



Gangmasters  
Licensing Authority

# **GLA50/21i) Report on Incident – 8 June 2016**

**13 July 2016**

# **Board Paper Reference – GLA50/21 ii) - Report on Incident on 8 June 2016**

## **1. Purpose of the Report**

- 1.1 To inform the Board as to how the incident on the 8<sup>th</sup> June 2016 was managed and the lessons learned from that experience.

## **2. Recommendation**

- 2.1 The Board to note this report.
- 2.2 The updated Business Continuity Plan to be completed and reviewed by the Audit and Risk Committee by September 2016.
- 2.3 The Business Continuity plan to be reviewed annually by the Audit and Risk Committee.
- 2.4 The Business Continuity Plan to be tested by September 2017.

## **3. Reasons for Recommendation**

- 3.1 The GLA has recently been working on the Business Continuity Plan as it was recognised that it was developed prior to the move to Apex Court. One of the key areas that needed to be revisited was the provision of fall-back accommodation. This is currently being explored with the Local Government Property Unit team. The Senior Leadership Team has also been recently tasked with identifying business critical posts and systems to ensure that they are captured by the plan. Before this work could be completed an incident occurred which caused the building to be shut for 24 hours.
- 3.2 On the evening of the 8<sup>th</sup> June 2016, a taxi cab collided with the building causing damage to the fabric and to the housing for the building power systems. Initially, it was hoped that the building would only be closed for half a day as the Local Authority Structural Engineer assessed the building as safe. However, as the taxi had hit the electricity sub-station the power to the building had to be shut off whilst this was investigated. The building was eventually able to re-open on the 10<sup>th</sup> June following restoration of the power on the previous evening. There are still ongoing works to the building but these are not affecting the GLA's ability to operate.
- 3.3 All of the GLA's systems were restored on the 10<sup>th</sup> however; the Licensing helpline was not operating correctly. This took until Tuesday 14<sup>th</sup> June before the necessary corrective action could be instigated. There appears to have been a breakdown in communications with the supplier despite a query being raised as soon as the problem was identified. This problem did reoccur over the weekend of 18-19 June 2016 when there was a power outage to the building.

- 3.4 Communication with staff was maintained by text message and emails. Access to ALL GLA Specific Applications, Email and Personal and Departmental Drives was available to both home based staff and office based staff, (via their remote VPN tokens), until such time as the power was turned off after which access to ALL GLA Specific Applications, Departmental Drives and office based Personal Drives was then lost.
- 3.5 Appendix 1 identifies a number of issues and actions that were identified as a result of the incident. These will be incorporated in the Business Continuity Plan. The GLA will also seek to establish service levels for IT recovery as part of the IT transition project.
- 3.6 To provide assurance to the ARC, it is recommended that they review the Business Continuity Plan following its redraft and then on an annual basis.

## **4. Summary of Key Points**

- 4.1 Following the recent incident at Apex Court the Business Continuity Plan will be updated.

## **5. Financial Implications and Budget Provision**

- 5.1 Some additional equipment may be required to improve resilience in relation to future disaster recovery.

## **6. Organisational Risks**

- 6.1 There is a risk that if the GLA does not have a robust business continuity plan that the organisation will not be able to carry out its statutory functions should an incident occur.

## **7. Policy Implications and Links to Strategic Priorities**

- 7.1 The GLA needs to meet its strategic objectives which requires the business to operate effectively.

## **8. Details of Consultation/EQIA**

- 8.1 Discussed at SLT.

## **9. Background Papers and Relevant Published Documents**

- 9.1 GLA Business Continuity Policy and Plan.

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## Issues and Actions

Area	Issue	Action	Owner
Internal Communication	Which is best method of communication?	Staff to confirm if happy with text messages or prefer a different channel  <b>July 2016</b>	HR
	New starters not on the call tree as only just joined	Ensure that call tree is updated as part of new starter process  <b>Immediate</b>	HR
	Staff did not confirm had received messages	Call tree to be shared with SLT managers so that they can confirm within their teams.  HR to retain call tree and keep a record – monthly update  <b>BCP Plan review</b>	BCP Development team/HR
	Staff asked for one text number so they knew who messages came from	Explore whether a text service could be used  <b>BCP Plan review</b>	MW
	Various staff were messaging each other or emailing wider group	Agree who leads on Communication  <b>BCP Plan review</b>	BCP Development team
External Communication	Managed to put a message on website	Consider having a message ready and agreed process  <b>BCP Plan review</b>	Communications
	Licensing and Enquiries box to be monitored particularly if phone not available	Allocate responsibility in BCP  <b>July 2016</b>	Licensing
BCP Response from facilities and Shared	Communication with Facilities and SBS was patchy as used	Remind SBS as to which emails to use	JJR

<b>Area</b>	<b>Issue</b>	<b>Action</b>	<b>Owner</b>
<b>Business Service</b>	incorrect emails	<b>Completed</b>	
	Review of approach	<b>Scheduled for 13 July 2016</b>	JJR
<b>Technological</b>	During incident could not access GLA systems	Explore whether systems could be moved to Cloud-based applications to improve resilience.  <b>BCP Plan review</b>	MW
	Helpline was inaccessible following power shutdown and took several days to get systems back up.	Pursue with supplier.  <b>BCP Plan review</b>	MW

### **BCP Refresh Timetable**

	<b>Task</b>	<b>Owner</b>	<b>Deadline</b>
1	Develop BCP scenarios	MW	Completed
2	Update for transition	MW	Completed
3	Establish working group	MW	July 2016
4	Review BCP at SLT	MW	August 2016
5	Present to ARC	MW	September 2016