Glasgow and the Clyde Valley Strategic Development Planning Authority

To: **Glasgow and the Clyde Valley Strategic Development Planning Authority Joint Committee**

On: **13th March 2017**

Report by

Stuart Tait, Manager

Clydeplan Business Continuity Plan

1. Summary

1.1 The purpose of this report is for the Joint Committee to consider and approve its Business Continuity Plan.

2. Recommendations

2.1 It is recommended that the Joint Committee

- approve the Business Continuity Plan as set out in the Appendix; and,
- agree that the Strategic Development Plan Manager in liaison with Renfrewshire Council's Joint Civil Contingencies Service keep it under review.

3. Context

3.1 As part of the internal audit processes undertaken annually by Renfrewshire Council it was recommended that the Clydeplan management make contact with Renfrewshire Council's Joint Civil Contingencies Service to devise and implement a Business Continuity Plan.

3.2 This process has resulted in the production of the attached Business Continuity Plan.

3.3 The Business Continuity Plan considers restoration of services following the partial or total loss of critical services, concentrating on: premises; services (electricity, water, heating); personnel; and, computer systems.

Appendix

Business Continuity Plan (BCP)

Title	Business Continuity Plan
Author	Debbie Crawford (Administration Officer)
Approved By	Stuart Tait
Date of Approval	
Reviewer	Debbie Crawford
Review Date	

Review History

Review No.	Details	Release Date

BUSINESS CONTINUITY PLAN

CLYDEPLAN

CLYDEPLAN		
Head of Department	Stuart Tait, Manager	(Signature)
BCP Author	Debbie Crawford, Administration Officer	(Signature)
Incident Management Team Leader	Stuart Tait, Manager	
OTHER KEY PERSONNEL		
Alternative Incident Management Team Leader/s	Debbie Crawford, Administration Officer Dorothy McDonald, Assistant Manager	
IT Support	Eurosystems (0844 567 5029) support @euro-systems.co.uk	

Title	Business Continuity Plan (V1)
Who should use this	All Staff
Author	Debbie Crawford (Administration Officer)
Approved by	Management Team
Reviewer	Debbie Crawford
Review Date	

DOCUMENT CONTROL

Record of Amendments

The following changes have been made to this document.

Version No	Date	Details and reasons for amendment	Record completed by

Recipients

This document is critical to the effective recovery of Clydeplan's business operations. A copy of the BCP should be held offsite and readily accessible at all times. A copy should be held by the incident Management Team Leader, alternate and/other Team Members as appropriate.

Please ensure you are fully conversant with the content of the BCP.

DISTRIBUTION LIST

Stuart Tait, Manager	Clydeplan, Lower Ground Floor, 125 West Regent Street, Glasgow, G2 2SA
Stuart Tait, Manager	Home
Dorothy McDonald, Assistant Manager	Home
Debbie Crawford, Administration Officer	Home

Clerk to Clydeplan	Kenneth Graham, Head of Corporate Governance, Renfrewshire Council
Heads of Planning	8 Glasgow and the Clyde valley Local Authorities
Civil Contingencies Officer, Renfrewshire Council Civil Contingencies Unit	David Mair, Renfrewshire Council

CONTENTS

1. INTRODUCTION

The purpose of this Plan is to document Clydeplan's Business Continuity Plan (BCP) to ensure that business operations may be restored as quickly as possible following a major disruption to normal day to day service.

It is imperative that all members of staff are familiar with the contents of the BCP and understand their individual responsibilities in the event of a major disruption to service.

Clydeplan is the operating name for the Glasgow and Clyde Valley Strategic Development Planning Authority Joint Committee and comprises the eight local authorities of East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Lanarkshire, Renfrewshire, South Lanarkshire and West Dunbartonshire.

The principal role of Clydeplan is to prepare and maintain an up to date Strategic Development Plan (SDP) for the area. This process involves engagement through joint working and consultation with a number of key stakeholder organisations and the wider community.

The BCP considers restoration of services following the partial or total loss of critical services, concentrating on:

- premises;
- services (electricity, water, heating);
- personnel;
- computer systems.

This BCP has been prepared in consultation with Renfrewshire Civil Contingencies Unit and complies with the requirements of the Civil Contingencies Act 2004.

It is acknowledged that whilst the procedures set out arrangements for the restoration of essential information and communications systems within the shortest time period, a degree of uncertainty will always prevail.

Copies of the BCP are held in Clydeplan's offices. It is also held off-site by Stuart Tait, Manager, Dorothy McDonald, Assistant Manager and Debbie Crawford, Administration Officer.

1.1   Aims and Objectives

The aim of the BCP is to provide a framework of coordinated measures to ensure that critical services are maintained and systems restored within an acceptable timescale.

To meet this aim, the objectives are

- to develop internal arrangements and contingency measures for dealing with the loss of critical functions/assets;
- to provide procedures for obtaining assistance from other agencies as and when considered necessary; and,
- to deliver essential services to our stakeholders.

In addressing the requirement for a BCP, the following procedures have been adopted as a working model for dealing with disaster or other significant incident affecting the delivery of service.

(a)   Assess - potential threats have been identified.

(b) <u>Evaluate</u> - the likelihood and impact of each threat has been assessed, and a risk rating allocated.

(c) <u>Prepare</u> - a plan has been put in place for contingent operations, including an estimate of the maximum tolerable downtime for each business process.
(d) <u>Mitigate</u> - actions that may eliminate risks in advance have been identified.

(e) <u>Respond</u> - be prepared to take action necessary to minimise the impact of risks that materialise.

(f) <u>Recover</u> - the objective of the Plan is to return to normal as soon as possible.

Risk appetite is defined as the amount of risk the Board is willing to accept, tolerate or be exposed to at any one time. Risk appetite is normally assessed on a scale ranging from high to zero. Clydeplan's risk appetite has been assessed as moderate in most cases. This means that the Clydeplan is willing to accept risks that may affect delivery of core services in the short term which is defined for the purposes of this plan as a period of up to seven days.

In certain cases, such as time critical periods associated with certain stages of the BCP cycle, the risk appetite has been assessed as zero. This means that Clydeplan is not willing to accept risks that may affect the delivery of a time critical service i.e. at critical points of delivering the SDP as set out in its latest Development Plan Scheme.

The Risk Register contains a timeline of certain stages where risks which might affect the organisation, along with the required assessments and responses which have been identified as appropriate in the circumstances.

Each risk has been assessed according to:

• the probability of the risk event occurring (likelihood); and,

• the potential severity of the consequences should such an event occur (impact).

Both the likelihood and the impact have been assessed on a scale of 1(low) to 3 (high). The risk score is then shown as the product of likelihood x impact.

The residual risk is an assessment of the level of risk that remains after consideration of existing control measures.

The remainder of this document deals with the management process of the Business Continuity Plan which will be invoked to cope with incidents.

1.2 Types of Incident

This BCP will be invoked either in its entirety or in part, dependent upon the circumstances of the incident.

The various types of incident for which provision is made include the following (but see the Risk Register for more details): <u>Premises – related</u>

Loss of part of or an entire building (temporary, long term or permanent) due to fire (accidental or arson), contamination, explosion, bomb scare, flooding, storm damage, vandalism, etc. <u>Services - related</u>

Loss of Utilities

• loss of heating, due to: breakdown of system and/or unavailability of heating (electricity/gas supply);

- loss of electrical power affecting the use of: the fire alarm systems, ITC systems, lighting, staff welfare facilities;
- loss of water supply.

<u>Loss of data</u>

Failure of Critical Suppliers - e.g. printing services, mail delivery services, IT services.

<u>Personnel - related</u>

Loss of personnel due to:
- illness affecting significant numbers over a prolonged period;
- accident involving significant numbers, affecting their availability for work, e.g. car accident involving the management team;
- prolonged industrial action;
- potential disaster affecting the residents of a particular area in which a significant number of staff reside;
- significant fraudulent activity.

1.3   Scope of the BCP

The BCP covers the activities of Clydeplan who are based at Clydeplan offices, Lower Ground Floor, 125 West Regent Street, Glasgow, G2 2SA.

1.4   Activating the Plan

Recognised procedures for activating the plan are a key element of the BCP itself, since one of the deputising problems with contingency response is the practical motivation of those responsible to put it into practice.

The purpose of having such a BCP in place is to eliminate uncertainty and/or an ad hoc approach to handling an incident. Dependent upon the nature of the reason for the plan's activation, prompt and effective action can reduce or eliminate the impact of an incident on service delivery.

Where circumstances permit, the Manager, Assistant Manager and Administration Officers as appropriate, will consider the nature of the problem, and if it is required, will invoke the BCP.

The decision to invoke the plan will always be taken by at least two of the postholders, one of whom will be the Manager, or the postholder deputising for the Manager. Where it is not possible for two of those identified to participate in the decision-making process the other will be brought into the process, and deemed to have the necessary authority to activate the Plan.

When any one or a combination of the circumstances contained in the Risk Register occurs, those personnel identified in the previous paragraph with the appropriate responsibility should:

(a) meet to deliberate the circumstances; and, (b)
determine if the BCP should be invoked.

It is possible that a situation described in the Risk Register, but due to its lack of severity, or anticipated effect on provision of Clydeplan's services, those responsible decide that it is not necessary to activate the BCP.

Where an incident is recognised as sufficiently severe to invoke the BCP then those responsible should inform every member of staff and other officials in accordance with the responsibilities set out in 2 below.

1.5 Assumptions

For the purposes of this BCP it is assumed that replacement resources, buildings, and infrastructure are available within a foreseeable timescale and that the incident does not affect the whole Clyde Valley area, but is essentially confined to Clydeplan's service provision.

The Headquarters' Offices of Renfrewshire Council have been discussed with the Head of Planning and Housing Services, and agreed that should it be necessary space will be made available to accommodate key personnel if required.

2. AREAS OF RESPONSIBILITIES

As detailed at 1.4 above, the Manager, Assistant Manager and Administration Officer are responsible for the activation of the BCP. They should therefore be in possession of the best background knowledge surrounding the situation and most effective to oversee the process involved.

Accordingly, individual responsibilities will be as follows:

2.1 Manager and Assistant Manager

The Manager or Assistant Manager (or substitute if appropriate - see 1.4), will be responsible for: Informing the Convener, Depute Convenor, the Clerk to the Board, Joint Committee, Steering Group, Administration Officer and IT Support officers, and Renfrewshire Civil Contingencies Officer of the occurrence and of any contingency arrangements put in place and keeping them informed of progress as the situation develops.

The Manager or Assistant Manager will also liaise with the management team and ensure IT systems remain operable and any data recovery requirements are met. This role may require close liaison with external IT suppliers and arrangements may include allocating specific tasks to the IT staff and ensuring that they are informed of any changes in working arrangements. In order to facilitate any recovery action server backup procedures are in place and regularly reviewed. Inventories of software and hardware together with a list detailing the location of spare hardware are maintained.

2.2 Administration Officer

Upon being informed by the Manager (or Assistant Manager) that the BCP has been invoked, the Administration Officer should inform Clydeplan Team Members, any emergency services required in connection with the incident.

The Administration Officer will also liaise with the Manager and Assistant Manager and the other members of the team and oversee the arrangements for continued provision/recommencement of the clerical service.

2.3 IT Disaster Recovery Plan

A dedicated IT Disaster Recovery Plan has been produced by Eurosystems (Clydeplan's IT service provider). Arrangements are in place to have Eurosystems staff invoke the BCP,

if required, and a copy of the IT Disaster Recovery Plan is also held by them for this purpose.

2.4   All Other Staff

All staff not already listed above should remain on standby in the event of a situation or incident which affects their ability to report for work in the normal way. A line manager will make contact as soon as practicably possible.

2.5   Substitution of Personnel

Where necessary, any of the personnel listed above may be substituted by another member of staff on the authority of the Incident Management Team (refer Section 3). Consideration should be given to the nature of the crisis and the work required as a result in order to decide on the appropriate substitute.

3. INCIDENT MANAGEMENT STRUCTURE

Due to the compact nature of Clydeplan, the required structure can be compressed, with the same group fulfilling various roles. If the incident dictates that the Clydeplan's offices are not operational the expected base of operations will be Renfrewshire Council Headquarters or any other suitable venues offered by Renfrewshire Council   should Headquarters not be available.

In any incident, the Manger, Assistant Manager and Administration Officer as required will make up the Incident Management Team and will be responsible for emergency, business continuity and disaster recovery management, once the need has been identified as described in 1.4 above.

The main focus of each of these 3 elements will be as follows.

3.1   Emergency Management

Involves determination of priorities in allocating resources, the planning and co-ordination of when a task will be undertaken, and the means of obtaining required resources. The response to an emergency should concentrate on the effects rather than the cause and accordingly, arrangements should be flexible enough to be adapted to a range of incidents.

3.2   Business Continuity Management

This involves ensuring that the functions of Clydeplan continue to operate in the event of an emergency. This may require contact with external providers.

In assessing Business Continuity, the Incident Management Team will be required to oversee a "scaling up" of some critical functions, alongside a "scaling down" or suspension of other non-critical functions.

3.3   Recovery Management

The main objective of Recovery Management is to control and co-ordinate recovery action.

The Incident Management Team will draft in, as required, other members of staff who are recognised as potential contributors to the recovery process. See Appendix 2 for contact details.

It will be the responsibility of the Incident Management Team to decide on the importance and level of involvement to be attached to each of these elements, having taken account of the nature and scale of the incident e.g. one business activity disrupted, several business activities disrupted or loss of all business activities.

In the event of a minor disruption to normal business activities, services may be recovered in a few hours using the resources within the department and by a small number of key personnel.

A major disruption to services such as a fire may cause a lengthy delay before normal business activities can be recovered and may involve key other departments and outside suppliers. In the event of a major disruption an operational base would be established where the Incident Management Team would coordinate the recovery

Those services which are considered essential will be established as a matter of urgency, with priority being given to those services within the department who are directly involved in providing a service to members of the public e.g. during consultation. Non-essential services may be suspended until such time as temporary accommodation is secured or vital records are recovered.

Vital Records are defined as "records essential to the continued functioning or reconstitution of an organisation during or after an emergency".

The Incident Management Team Leader would liaise directly with the Public Relations Unit of the constituent authorities to ensure that members of the public are kept informed of temporary service arrangements. A news article on Clydeplan's website would keep people informed of progress.

It is acknowledged that the loss of premises would cause major problems and temporary accommodation may need to be found as quickly as possible.

Where necessary manual procedures will be implemented until such time as IT equipment and records are restored.

4. EXTERNAL ORGANISATIONS

4.1 Emergency Services

It should be clear to the Incident Management Team which services are required. (Contact details are listed in Appendix 2).

4.2 Utilities

Contact details are listed in Appendix 2.

4.3 Contractors

Any contractors whose services might be required in the event of an incident should normally be contacted through the usual channels.

5. MITIGATION

5.1   Risk Assessments

Risk assessments for a number of identified scenarios are provided in the Risk Register and will be subject to regular review, by the Management Team.

5.2   Mitigation Measures

Details of mitigation measures are provided in the Risk Register.

6. COORDINATION AND CONTROL

Immediate responsibility for dealing with all emergency situations in the general community lies with Police Scotland, and where an incident affects the area in general and not only Board premises/personnel, the Police will assume overall control and have jurisdiction over the operations of the Incident Management Team.

If the incident is confined to Board premises/personnel, the person who will determine whether the plan should be activated will be the Manager (or substitute) in accordance with the procedure set out in 1.4 above.

Section 2 of the plan sets out the responsibilities for contacting staff and other agencies/bodies in order that a coordinated and controlled response is achieved.

7. INCIDENT RESPONSE

7.1 Operational Base

Where possible, the operational base will be at the Clydeplan Offices, Lower Ground Floor, 125 West Regent Street, Glasgow, G2 2SA.

If it is not possible to make use of property under the control of Renfrewshire Council as host authority to Clydeplan.

7.2 Management and Operations

The Manager (or his substitute) will be responsible, in conjunction with Renfrewshire Council, for selecting the appropriate offices for the operational base and inform the Incident Management Team and other appropriate personnel when they should attend.

The duration of the operational base will depend upon the nature of the incident.

It is judged that normally there will be no immediate requirement to be fully operational in relation to Clydeplan's functions. A target of seven days to arrange temporary reinstatement of service delivery has been set.

The situation with regard to plan publication is potentially more time sensitive, as Clydeplan is duty bound to produce a Strategic Development Plan.

If an incident occurs at a time-sensitive period in the year, then the Incident Management Team will determine at the outset the number of affected staff who are required to be active in providing the necessary manpower, and arrange for the workload to be coordinated from the operational base.

7.3 Communications

Telephones and local area networked workstations should be available in the operational base.

Where an immediate work requirement has been identified by the Incident Management Team, and it is necessary to pass instructions/directions to other members of staff, this should be achieved in accordance with the responsibilities set out under 2 above.

7.4 Logging and Documentation

The discussions, deliberations and decisions of the Incident Management Team will be minuted in accordance with the procedures for normal Management Team meetings.

7.5 Reporting Procedures

In addition to alerting the Renfrewshire Council's Emergency Planning Officer, the Clydeplan's stakeholder departments should be informed of the incident by the Manager in accordance with section 2.1 above within 24 hours of the incident.

The Board's staff will be kept informed of developments by their line managers.

Where it is possible for a notice to be displayed on the affected building for the attention of the public, it should be displayed at the front entrance giving a brief explanation of the problem, an indication of how to make contact with important/urgent queries or requests, and notification if possible of the projected date for resumption of normal service. Also, if possible, information should be placed on the Clydeplan's website.

Where considered appropriate, an advert should be lodged in the local newspaper(s) providing an explanation of the situation, and the Incident Management Team may also consider it appropriate to contact local radio stations with information for broadcasting. (See Appendix 2 for contact details).

7.6 Closing Arrangements

Once the requirement to operate from the operational base has passed and all staff and other bodies that were advised of the incident in accordance with section 2 have been advised of the return to normal operational conditions, the Manager (or his substitute) will chair a de-briefing meeting and close the operational base.

8. RECOVERY ACTIONS

8.1   Incidents relating to Premises

Where an incident occurs out of hours and emergency access is required to premises, a list of keyholders who may be contacted in such an occurrence is set out in Appendix 2.

Otherwise emergency actions are detailed below.

EMERGENCY ACTIONS The following actions should be undertaken in the event of disaster or other incident which results in the loss of access to premises

1. If necessary initiate the evacuation of the building using the appropriate evacuation procedures.	
2. Contact the Emergency Services if appropriate	
3. Ensure all staff under your control are accounted for (evacuated or not to a place of safety).	
4. Respond to any staff injuries/fatalities	
5. Ascertain the immediate nature of the incident and the current status; fire, explosion, water damage, power failure, computer outage	
6. Immediately contact a member of the Incident Management Team for further guidance and assistance (see Section 3.0)	
7. Secure buildings once the initial phase of the emergency has passed to avoid the possible threat of theft or vandalism. Take steps to avoid further damage or deterioration of the building.	

The severity of the incident will determine the likely downtime of the services and whether or not alternative accommodation is to be sought. If the incident occurs at a time sensitive period for one of the three main functions or if the loss of access to the premises is judged to be long term or permanent then suitable premises within the vicinity of the affected building should be sought.

As a first step the Renfrewshire Council, as host authority to Clydeplan, will be contacted regarding the availability of suitable office space.

Depending on the severity of the incident the building may still be accessible even if not capable of being used. In such circumstances the Incident Management Team should give consideration to the salvaging of vital records and equipment. The appropriate emergency services, utility companies and structural engineers should be consulted regarding access to the building. Salvaged records and equipment should be recorded and transported to alternative accommodation. Staff may be asked to use their own vehicles alternatively; vehicles or a contractor may be hired.

If appropriate the Clydeplan's insurers and the landlord of the building should be notified as soon as possible.

8.1 Plan Production function

An incident affecting the office premises of Clydeplan may affect the delivery of the statutory Strategic Development Plan. If an incident/s happen at a time critical period then the Incident Management Team may decide that the service must be restored as quickly as possible even if the anticipated loss of access to the building is only a few days or less.

In this instance the arrangement to utilise space at Renfrewshire Council Headquarters will be implemented. If possible the information will be placed on the Clydeplan/s website.

As stated at 7.2 above the target time for reinstatement of the service under normal working conditions is seven days.

8.2 Incidents relating to Personnel

The loss of key members of staff may affect service delivery.

If the situation is judged to be short term then the Incident Management Team may address the situation by authorising overtime for remaining staff.

If it is envisaged that serious staff shortages will continue in the longer term or permanently then, in addition to the above measures, the Incident Management.

Team may seek to advertise for temporary or permanent staff to fill the vacant posts.

9. TRAINING AND AWARENESS

9.1 Training

In order to have an effective Business Continuity Plan which can be implemented smoothly when the need arises, training of the participants is required, along with exercises being held on a regular basis.

9.2 Awareness

Staff awareness of the BCP will be promoted by:

- ensuring that emergency planning arrangements are part of induction training for all relevant staff;
- informing staff by team briefings and e-mail that the Plan is in place and a copy of the BCP will be provided; and,
- convening regular training sessions.

10.   IT DISASTER RECOVERY PLAN

10.1 Disaster Recovery Plan

An IT Disaster Recovery Plan has been created and held by Eurosystems (Clydeplan's IT service provider) in the event that they are required to invoke the BCP.

10.2 Testing the Plan

Consideration will be given to testing the BCP annually and an actual test carried out annually.

Appendix 1

CLYDEPLAN

BUSINESS CONTINUITY PLAN (BCP)

CONTACT LIST AND PROCEDURES

The Manager/Assistant Manager will be responsible for informing the following of the occurrence and of any contingency arrangements in place and keeping them informed of progress as the situation develops

Manager/Assistant Manager

· Administration Officer;
· Clydeplan Joint Committee (Convener, Vice Convenor and Renfrewshire Council Committee Services Officer);
· Clydeplan Steering Group (Members from all eight Glasgow and Clyde Valley local authorities);
· Renfrewshire Council Civil Contingencies Officer

Administration Officer

Upon being informed by the Manager that the BCP has been invoked, the Administration Officer will inform

· Clydeplan Core Team, Glasgow and Clyde Valley Green Network and Climate Ready Clyde staff members;
· IT provider;
· Landlord; and,
· any emergency services/utility provider required in connection with the incident.

Clydeplan Joint Committee (Convenor/Vice Convenor/Renfrewshire Council Committee Services)

Name	Local Authority	Email Address	Telephone Number	Made Contact
Baillie James Scanlon (Convener)	Glasgow City Council	james.scanlon@councillors.glasgow.gov.uk	0141 287 7034	
Councillor Lawrence O'Neill (Vice Convener)	West Dunbartonshire Council	lawrence.oneill@west-dunbarton.gov.uk	0138 973 8704	
Kirsty Brown (Clerk to Clydeplan Joint Committee)	Committee Services Officer	kirsty.brown@renfrewshire.gcsx.gov.uk	0141 618 7109	

Clydeplan Steering Group

Name	Local Authority	Email Address	Telephone Number	Made Contact
Michael McGlynn (Chair)	South Lanarkshire Council	michael.mcglynn2@southlanarkshire.gsx.gov.uk	01698 454 798	
Thomas Glen	East Dunbartonshire Council	thomas.glen@eastdunbarton.gov.uk	0141 578 8545	
Gillian McCarney	East Renfrewshire Council	Gillian.McCarney@eastrenfrewshire.gov.uk	0141 577 3116	
Forbes Barron	Glasgow City Council	forbes.barron@glasgow.gov.uk	0141 287 6064	
Stuart Jamieson	Inverclyde Council	stuart.jamieson@inverclyde.gov.uk	0147 5712 402	
Shirley Linton	North Lanarkshire Council	lintons@northlan.gov.uk	01236 616 405	
Fraser Carlin	Renfrewshire Council	fraser.carlin@renfrewshire.gcsx.gov.uk	0141 618 7933	
Pamela Clifford	West Dunbartonshire Council	Pamela.clifford@west-dunbarton.gov.uk	01389 738 656	

Clydeplan Core Team Contact Details

Name	Job Title	Email Address	Telephone Number	Made Contact
Stuart Tait	Manager	███	███	
Dorothy McDonald	Assistant Manager	███	███	
Angela Adams	Strategic Planner	███	███	
Michelle McGuckin	Strategic Planner	███	███	
Joseph Scott	Strategic Planner	███	███	
Grant McFarlane	Planning Analyst (Job Share)	███	███	
Fiona McKean	Planning Analyst (Job Share)	███	███	
Debbie Crawford	Administration Officer	███	███	
Laura Reilly	Administration Assistant	███	███	

Glasgow and Clyde Valley Green Network/Climate Ready Clyde

Name	Job Title	Email Address	Telephone Number	Made Contact
Max Hislop	Manager	███	███	
Ally Corbett	Development Officer	███	███	
Michelle McGinnis	Promotions and Communications Officer	███		
Kit England	Climate Ready Clyde Manager	███	███	

Renfrewshire Council Contacts

Name	Job Title	Email Address	Telephone Number	Made Contact
David Mair	Senior Civil Contingencies Officer	david.mair@renfrewshire.gcsx.gov.uk	0141 618 7402	
Eddie Simpson	Senior Human Resources Advisor	eddie.simpson@renfrewshire.gcsx.gov.uk	0141 618 7342	
Valerie Howie	Finance Business Partner	valerie.howie@renfrewshire.gcsx.gov.uk	0141 618 7796	
Fraser Carlin	Head of Planning and Housing	fraser.carlin@renfrewshire.gcsx.gov.uk	0141 618 7933	
Kirsty Brown	Committee Services Officer (Clerk to Clydeplan Joint Committee)	kirsty.brown@renfrewshire.gcsx.gov.uk	0141 618 7109	

IT Provider

Name	Email	Telephone Number	Made Contact
Eurosystems	helpdesk@euro-systems.co.uk support@euro-systems.co.uk	0844 567 5029	

Emergency Services

Service	Telephone Number	Made Contact
Police Scotland	101	
Scottish Fire and Rescue Service	01505 331661	
Scottish Ambulance Service	01698 264201	

Other Services

Service	Telephone	Made Contact
Royal Mail	08457 950 950	

Utilities/Services Providers

Organisation	Account Number	Telephone No	Made Contact
EDF Energy	3532410000	0800 111 999	
Anglian Water	1131887	0345 714 5145	
Capital Solutions (photocopier)	C069071	0141 418 5588	
NCS (franking machine)	3049088	0141 353 0000	
Eden/Kafevend Water delivery	180389	0844 800 3344	
Initial (sanitary bins)	Glasgow Clyde Valley	0800 313 4972	
Paper Shredding Services	Planning	0141 440 1515	

Out of hours keyholders contact details

Name	Organisation	Telephone No	Email Address	Made Contact
Stuart Tait	Clydeplan Manager			
Dorothy McDonald	Clydeplan Assistant Manager			
Debbie Crawford	Clydeplan Administration Officer			

Landlord (125 West Regent Street, Glasgow)

Name	Organisation	Telephone No	Email Address	Made Contact
David Gallagher	BNP Paribas (Facilities Manager - Scotland)	0131 260 1135	david.gallagher@bnpparibas.com	

Appendix 2

CLYDEPLAN

BUSINESS CONTINUITY PLAN

(BCP RISK REGISTER)

The Risk Register contains a timeline of certain stages where risks which might affect the organisation, along with the required assessments and responses which have been identified as appropriate in the circumstances.

Each risk has been assessed according to:

- the probability of the risk event occurring (likelihood), and
- the potential severity of the consequences should such an event occur (impact).

Both the likelihood and the impact have been assessed on a scale of 1(low) to 3 (high). The risk score is then shown as the product of likelihood x impact.

The residual risk is an assessment of the level of risk that remains after consideration of existing control measures.

The plan considers restoration of services following the partial or total loss of critical services, concentrating on:

- premises;
- services (electricity, water, heating);
- personnel; and, ☐   computer systems.

Premises

Loss of part of or an entire building (temporary, long term or permanent) due to fire (accidental or arson), contamination, explosion, bomb scare, flooding, storm damage, vandalism, etc.

Services

- Loss of heating, due to:
  breakdown of system/unavailability of heating (electricity/gas supply)
- Loss of electrical power affecting the use of the fire alarm
  systems, ITC systems, lighting, staff welfare facilities ☐   Loss of
  water supply.

Personnel

Loss of personnel due to:

- Illness affecting significant numbers over a prolonged period;
- Accident involving significant numbers, affecting their availability for work;
- Prolonged industrial action;
- Staff resigning en bloc;
- Potential disaster affecting the residents of a particular area in which a significant number of staff reside;
- Significant fraudulent activity.

Computer Systems - covered under Services above.

Risk	Likelihood 1 (low) to 3 (high)	Impact 1 (low) to 3 (high)	Risk Score product of likelihood x impact
Premises			
Loss of part of or an entire building (temporary, long term or permanent) due to fire (accidental or arson)	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to contamination	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to explosion	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to bomb scare	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to flooding	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to storm damage	1	3	3
Loss of part of or an entire building (temporary, long term or permanent) due to vandalism	1	3	3
Services			
Loss of heating due to breakdown of system	1	2	2
Loss of heating due to unavailability of heating (electricity/gas supply)	1	2	2
Loss of electrical power affecting the use of the fire alarm systems, ITC systems, lighting, staff welfare facilities	1	3	3
Loss of water supply	1	2	2
Failure of critical suppliers - printing services	1	2	2
Failure of critical suppliers - mail delivery services	1	1	1
Failure of critical suppliers - IT services	1	3	3
Personnel			
Loss of personnel due to illness affecting significant numbers over a prolonged period	1	3	3
Loss of personnel due to accident involving significant numbers, affecting their availability for work	1	2	2

Loss of personnel due to prolonged industrial action	1	2	2
Loss of personnel due to staff resigning en bloc	1	3	3
Loss of personnel due to potential disaster affecting the residents of a particular area in which a significant number of staff reside	1	2	2
Loss of personnel due to significant fraudulent activity	1	1	1