



NOT PROTECTIVELY MARKED

# WEST MIDLANDS POLICE

## Force Policy Document

<b>POLICY TITLE:</b>	<b>Business Continuity Management</b>
<b>POLICY REFERENCE NO:</b>	<b>Ops/02</b>

### Executive Summary.

West Midlands Police (WMP) Business Continuity Management Policy (BCMP) provides the framework within which the force ensures compliance with the Civil Contingencies Act 2004. This policy will also help WMP work towards compliance with ISO 22301:2012 Societal Security: Business Continuity Management Systems - Requirements. Business Continuity Management (BCM) is defined by the Business Continuity Institute Good Practice Guidelines 2013 as:

*“A holistic process that identifies potential threats to an organisation and the impact to business operations that those threats, if realised, might cause. It provides a framework for building organisational resilience with the capability for an effective response that safeguards the interests of key stakeholders, reputation, brand and value-creating activities”*

BCM is being established within WMP to ensure the force can continue to deliver our key services to a predetermined acceptable level in the event of any disruption and during a major incident.

*\*\*Any enquiries in relation to this policy should be made directly with the policy contact / department shown below.*

### Intended Policy Audience.

This policy is aimed at those who will be involved in the response to a business continuity incident / invocation / development or test.

<b>Current Version And Effective Date.</b>	<b>Version 4.0</b>	<b>8<sup>th</sup> August 2014</b>
<b>Business Area Owner</b>	<b>Operations</b>	
<b>Department Responsible</b>	<b>Integrated Emergency Management</b>	
<b>Policy Contact</b>	<b>Kate Hitchcox 51368</b>	
<b>Policy Author</b>	<b>Kate Hitchcox 51368</b>	
<b>Approved By</b>	<b>ACC Cann (Operations)</b>	
<b>Policy Initial Implementation Date</b>	<b>Version 0.2 dated 24.06.09</b>	
<b>Review Date</b>	<b>August 2015</b>	
<b>Protective Marking</b>	<b>Not Protectively Marked</b>	
<b>Suitable For Publication – Freedom Of Information</b>	<b>Yes</b>	

### Supporting Documents

- Business Continuity Institute Good Practice Guidelines 2013
- Civil Contingencies Act 2004
- Emergency Planning Manual
- Emergency Planning and Business Continuity Testing and Exercising Local Directive
- WMP Scoping Document for Business Continuity
- ISO 22301:2012 Societal Security: Business Continuity Management Systems - Requirements
- Code of Ethics ([http://www.college.police.uk/docs/Code\\_of\\_Ethics.pdf](http://www.college.police.uk/docs/Code_of_Ethics.pdf))

### Evidence Based Research

Full supporting documentation and evidence of consultation in relation to this policy including that of any version changes for implementation and review, are held with the Force Policy Co-ordinator including that of the authorised original Command Team papers.

### Acronyms

- |        |                                       |
|--------|---------------------------------------|
| • ACC  | Assistant Chief Constable             |
| • ACPO | Association of Chief Police Officers  |
| • BC   | Business Continuity                   |
| • BCM  | Business Continuity Management        |
| • BCMP | Business Continuity Management Policy |
| • BCMS | Business Continuity Management System |
| • BCP  | Business Continuity Plan              |
| • BIA  | Business Impact Analysis              |
| • FBCT | Force Business Continuity Team        |
| • LPU  | Local Policing Unit                   |
| • PBB  | Priority Based Budgeting              |

### Please Note.

PRINTED VERSIONS SHOULD NOT BE RELIED UPON. THE MOST UPTO DATE VERSION OF ANY POLICY OR DIRECTIVE CAN BE FOUND ON THE EQUIP DATABASE ON THE INTRANET.

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### **Force Diversity Vision Statement and Values**

“Eliminate unlawful discrimination, harassment and victimisation. Advance equality of opportunity and foster good relations by embedding a culture of equality and respect that puts all of our communities, officers and staff at the heart of everything we do. Working together as one we will strive to make a difference to our service delivery by mainstreaming our organisational values”

“All members of the public and communities we serve, all police officers, special constables and police staff members shall receive equal and fair treatment regardless of, age, disability, sex, race, gender reassignment, religion/belief, sexual orientation, marriage/civil partnership and pregnancy/maternity. If you consider this policy could be improved for any of these groups please raise with the author of the policy without delay.”

### **Code of Ethics**

West Midlands Police is committed to ensuring that the Code of Ethics is not simply another piece of paper, poster or laminate, but is at the heart of every policy, procedure, decision and action in policing.

The Code of Ethics is about self-awareness, ensuring that everyone in policing feels able to always do the right thing and is confident to challenge colleagues irrespective of their rank, role or position

Every single person working in West Midlands Police is expected to adopt and adhere to the principles and standards set out in the Code.

The main purpose of the Code of Ethics is to be a guide to "good" policing, not something to punish "poor" policing.

The Code describes nine principles and ten standards of behaviour that sets and defines the exemplary standards expected of everyone who works in policing.

Please see [http://www.college.police.uk/docs/Code\\_of\\_Ethics.pdf](http://www.college.police.uk/docs/Code_of_Ethics.pdf) for further details.

The policy contained in this document seeks to build upon the overarching principles within the Code to further support people in the organization to do the right thing.

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## 1. INTRODUCTION.

### 1.1 Aim

- This policy requires Local Policing Unit (LPU) Commanders and Departmental Heads to fully support and engage with the Force Business Continuity Team (FBCT) in the creation and maintenance of Business Continuity Plans (BCP). This will ensure that WMP will maintain the delivery of key services to our customers.
- The FBCT will then publish, review and regularly test the plans to ensure the force maintains resilience as determined by Assistant Chief Constable (ACC) (Operations)

### 1.2 Objectives

WMP will aim to deliver the following key elements of BC:

- Maintain a comprehensive Business Continuity Management System (BCMS)
- Key services undertaken by LPUs and central departments together with their supporting critical activities, processes and resources, will be identified and recorded in line with the WMP Scoping Document which identifies the forces 10 critical functions
- Business Impact Analysis (BIA), continuity requirements and risk assessment will be applied to our key services and their supporting critical activities, processes and resources
- Each LPU Commander / Head of Department and Chief Inspector Operations / Business Manager will ensure that they engage with the FBCT
- Supporting departments will provide professional support to improve resilience of critical activities and resources that support key services
- The FBCT will produce BCP(s) and carry out an annual review of Business Continuity Processes
- The Force Business Continuity Manager will monitor the review process, benchmark the plans and provide support and guidance where necessary
- Each “force critical function” BCP will be exercised at least once a year, with exercises being subject to debrief and plans amended to reflect learning. Each aspect of the plan requires testing, which may consist of scenario based workshop, then one table top exercise. The exercise results will be recorded to ensure an auditable record of the progress and development of the plans are maintained
- Contracts with suppliers of critical goods and services to WMP must include a requirement for the suppliers BCP
- The Local Command Team and Supervisors must be aware of the BCP affecting their LPU or Department and their responsibilities following invocation of a plan
- The FBCT will promote BC to LPU/Departments to positively raise awareness and embed a BC culture

1.3 Scope

- This policy will ensure that every department within WMP will have BCM in place. The FBCT will deliver BCM to the 10 critical functions of WMP as per our Service Level Agreement under Priority Based Budgeting (PBB). If capacity and capability allows, the team will deliver to other functions. Other departments should comply to BC Policy and good practice.
- The Scope of the BCMS provides the framework within which the force can comply with the Civil Contingencies Act 2004 and ISO 22301: 2012. The BCMS covers the critical services and their supporting functions of WMP in responding to emerging situations. The critical services are:
  - Responding to calls ('999' and non emergency)
  - Receiving and recording calls ('999' and non-emergency)
  - Custody
  - The capability to respond to major / critical incidents and serious public disorder
  - Investigating and detecting serious crime
  - Management of information and intelligence
  - Protecting the health, safety and welfare of staff
  - Manage security and protection issues
  - Communications and Media handling
  - Supporting internal departments and / or engaging with partner agencies.
- The BCMS extends to cover all resources and dependencies utilised by these key services.
- This policy works in line with the Emergency Planning and Business Continuity Testing and Exercising Local Directive<sup>1</sup>

**2. BENEFITS**

This policy provides a clear commitment to establish a BCMS within WMP that will enable WMP to:

- Continue to provide key services to our customers, stakeholders and partners in times of disruption
- Make best use of personnel and other resources at times when both may be scarce
- Reduce the period of disruption to WMP and the customers we serve in times of disruption
- Resume normal working more efficiently and effectively as soon as possible after a period of disruption
- Comply with standards of corporate governance

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[http://intranet2/content/A\\_OCU/IEM/Emergency\\_planning/Forcewide\\_Plans/t\\_and\\_e\\_policy\\_2.0.pdf](http://intranet2/content/A_OCU/IEM/Emergency_planning/Forcewide_Plans/t_and_e_policy_2.0.pdf)

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- Improve the resilience of the organisational infrastructure to reduce the likelihood of disruption
- Reduce the operational and financial impact of any disruption
- Improve the trust and confidence of the communities we serve and protect the reputation of WMP

### 3. ROLES AND RESPONSIBILITIES

- This policy is owned by the Chief Constable of WMP with delegated authority to ACC (Operations)
- The ACC (Operations) is responsible to the Association of Chief Police Officers (ACPO) executive board for BC issues
- The Force Business Continuity Manager is the professional lead for BC within our organisation and will:
  - Review and develop policy in line with industry best practice and organisational need
  - Monitor standards and compliance with policy
  - Provide support and guidance to Business Continuity Officers, LPU / Departmental Managers
  - Report to the ACC (Operations)
- LPU Commanders / Heads of Department and Chief Inspector Operations / Business Managers will be responsible for the overall engagement with BC on their LPU / Department and final “sign off” of local documentation
- The FBCT will:
  - Undertake BIAs to establish continuity requirements and risk assessments
  - Develop Business Continuity Management Documentation (BCMD) which incorporates BIAs and BCPs
  - Test and review BCMD to ensure the force continues to maintain a high level of service and reputation
  - Raise awareness of BC and provide training to ensure BC becomes embedded within the organisational culture of WMP

### 4. EQUALITY IMPACT ASSESSMENT (EQIA).

The policy has been reviewed and drafted against all protected characteristics in accordance with the Public Sector Equality Duty embodied in the Equality Act 2010. The policy has therefore been Equality Impact Assessed to show how WMP has evidenced ‘due regard’ to the need to:

- Eliminate discrimination, harassment, and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

*Supporting documentation in the form of an EQIA has been completed and is available for viewing in conjunction with this policy.*

**5. HUMAN RIGHTS.**

This policy has been implemented and reviewed in accordance with the European Convention and principles provided by the Human Rights Act 1998. The application of this policy has no differential impact on any of the articles within the Act. However, failure as to its implementation would impact on the core duties and values of WMP (and its partners), to uphold the law and serve/protect all members of its community (and beyond) from harm.

**6. FREEDOM OF INFORMATION (FOI).**

Public disclosure of this policy document is determined by the Force Policy Co-ordinator on agreement with its owner. Version 4.0 of this policy has been GPMS marked as Not Protectively Marked.

Public disclosure does not automatically apply to supporting Force policies, directives and associated guidance documents, and in all cases the necessary advice should be sought prior to disclosure to any one of these associated documents.

Which exemptions apply and to which section of the document?	Whole document	Section number
N/A	N/A	N/A

**7. TRAINING.**

- West Midlands Police Managers / Supervisors will receive awareness training on the use of BCPs and activation of the plans.
- Awareness of the Business Continuity Policy will be made known during the implementation and awareness of BCPs and the implementation of the Business Continuity Professional Practices.

**8. PROMOTION / DISTRIBUTION & MARKETING.**

The following methods will be adopted to ensure full knowledge of the Policy:

- Message released on Force Message of the Day.
- Promoted through Business Continuity Awareness Week
- Published on the force Policy Portal



**9. REVIEW.**

The policy business owner Kate Hitchcox maintains outright ownership of the policy and any other associated documents and in-turn delegate responsibility to the department/unit responsible for its continued monitoring.

The policy should be considered a 'living document' and subject to regular review to reflect upon any Force, Home Office/ACPO, legislative changes, good practice (learning the lessons) both locally and nationally, etc.

A formal review of the policy document, including that of any other potential impacts i.e. EQIA, will be conducted by the date shown as indicated on the first page.

Any amendments to the policy will be conducted and evidenced through the Force Policy Co-ordinator and set out within the version control template.

Feedback is always welcomed by the author/owner and/or Force Policy Co-ordinator as to the content and layout of the policy document and any potential improvements.



**CHIEF CONSTABLE**

**10. VERSION HISTORY.**

Version	Date	Reason for Change	Amended/Agreed by.
Version 1.1	26.11.09	Initial Business Continuity Policy	Kate Hitchcox 51368 Force Business Continuity Manager Approved by Supt J. Thomas-West
Version 2.0	21.05.10	Annual Review	Kate Hitchcox 51368 Force Business Continuity Manager
Version 3.0	05/08/13	Annual Review – incorporated change to Scoping Document to be incorporated into policy rather than as a separate document	Kate Hitchcox 51368 Force Business Continuity Manager
	19/08/13	Slight amendments to Policy made in consultation with FBCT	
		EQIA carried out by Laura Crofts.	
Version 4.0	08/08/14	Annual Review	Kate Hitchcox 51368 Force Business Continuity Manager