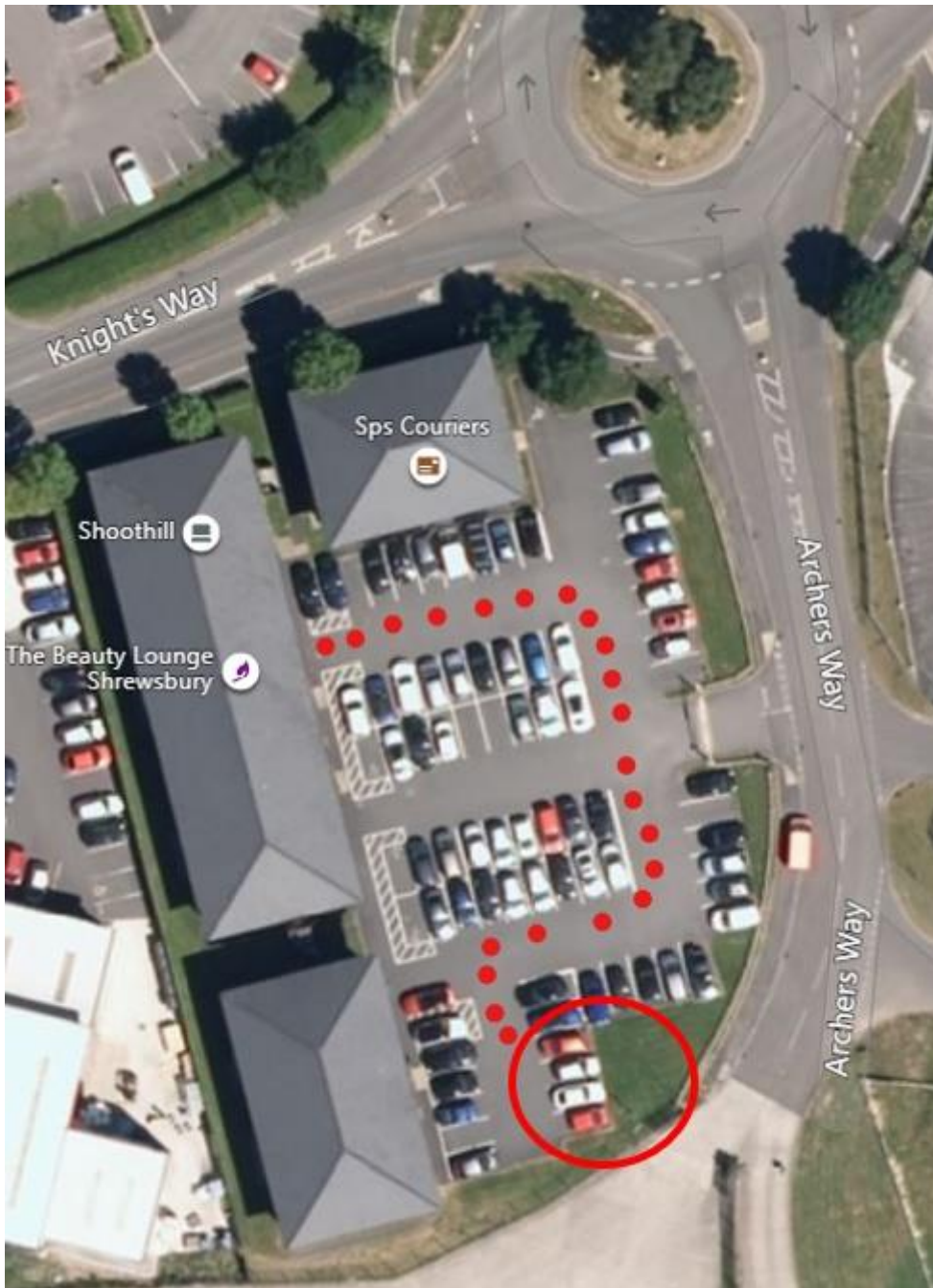
Table 2

	Action	Responsible Marches LEP Officer
1.	Evacuate the building if necessary	Fire Officer
2.	Ensure all staff and visitors report to the Assembly Point	Fire Officer
3.	Call emergency services (as appropriate) Tel: 999	Fire Officer
4.	Check that all staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all staff, contractors and visitors as a priority	Fire Officer
5.	Ensure an incident log is started and maintained throughout the phase	Incident Controller
6.	Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident	Health and Safety Officer
7.	Forward details of any fatalities or injuries in the incident to HR and agree a course of action	Health and Safety Officer Information to be sent to: <i>Alison Lawrence (information removed in public document)</i>
8.	Assess impact of the incident to agree response/ next steps	Business Continuity Team
9.	Log details of all items lost by staff, visitors and others as a result of the incident	Incident Controller
10.	Consider whether the involvement of other teams, services or organisations are required to support the management of the incident	Business Continuity Team

	Action	Responsible Marches LEP Officer
		Depending on the incident, the following services may be required to assist with incident management: <ul style="list-style-type: none"> • Health and Safety • Legal • Occupational Health

6.5 In the event of an evacuation, the designated assembly point for staff and visitors is the muster point next to the Storage King fence, across the car park from Cameron House.





7. Business continuity

7.1 The purpose of the business continuity phase is to ensure that critical activities (as per the Marches LEP's Risk Registers) are resumed as quickly as possible and/or continue to be delivered during the disruption.

7.2 Critical activities are listed below and include:

7.2.1 prolonged absence of a key member of staff due to a prolonged illness or accident

Table 3

Incident	Solution
Chair absent	Delegation of appropriate duties to Deputy Chair
CEO absent	Delegation of appropriate duties to Director of Corporate Services
Director of Corporate Services absent	Delegation of appropriate duties to CEO
Partnership Manager absent	Delegation of appropriate duties to Business Support Lead
Programme Manager absent	Delegation of appropriate duties to Project Officer

7.2.2 sudden unavailability of tangible or intangible assets

Table 4

Incident	Solution
Severe fire or flood affecting the LEP's office	All members of staff to work from home or at alternative location
Unauthorised disclosure of confidential information	Press release by BeBold. Recovery of the information if it is safe/feasible to do so. Lessons learnt report
Website – hacking or malicious attack	The Marches LEP website is hosted via BeBold on a hardware server. A full backup is done daily, with 30 days' worth of backups being saved ready for restore. An encrypted full backup is also uploaded to Dropbox once per week, as a belt-and-braces approach
Major IT failure	All servers, aside from printing, are hosted off-site and have redundancy built-in. If access to Cameron House is restricted, systems can be accessed remotely from any location or personal devices
Major telephony or mobile network failure	Notice to go on LEP website/social media informing the public of a relevant alternative method of communication
Major pandemic	All members of staff to work from home. All meetings to take place virtually
Loss/theft of property, including laptops and/or mobile devices	Inform Wayne Redge on T 01743 462026, wayne.redge@marcheslep.org.uk

7.3 It is the Marches LEP's policy that all members of staff bring their laptop and mobile phone to their own private residence at the end of every working day rather than storing them securely in the office. As such, in the event of a disaster, all staff should always have access to their work devices. In addition, apart from paper files which are stored in fire-proof locked cabinets in the office, all other data and services required by the members of staff are online based and can be accessed from any devices.

7.4 During the business continuity phase, consideration will be given to whether to recover non-critical activities until critical activities have been resumed or to suspend them temporarily and divert their resources to support critical activities.

7.5 The following actions will be taken by the Business Continuity Team to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during a disruption.

Table 5

	Action	Further Details
1.	Identify any other staff required to be involved in the Business Continuity response	Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities (i.e. external contractors)
2.	Evaluate the impact of the incident	Assess the impact of the incident on business as usual working activities
3.	Plan how critical activities will be maintained	Consider: <ul style="list-style-type: none"> • Immediate priorities • Communication strategies • Deployment of resources • Finance • Monitoring the situation • Reporting
4.	Log all decisions and actions, including what you decide not to do and include rationale	Use an action plan to do this
5.	Log all financial expenditure incurred	Use a financial expenditure log to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as the staffing, premises, equipment
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. customers, suppliers, staff, Board, etc.
9.	Recover vital assets/equipment to enable delivery of critical activities	<ul style="list-style-type: none"> • Paper files (these are stored in locked cabinets in the office) • Access to several online, web-based services
10.	Assess the key priorities for the remainder of the working day and take relevant action	Consider sending staff home, recovery site, etc.
11.	Inform staff what is required of them	Home working, alternative site (Council, Chambers of Commerce)
12.	Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate. Website(s), social media and telephone

8. Recovery and resumption

8.1 The recovery and resumption phase is a staggered approach concerned with gradually recovering business as usual, i.e. resuming the usual working practises for the organisation, reoccupation of the usual building, all staff returning to work or going back to their normal roles.

8.2 Where the impact of an incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building or by staff working remotely from home. Considering that during the previous business continuity phase only critical activities have been maintained, there is likely to be a back log of work to catch up with during the recovery and resumption phase.

8.3 The following actions will be taken by the Business Continuity Team to resume usual working practices.

Table 6

	Action	Further Details
1.	Take any salvage/asset recovery actions that are appropriate	If safe to do so, remove any equipment, furniture, records, etc. from site that are at risk of damage
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to record costs incurred as a result of responding to the incident
3.	Seek specific advice/ inform Insurance Company	Pam Hinton, Henshall's Insurance Brokers <i>(information removed in public document)</i>
4.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated
5.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
6.	Respond to any long terms support needs of staff	Depending on the nature of the incident, the Business Continuity Team may need to consider the use of Counselling Services e.g. internal Occupational Health involvement or appropriate External Agencies
7.	Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	Use an incident report form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales
8.	Review this Business Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team
9.	Publicise that there is now 'business as usual'	Website, social media and telephone

9. Communication Plan

9.1 In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred. The Business Continuity Team is responsible for completing the communication actions (see table 1 on page 5 for details).

Table 7

ALWAYS TO BE CONTACTED				
	Name	Role	Contact Details	Likely message
1.	James Walton	Shropshire Council (Accountable Body) S151 Officer	<i>(information removed in public document)</i>	<ul style="list-style-type: none"> • Incident is taking place • Action being taken • Impact on the service • Request to escalate or support
2.	Mandy Thorn	Marches LEP Chair		<ul style="list-style-type: none"> • Incident is taking place • Action being taken • Impact on the service • Indication of any press interest • Areas they can support service • Whether to inform the Board
3.	Sonia Roberts	Marches LEP Performance, Risk and Monitoring Committee Chair		<ul style="list-style-type: none"> • Incident is taking place • Action being taken • Impact on the service • Indication of any press interest • Areas they can support service

Table 8

TO BE CONTACTED DEPENDING ON INCIDENT				
	Name	Role	Contact Details	Likely message
1.	Amy Bould	PR and Marketing	amy@beboldpr.com hello@beboldpr.com 01952 898121	<ul style="list-style-type: none"> • Incident is taking place • Action being taken • Impact on the service • Expected duration of the disruption • Areas they can support service
2.	Growth Hub virtual		enquiries@marchesgrowthhub.co.uk	<ul style="list-style-type: none"> • Incident is taking place • Action being taken • Impact on the service • Indication of any press interest • Areas they can support service

9.2 All members of staff will need to be informed about a business disruption as soon as convenient; occasionally, this may have to happen out of hours to advise them of any alterations to working conditions, e.g. relocation to an alternative site.

9.3 A list of all staff's contact details is included in Appendix 1; Board Directors' contact details are included in Appendix 2.

Appendix 1 – Marches LEP Members of Staff's Contact Details

Personal information has been omitted.

Name	Telephone/ Mobile
Gill Hamer	
Ilia Bowles	
Kathryn Jones	
Nick Alamanos	
Eden Ihle-Vance	
Yasmin Sulaman	
Lisa Ashby	
Aggie Caesar-Homden	
Stephanie Jones	
Gary Blackburn	
Tim Yair	
Ennis Vingoe	
Wayne Redge	

Appendix 2 – Marches LEP Board’s Contact Details

Personal information has been omitted.

Name	Email
Mandy Thorn MBE DL	
Sonia Roberts	
Andrew Manning Cox	
Christine Snell	
Cllr David Wright	
Cllr David Hitchiner	
Cllr Peter Nutting	
Dr Catherine Baxter	
Frank Myers MBE	
James Staniforth	
Paul Hinkins	
Paul Kalinauckas	
Ruth Shepherd	
Sara Williams	

Appendix 3 – Growth Hubs Contact Details

Marches Growth Hub - Shropshire

Shropshire Food Enterprise Centre
Battlefield
Shrewsbury
SY1 3TG
Telephone: 01743 250526
Email: marchesgrowthhub@shropshire.gov.uk
Growth Hub Manager: Emma Chapman
Growth Hub Officer: Anna Sadler

<https://www.marchesgrowthhub.co.uk/>
<https://www.marchesgrowthhub.co.uk/about-us/shropshire/>
<https://www.marchesgrowthhub.co.uk/advice-and-support/coronavirus-information-for-businesses/>

Marches Growth Hub - Telford & Wrekin

Telford Innovation Campus
The Business & Technology Centre
Shifnal Road
Priorslee
Telford
TF2 9NN
Telephone: 01952 567589
Email: enterprisetelford@telford.gov.uk
Growth Hub Manager: Claire Critchell
Growth Hub Support Officer: Tess Cattell

<https://www.marchesgrowthhub.co.uk/>
<https://www.marchesgrowthhub.co.uk/about-us/telford/>
<https://www.marchesgrowthhub.co.uk/advice-and-support/coronavirus-information-for-businesses/>

Marches Growth Hub - Hereford

Hereford Business Solutions Centre
Skylon Court
Rotherwas
Hereford
HR2 6JL
Telephone: 01432 261758
Email: business@herefordshire.gov.uk
Growth Hub Manager: Lyndsay Francis

<https://www.marchesgrowthhub.co.uk/>
<https://www.marchesgrowthhub.co.uk/about-us/hereford/>
<https://www.marchesgrowthhub.co.uk/advice-and-support/coronavirus-information-for-businesses/>

Appendix 6 – Incident Report Form

Name and role of person completing this form
Signature of person completing this form
Date

Date, time and location of incident
Description of incident, including names of any person(s) injured
Description of key actions resulting from the incident and timescale for implementation
Descriptions of lesson(s) identified

Incident reported to	
When	How

If applicable, services or organisations required to support the management of the incident, i.e. Health & Safety, Legal and Occupational Health
