



Item No. 14

Meeting Date

Wednesday 10th December 2025

**Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee**

Report By: Craig Cowan, Head of Business Development

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Business Continuity and Category 1 Annual Assurance Statement 2025

Purpose of Report:

The purpose of this report is to provide assurance to the Glasgow City IJB Finance, Audit and Scrutiny Committee about the business continuity arrangements for the HSCP and the arrangements in place in respect of the IJB's duties as a Category 1 responder.

Background/Engagement:

An internal audit was carried out by Glasgow City Council in 2019 and recommended that a process be put in place to provide assurance to the IJB about business continuity arrangements in the HSCP.
In January 2021 the Scottish Parliament passed an amendment to the Civil Contingencies (Scotland) Act 2004 to give Category 1 responder status to Integration Authorities.

Governance Route:

The matters contained within this paper have been previously considered by the following group(s) as part of its development.

- HSCP Senior Management Team ☐
 Council Corporate Management Team ☐
 Health Board Corporate Management Team ☐
 Council Committee ☐
 Update requested by IJB ☐
 Other ☐
 Not Applicable ☒

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Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: a) Note the content of this report.
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Relevance to Integration Joint Board Strategic Plan:
Failure by the Partnership to respond to or recover from a significant disruption to the continuity of services could impact on the IJB's ability to achieve its Strategic Priorities

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Having business continuity plans in place for services aligns with Outcome 9 (Resources are used effectively and efficiently in the provision of health and care services).
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Personnel:	N/A
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Carers:	N/A
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Provider Organisations:	N/A
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Equalities:	N/A
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Fairer Scotland Compliance:	N/A
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Financial:	N/A
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Legal:	The Civil Contingencies (Scotland) Act 2004 confers a number of statutory duties on Category 1 responders, including maintaining business continuity plans.
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Economic Impact:	N/A
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Sustainability:	N/A
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Sustainable Procurement and Article 19:	N/A
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Risk Implications:	The risk of disruption to services is already noted in the service level and IJB risk registers. The risk of non-compliance with Category 1 responder statutory duties is noted in the IJB's risk register.
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Implications for Glasgow City Council:	N/A
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Implications for NHS Greater Glasgow & Clyde:	N/A
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1. Purpose

- 1.1. The purpose of this report is to provide an assurance to the Glasgow City IJB Finance, Audit and Scrutiny Committee about the business continuity arrangements in place for the HSCP and the arrangements in place in respect of the IJB's duties as a Category 1 responder.

2. Background

- 2.1. An internal audit was carried out by Glasgow City Council in 2019 and recommended that a process be put in place to provide assurance to the IJB about business continuity arrangements in the HSCP. At its meeting on [24 April 2019](#) the IJB Finance, Audit and Scrutiny Committee agreed with the recommendation and approved the proposed format of this report.
- 2.2. In January 2021 the Scottish Parliament passed an amendment to the Civil Contingencies (Scotland) Act 2004 to place Category 1 responder status on Integration Joint Boards. Category 1 responders have several duties, including maintaining business continuity plans for critical functions. The amendment to the Act came into effect on 18 March 2021.
- 2.3. At its meeting on [5 May 2021](#) the IJB instructed the Chief Officer to carry out those duties on its behalf and to provide an annual assurance statement that appropriate arrangements are in place for these duties to be discharged.

3. Business Continuity Management Frameworks

- 3.1. Glasgow City Council has a Business Continuity Management Policy and Framework which applies to all Council services, including those delivered by the Partnership.
- 3.2. NHS Scotland has a Business Continuity Framework and Strategic Guidance which applies to all NHS services in Scotland, including those delivered by the Partnership.
- 3.3. The HSCP's Business Continuity Management activity is co-ordinated by the Governance, Resilience and Strategic Planning team in the Business Development section. Engagement with partner bodies is via the Council's Business Continuity Forum and the NHS GGC HSCP Resilience Group. The HSCP also has an internal Business Continuity Forum, which is attended by representatives from all HSCP services.

4. Business Impact Assessments and Business Continuity Plans

- 4.1. Business Impact Assessments and Business Continuity Plans are required to be in place for HSCP services, particularly those with the most critical functions (e.g., statutory duties). These are required to be reviewed and updated at least annually and are completed in sequence as part of an Annual Implementation Plan.

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- 4.2. In order to support the 2025 review of Business Impact Assessment, the HSCP's Governance, Resilience and Strategic Planning team delivered a programme of online information sessions throughout September and October for managers and team leaders responsible for carrying these out but were open to all HSCP staff. The sessions covered the requirements of the Business Continuity Management framework, plus key elements to be considered when carrying out a Business Impact Assessment. A total of 132 staff attended these sessions.

5. Testing & Exercising

- 5.1. Both frameworks require regular testing of business continuity plans.
- 5.2. Desktop business continuity exercises took place in 2025 for the following HSCP services:
- Finance
 - Homelessness Residential
 - Children's Residential
 - Older People Residential and Day Care
 - Out hours Social Work and Homelessness
 - Home Care
 - Community Alarms
 - Health & Social Care Connect
 - District Nursing (Blair Court)
- 5.3. A further business continuity exercise for Justice Social Work services is scheduled to take place in December 2025.
- 5.4. The Governance, Resilience and Strategic Planning Team participated in a Glasgow City Council-wide business continuity exercise in June 2025.

6. Debriefs following significant incidents

- 6.1. Both frameworks require services to carry out debriefs following significant disruptive incidents and any lessons learned incorporated into business continuity plans.
- 6.2. A debrief was carried out in March 2025 to review the HSCP's response to Storm Eowyn in late January, when a red weather warning was issued for most of Scotland. The Council and the Glasgow & East Dunbartonshire Local Resilience Partnership (GED LRP) also held debriefs about the city's response to this storm which the HSCP participated in.
- 6.3. A debrief was carried out in July 2025 following a telephony outage that affected all Council landlines for several hours outside of business hours.

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- 6.4. Glasgow City Council was affected by a cyber incident in June 2025 which had an impact on a number of Council systems, including some used by the HSCP. The Council have gathered feedback from all services as part of their debrief arrangements, and the HSCP have contributed to this.

7. ICT Disaster Recovery

- 7.1. Disaster Recovery (DR) focuses on planning for the repair, replacement or restoration of Information and Communication Technology (ICT) related services. DR for Glasgow City Council is provided by the Council's IT provider CGI, and for NHS GGC by its IT provider arrangements. The partner bodies' IT provisions include arrangements for cyber security.
- 7.2. The Council's Digital Services Team has confirmed the Council's DR requirements with CGI which they are contracted to provide. The Partnership has provided its requirements in terms of system recovery for each of its Council hosted systems that support delivery of our most critical functions.
- 7.3. CGI are contracted to run ICT services from the Data Vita data centre in Glasgow and the Waterton data centre in Wales. All sites have several features to reduce the likelihood of a disruptive incident causing extended downtime of critical systems, including alternative power supplies and spare capacity.
- 7.4. This arrangement for critical systems means that if one component of these systems fail, another is available and will automatically take over. In addition, all systems managed by CGI have a backup strategy in place where tapes are stored off site to allow restoration of the system in the event of total failure.

8. Category 1 duties

- 8.1. As detailed in the report to the IJB on [5 May 2021](#), there are several duties that the Civil Contingencies (Scotland) Act 2004 requires of Category 1 responders. As noted above the IJB instructed the Chief Officer to carry out these duties on its behalf.
- 8.2. These duties are carried out through the HSCP's internal business continuity and civil emergency planning arrangements, and through joint working with the partner bodies (Glasgow City Council and NHS GGC) and other agencies via local and regional resilience partnership structures.
- 8.3. The Chief Officer is represented on the Glasgow & East Dunbartonshire Local Resilience Partnership (GED LRP) by the HSCP's Business Development Manager (Governance, Resilience and Strategic Planning). Chief Officers across Greater Glasgow & Clyde are also represented on the West of Scotland Regional Resilience Partnership. The HSCP is also represented at the regional Care for People group.

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- 8.4. During 2025 the HSCP continued to participate in the GED LRP's programme of carrying out risk assessments and reviewing Multi-agency Incident Response Guides (MAIRGs) for sites across Glasgow City.
- 8.5. During 2025 the HSCP participated in the planning and delivery of multi-agency civil contingencies exercises to test emergency plans, including:
- HMPs Barlinnie and Lowmoss (February)
 - Football stadiums & major venues (July)
- 8.6. The HSCP has provided a Care for People response to several incidents in the city during 2025. These included incidents in Pollokshields and Baillieston which resulted in the evacuation of residential properties. The HSCP worked with other Category 1 responders and partner agencies in response to these incidents.
- 8.7. In addition to emergency Care for People responses, the HSCP also provided planning and preparation support in respect of two major demolitions in the city during 2025 which required the temporary evacuation of a large number of households.
- 8.8. Ahead of Glasgow hosting the Commonwealth Games in summer 2026, the LRP will be carrying out a substantial programme of testing and exercising of contingency plans in preparation for this event. The HSCP will be a key participant in the planning and delivery of these exercises.

9. Recommendations

- 9.1. The IJB Finance, Audit and Scrutiny Committee is asked to:
- a) Note the content of this report.

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