



TYNE AND WEAR FIRE AND RESCUE AUTHORITY
EMERGENCY PLANNING UNIT

Committee Report

Meeting : CIVIL CONTINGENCIES COMMITTEE : 5 JULY 2010

Subject : BUSINESS CONTINUITY CONFERENCE 'RESILIENCE OVER UNCERTAINTY' 24TH MARCH 2010

Report of the Chief Emergency Planning Officer

1. INTRODUCTION

- 1.1 The purpose of this report is to inform members of a major Business Continuity Resilience event in Tyne and Wear. The conference was organised by Tyne and Wear EPU, and supported by Tyne and Wear Local Authorities and Northumberland County Council.
- 1.2 Business continuity management (BCM) is a process that helps manage risks to the smooth running of an organisation or delivery of a service, ensuring continuity of critical functions in the event of a disruption, and effective recovery afterwards. The Government wants to ensure all organisations have a clear understanding of Business Continuity Management (BCM).

2. BACKGROUND

- 2.1 The Civil Contingencies Act 2004 (CCA) places a statutory duty on 'Category One' responders to put in place Business Continuity Management (BCM) plans and arrangements. A further duty is placed upon local authorities only, to promote BCM, i.e. to provide advice and assistance on Business Continuity to businesses, the Voluntary sector and the wider community.
- 2.2 BCM promotion has proven to be one of the more difficult aspects of the CCA duties to address successfully throughout the UK, with generally low levels of BCM activity persisting within the business sector across the UK, despite councils efforts to address this. The Chartered Management Institutes (CMI) 11th annual survey 2010 on business continuity management, based on a survey of 903 managers, tracked how organisations across the UK dealt with the major disruptions of the last 12 months.
- 2.3 CMI's research revealed that less than half of organisations have an adequate Business Continuity Plan (BCP) in place. This is despite 93 per cent of organisations being affected by the heavy snowfall in recent months.

2.4 To support councils in the delivery of this duty and tackle this difficult area, Tyne and Wear EPU organised a major one day Business Continuity Conference - '*Resilience over Uncertainty*'. This was held at the Newcastle Metro Centre Marriott Hotel in Gateshead on 24 March 2010.

3 AIM

3.1 The aim of the conference was to raise awareness of the importance of BCM for local businesses and to encourage them to prepare BCM plans.

3.2 This was addressed by giving practical advice and guidance to help businesses understand how to plan for and survive disruptive challenges. Business representatives also had the opportunity to meet with their Local Authority Resilience Planning representatives both on Local Authority information stands, and during the Question and Answer session at the end of the Conference.

3.3 Businesses invited to attend included those who are suppliers to Local Authorities, businesses within the Public Information Zone (PIZ) around Control of Major Accident Hazards (COMAH) sites, businesses at risk from flooding, as well as a range of other small/medium sized enterprises (SMEs) from the Northumbria region.

3.4 In support of the Conference the following agencies also agreed to promote the conference on their websites etc:

- Federation of Small Business (FSB) website;
- Business Continuity Institute (BCI) website;
- North East Purchasing Organisation (NEPO) website;
- Regional Employers Improvement Partnership (REIP) website;
- Tyne & Wear Emergency Planning Unit website;
- South Tyneside Business Forum website;
- South Tyneside Manufacturing Forum;
- Gateshead Development & Enterprise (D&E) Business Forum Event;
- Gateshead Development & Enterprise (D&E) E-bulletin.

3.5 The result at take up was extremely pleasing with the Conference being attended by 135 delegates from a wide range of business organisations.

4 CONFERENCE PROGRAMME

4.1 The Cabinet Office Assistant Director of Corporate Resilience, **Stuart Sterling**, gave the keynote address which was set firmly in the context of Business Continuity - “Why it matters” and “What Businesses can do” and highlighted what the Cabinet Office is currently doing to support this, i.e:

- The National Risk Register – identifying risks that would have a high impact on the UK and the likelihood of them occurring.
- Providing advice to organisations and communities
- Supporting the Chartered Management Institute Annual Survey
- Civil Contingencies Act Enhancement Programme

4.2 This was followed by a programme of presentations and a workshop as outlined in the programme, a copy of which is appended to this report (Appendix A). Speakers included:

- **Andrew Fisk** (Tagish Ltd) who gave an excellent overview of the incident which completely destroyed his business in 2006 and what could have been done better to protect the business.
- **Asam Malik MBCI** (PriceWaterhouse Coopers) who gave an introduction to Business Continuity Management including “Practical ways to get it right”, identifying that Management Skills, Response and Stakeholder communication is a key factor in ensuring resilience.
- **Brian Hesler, Northumbria LRF Chair** who gave an overview of the Morpeth Floods and who provided the closing remarks for the conference
- **Gordon Wanless**, (NHS Business Services Authority) gave an excellent account of his “Experiences of Business Continuity Planning” about how getting senior buy-in and utilising all guidance available proved an invaluable asset.
- **Joe Walton** (TW Emergency Planning Unit) who ran a practical workshop on the steps that could be taken to protect business.
- **Richard Robinson** (Environment Agency) who gave an “Insight into the Risks” in particular past weather events and its impact on businesses.

4.3 Profiles of all speakers are attached to this report at Appendix A. In lieu of the LRF BCM Group Chair, the welcome and introductions were kindly provided by Janet Kirton of Gateshead Council.

4.4 A comprehensive information pack was provided to all delegates containing a range of useful information and products including a ten minute checklist and Business Continuity Plan template.

5 CONCLUSION

- 5.1 The event was extremely well attended and feedback both on the day and from the Evaluation Forms has been excellent, with many delegates commenting that it was the best event that they had attended.
- 5.2 The Cabinet Office were similarly impressed and a copy of an email and subsequent letter from Stuart Sterling, Assistant Director, Corporate Resilience (Cabinet Office) attached to this report at **Appendix B**.
- 5.3 The conference succeeded in its aim of raising awareness of BCM within the target sectors. The challenge now of course is how to keep this topic on the agenda, and further discussions are underway to consider how to build on the momentum generated by this event.

6 RECOMMENDATIONS

- 6.1 Members are asked to:
 - i) note this report and the Cabinet Office feedback;
 - ii) receive further reports on future activity in due course

Background Papers

- The papers relating to the Conference are held on file in the EPU offices;

BUSINESS CONTINUITY CONFERENCE
Newcastle Metro Centre Marriott Hotel
Wednesday 24th March 2010
'Resilience over Uncertainty'

P R O G R A M M E

- 0900 Registration and Refreshments
- 0920 Welcome and introductions
*Janet Kirton – Resilience Planning Manager,
Gateshead Council*
- 0930 Keynote speech – 'Why it matters'
 - **Stuart Sterling – Cabinet Office**
- 0950 Surviving a Disaster
 - **Andrew Fisk, Tagish**
- 1020 Intro to BCM & Practical Things to Get it Right
 - **Asam Malik, Price Waterhouse Coopers**
- 1100 COFFEE BREAK**
- 1021 Workshop – **Practical steps to protect your business**
 - **Joe Walton – Tyne & Wear Emergency Planning**
 - *Intro*
 - *Exercise – 10 minute checklist*
 - *Feedback*
- 1230 LUNCH**

- *Networking*
- *Browse Local Authority stands*
- *Browse Environment Agency stand where you can check the location of your business for any potential flood risk*

- 1330 Welcome and insight into Morpeth Floods
- ***Brian Hesler - Chief Fire Officer/
Chair, Local Resilience Forum***
- 1345 Insight into Risks
- ***Richard Robinson, Environment Agency***
- 1415 Workshop – **The Way Ahead**
- ***Joe Walton – Tyne & Wear Emergency Planning***
- *Intro*
 - *Business Strategy*
 - *Group Work*
 - *Feedback*
- 1455 COFFEE BREAK**
- 1515 Business Continuity Planning
- ***Gordon Wanless - NHS***
- 1545 Question time with Local Authority Panel
‘Your questions answered’
- 1615 Closing Remarks
- ***Brian Hesler,
Chief Fire Officer/
Chair, Local Resilience Forum***

SPEAKERS

Stuart Sterling MCMI

Assistant Director, Corporate Resilience

Cabinet Office

Stuart is one of the Assistant Directors within the Civil Contingencies Secretariat in the UK Cabinet Office, which provides central support to the British Prime Minister and Cabinet Ministers, and coordination of the government's response to emergencies. Stuart heads up the Corporate Resilience area within the department and has responsibility for the National Risk Register guidance to organisations and business continuity guidance that accompanies the Civil Contingencies Act. Stuart also chairs the government estate Business Continuity forum that sets out and discusses best practice within the business continuity discipline. Stuart has spent most of his career within the public sector with a shorter but successful period within the commercial environment running a business and steering it through the exit process.

Andrew Fisk

Managing Director

Tagish Ltd

Andrew has been Managing Director of Tagish Ltd, a specialist supplier of web based customer feedback and interaction systems, since 2005. Shortly after taking over Tagish, Andrew faced a major challenge when Tagish's head office in Alnwick, Northumberland was completely destroyed by fire. All of the equipment and paper work was destroyed including Tagish's web hosting centre.

Andrew's previous experience involved working in the IT sector across a range of businesses, including DuPont, British Airways and Home Group Ltd. Drawing on his previous experience, Andrew led the team of staff at Tagish through this challenging and difficult time rebuilding the business. Andrew has first hand experience of what worked for Tagish in this situation and aims to pass on what he has learnt.

Asam Malik MBCI

Senior Manager

PricewaterhouseCoopers, Newcastle

Asam is one of PwC's national (experts) specialists on Business Continuity Management. He leads all BCP assignments that are carried out by PwC in the North primarily in Newcastle, Leeds and Manchester and many national assignments. He has worked on BCP and IT DR assignments for over 5 years and has been involved in developing BCP/IT DR plans for a range of organisations such as large PLCs, the NHS, Local Government and on-line

auction companies. He has conducted reviews of BCPs and IT DR plans for a number of organisations and has carried out work on aligning IT DR plans and BCPs to good practice standards such as BS25999, BS25777 and industry specific standards.

Gordon Wanless

Head of Information Governance

NHS Business Services Authority

Gordon Wanless is the Head of Information Governance for the NHS Business Services Authority. He is responsible for his Authority's Records Management, Information Security and Business Continuity practices and also compliance with all relevant privacy and access legislation.

Gordon was until recently the chair of the Data Protection Forum and also chaired the BSi panel which developed the British Standard (BS10012) Data protection – Specification for a personal information management system.

Richard Robinson

Flood Incident Management Team Leader

Environment Agency

Richard has over 18 years experience within the Flood Risk Management Field, which has included advising developers on flood risk, resilience and proofing measures, designing and supervising improvements to flood defences and the development of long term plans for catchment management.

Richard is a member of the Flood Warning Duty team responsible for the monitoring and issuing of flood warnings. He has been involved in the multi agency response to many floods across the region.

Richard has recently been appointed into the role of Flood Incident Management Team Leader and manages the team responsible for developing and running the Environment Agency Flood Warning System in the north east of England and for the development of the Agency flood response plans.

From: stuart.sterling@cabinet-office.x.gsi.gov.uk [mailto:stuart.sterling@cabinet-office.x.gsi.gov.uk]
Sent: 06 April 2010 14:35
To: Dawn Hickman
Subject: RE: Presentations

Good afternoon Dawn,

Can I say that I thought that the event on the 24th was excellent and so valuable.

I am currently in the process of exploring some ideas to assist and guide local authorities with the duty to promote BC and would like to cite the T&WEPU as a vanguard example in the way it has brought together the various councils and excelled in this area.

I have drafted a formal letter of appreciation which should be with you later this week and would appreciate an opportunity to speak with you about this and maybe run some ideas by you?

Warmest regards

Stuart

Stuart Sterling MCMI

Assistant Director - Corporate Resilience

Civil Contingencies Secretariat

Cabinet Office

22 Whitehall

London SW1A 2WH

FAO Dawn Hickman
Senior Emergency Planning Officer
Tyne & Wear Emergency Planning Unit
Floor 3, Pennine House
Town Centre
Washington
NE37 1LY

7th April 2010

Dear Dawn,

I take great pleasure in writing to you to express my gratitude for inviting me to speak at the recent Business Continuity Conference in Gateshead.

I was delighted to see that the effort you had put into organizing this event was rewarded not only by such an informative and useful day; but so great an attendance by local businesses.

The promotion of business continuity is an important area in preparing local businesses and building national resilience, and I thank you and the team for contributing to this in such a positive way.

I am aware that a number of people would have been involved in arranging the event, but would like to make specific reference to the contribution of both Joe Walton and Lyndsey Potts.

I look forward to the opportunity of working with you in the future.

Warmest regards

Stuart Sterling

Stuart Sterling

Cc. **Brian Hesler** - Chief Fire Officer, Northumberland. Chair of the Local Resilience Forum.

Christina Scott – Director, Civil Contingencies Secretariat, Cabinet Office.

