

**Human Resources Department Business Continuity Plan**

<b>Department/Station:</b>	Human Resources
<b>Plan Owned by:</b>	Head of HR
<b>Nominated Manager:</b>	Jane Staffiere
<b>Date Completed:</b>	December 2016
<b>Review Date:</b>	January 2018
<b>Version</b>	1.1

**Activities Review**

The nominated manager must complete an 'Activities Review' to identify the activities within the Department/Station. These activities will be risk assessed, against our Business Continuity element of the Service's Risk Matrix, taking only the impact assessment into account, see guidance below:

<b>Minor</b> The Service can live without this function until a point of business as usual	<b>Moderate</b> Function can be suspended for over 7 days.	<b>Serious</b> There can be some suspension of up to 7 days.	<b>Major</b> There can be a delay of a maximum of 24 hours.	<b>Catastrophic</b> The Service can not fail – full availability must be maintained.
The short term partial failure of a <u>department</u> to deliver non critical function.	The short term failure of a <u>department</u> to deliver non critical function.	The failure of a <u>department</u> to deliver a key function (up to 7 days) requiring the introduction of local department business continuity arrangement	Partial delay of the <u>Service</u> to deliver a critical function (up to 24 hours) requiring the introduction business continuity arrangements.	The failure of the <u>Service</u> to deliver an emergency response requiring the introduction of full business continuity arrangements.

**NOT PROTECTIVELY MARKED**

List the activities within Department or Station	Impact Score (1-5)
Payment of Salaries / Allowances	3
Record keeping	2
Contractual changes	1
Welfare	1
Attendance Management and Occupational Health	1
Recruitment	1
HR advice – managing people	2
Establishment control, staff postings and workforce planning	1
Departmental management	2

**Catastrophic & Major Impact Activities**

**How long can the Service tolerate disruption of this Catastrophic/Major Impact Activity**  
(Place an X in the relevant box)

List the Catastrophic and Major Activities from above : Up to -->		No disruption	1Hr	4Hrs	8Hrs	>24Hrs
1	n/a					

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**Serious Impact Activities**

**How long can the Service tolerate disruption of this Serious Impact Activity**  
(Place an X in the relevant box)

**List the Serious Impact Activities from above : Up to -->**

		>48hrs	>7days
1	Payment of Salaries / Allowances	x	
2	Departmental management		<b>x</b>
3	Welfare support/TRiM	x	
4	HR advice – managing people	x	

**Moderate Impact Activities**

**How long can the Service tolerate disruption of this Moderate Impact Activity**  
(Place an X in the relevant box)

**List the Moderate Impact Activities from above : Up to -->**

		+7 Days
1	HR MIS	x

**Recovery Plan**

The planned actions within the recovery plan support the continuation of catastrophic activities and the re-establishment of major, serious and moderate activities for the Department/Station within an identified time frame and the measures required to be in place to manage the recovery of these activities.

**Prior to the Event (where warning has been received)**

	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	HR management
2	Telephones	Re-direct telephones and inform Control	HR Services Manager / HR Wellbeing Manager
3	Staff location	Critical staff to be relocated if necessary/agree work from home where	HR management

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		suitable	
4	Communication with Department	Ensure that all staff are aware of the impending event. Agree work alternative locations if needed Agree priorities of work where needed Set in place a communication process for staff and line management Ensure Director is aware	HR management
5	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	HR management

**First Hour**

	Activity	Recovery Measures	Role Responsible
1	Department Communications	Contact all staff and advise of the event. Agree alternative location and work priorities.	HR Management
2	Alternative work locations	All department staff to work remotely from home. Requirement for external access and wifi connection	HR Management
3	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event.	HR Management
4	Recruitment Line and in box	Make alternative arrangements to access Ensure that these arrangements are communicated Ensure member of staff is allocated to answer telephones and respond to emails	HR Services Manager
5	Sickness Reporting Line	Make alternative arrangements to access Ensure that a Service wide communication is provided to ensure understanding of the temporary reporting process Ensure member of staff is allocated to answer phone calls and monitor sickness levels	Health and Wellbeing Team

**4-8 Hours**

	Activity	Recovery Measures	Role Responsible
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1	HR advice – managing people	Provide Mobile contact Ensure that mobile contact information is available to all staff	HR Business Partners
2	Staff Welfare	Contact staff and consider welfare requirements	Head of HR
3	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload.	HR Management

**24 Hours**

	Activity	Recovery Measures	Role Responsible
1	Payment of Salaries / Allowances	If payroll deadline, instruct Payroll providers to pay last months payments to both payroll providers. Otherwise, plan work and capacity to cope with delays	HR Services Manager with central HR Team
2	Departmental Management	Head of HR or representative to provide management support, consider staff welfare and communications with department staff	Head of HR
3	Service Wide Communication	Consider if a Service wide communication is required to advise of the current situation in HR. Liase with the Media & Communications Manager to arrange.	Head of HR

**48 Hours**

	Activity	Recovery Measures	Role Responsible
1	Welfare issues (TRiM)	In house support from other HR staff. Support obtained from South West FRSs.	HR Delivery Manager / HR Wellbeing Manager
2	Staff Welfare	Review HR team welfare and ensure continuation of key activities	Head of HR
3	Alternative work locations	All department staff to continue to work remotely from home. Requirement for external access and wifi connection	HR Management
4	Workloads	Ensure that staff are able to continue to work in alternative location and review workloads and expectations.	HR Management
5	Communications	Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload.	HR Management

**+7 days**

	Activity	Recovery Measures	Role Responsible
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1	HR MIS	Full access to the system required	Head of HR
2	Alternative work locations	All department staff to continue to work remotely from home. Requirement for external access and wifi connection	HR Management
3	Consideration for longer term arrangements	Review alternatives for longer term BAU at substitute site.	Head of HR
4	Staff welfare	Review current arrangements and impact on staff. Agree longer term arrangements.	Head of HR
5	BAU work	Build measures to ensure that the department can continue with BAU work activities.	Head of HR
6	Communications	Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload.	HR Management

**Service Impact Analysis**

To support the implementation and management of this plan the following minimum resources, vehicles & equipment and ICT will be required.

<b>Resources</b>	
Prior to event	Head of HR and HR Manager
First Hour	As above plus HR Services Manager and Member of the Health & Wellbeing Team
4-8 Hours	As above plus HR Business Partners
24 Hours	As above plus Central HR team
48 Hours	As above plus HR Delivery Manager and HR Wellbeing Manager
3-7 Days	As above
+ 7 Days	All HR Staff

<b>Vehicles &amp; Equipment</b>	
Prior to event	Use of own Vehicles or provided cars only
First Hour	As above
4-8 Hours	As above

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24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	As above

<b>ICT</b>	
Prior to event	Laptops, mobile access and mobile phones
First Hour	As above plus Access to HR systems
4-8 Hours	As above
24 Hours	As above
48 Hours	As above
3-7 Days	As above
+ 7 Days	As Above

**Relocation Site**

Relocation site details and options for the Department/Station

<b>Site Name</b>	<b>Address/Location</b>	<b>Contact Name</b>	<b>Telephone No</b>	<b>Additional Information</b>
All team members are willing to work from home therefore as long as the connectivity works this would be the preferred option where staff have laptops. Otherwise relocate to nearest Services buildings where connectivity can be found/ICT equipment available for use. Head of HR, HR Delivery Manager and HR Services Manager to hold full list of HR staff's contact details to organise workload and relocation site if necessary	n/a	n/a	n/a	n/a

**Additional Information**

**Stakeholders:** Identify the stakeholders likely to be affected by this plan.

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Stake holders	Employees	Community	Suppliers	Partners	The Media	The Government
Place X in box	x		x			

Elected Members	Users of Services	Neighbouring FRS's

**Stakeholder Contact Details**

Name	Contacts	Details
<b>Payroll Services</b>	Dorset County Council	Mark Stone Office: 01305 224035 Email: <a href="mailto:m.w.stone@dorsetcc.gov.uk">m.w.stone@dorsetcc.gov.uk</a>
	Devon Payroll	Name Donna Furmston or Jodie Matthews, Payroll Team Leader Office: 01392 383000 Email: <a href="mailto:Jodie.matthews@devon.gov.uk">Jodie.matthews@devon.gov.uk</a>
<b>Pension Services</b>	Dorset County Council	Name: Karen Gibson, Assistant Pension Benefits Manager Dorset County Pension Fund Tel: 01305 228524 email: <a href="mailto:k.p.gibson@dorsetcc.gov.uk">k.p.gibson@dorsetcc.gov.uk</a>
	Wiltshire Council	Craig Payne Compliance & Technical Manager Wiltshire Pension Fund (administered by Wiltshire Council) Tel: 01225 713284

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		Fax: 01225 713645 Email: <a href="mailto:craig.payne@wiltshire.gov.uk">craig.payne@wiltshire.gov.uk</a> Website: <a href="http://www.wiltshirepensionfund.org.uk">www.wiltshirepensionfund.org.uk</a> Council Web: <a href="http://www.wiltshire.gov.uk">www.wiltshire.gov.uk</a>
<b>Occupational Health</b>	Health Management Ltd	Name Health Management Limited Office: 0845 504 0230

**Vital Records**

List any vital records that are not computerised and not held on a centrally backed up servicer.

<b>Record</b>	<b>Location</b>	<b>Format</b>
None		

**NOT PROTECTIVELY MARKED**