

**AGENDA ITEM NO. 4**

**ARUN DISTRICT COUNCIL**

**REPORT TO AND DECISION OF CABINET  
ON 15 OCTOBER 2018**

**PART A : REPORT**

**SUBJECT: JOINT WORKING –BUSINESS CONTINUITY (TELEPHONY) BETWEEN  
ARUN DISTRICT COUNCIL AND CHICHESTER DISTRICT COUNCIL**

**REPORT AUTHOR:** Paul Symes, ICT & Service Improvement Manager  
**DATE:** 10 October 2018  
**EXTN:** (01903) 737585  
**PORTFOLIO AREA:** Corporate Support (ICT & Service Improvement)

**EXECUTIVE SUMMARY:**

The Chairman has requested that an urgent item be considered at this meeting in accordance with Rule 2.3, Part 3 – Responsibility for Functions of the Cabinet relating to the assistance that the Council provided to Chichester District Council in response to a failure of their telephony system. The reason for the urgency is to make Members aware of the intervention, the positive feedback received, and the lessons learnt for future business continuity planning. As the item is not a key decision, no consultation has been required with the Chairman of the Overview Select Committee.

**RECOMMENDATIONS:**

This report is for information only.

**1. BACKGROUND:**

Over the years Arun District Council and Chichester District Council have worked successfully in partnership on a number of initiatives and projects; this relationship works particularly well across the ICT Services where we regularly share technical knowledge, skills and experience.

Both Councils undertook a joint project in 2016 to replace their telephony solutions, a key part of the project was to ensure shared business continuity arrangements existed in the event of either Council losing access to its telephony.

This project saw ICT Services and the Contact Centres working closely together to implement new technical solutions and develop contingency plans in the event of either site suffering a complete telephony failure.

On Tuesday 18 September 2018, Chichester District Council lost access to their telephony from their Civic Centre (fault on the BT exchange) and the business continuity plan was invoked.

Within 2 hours of the alarm being raised the ICT teams had kitted out a temporary Contact Centre at the Arun Civic Centre, diverted the phone lines and provided access to back-office systems.

The Chichester District Council Contact Centre staff then relocated to here and delivered seamless services for their customers for the next 2 days whilst BT resolved the fault.

Our post event review identified that the technology worked as it should, the Arun and Chichester District Council staff dealt with this situation well and acted with the highest level of professionalism to maintain this valuable customer contact channel.

Chichester District Council have expressed their gratitude for the help we provided; for us that is what partnership working is all about. We have built excellent relationships between our ICT Services and were only too happy to help.

**2. PROPOSAL(S):**

This report is for information only.

**3. OPTIONS:**

This report is for information only.

**4. CONSULTATION:**

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify)		X

<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	YES	NO
Financial		X
Legal		X
Human Rights/Equality Impact Assessment		X
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain) – Chichester District Council	X	

**6. IMPLICATIONS:**

There are no implications to consider.

**7. REASON FOR THE DECISION:**

This report is for information only.

**8. EFFECTIVE DATE OF THE DECISION:** There is no decision to be taken – this report is for information only.

**9. BACKGROUND PAPERS:**

None