

**MOUNTSORREL PARISH COUNCIL**

# **Business Continuity Plan**

**Adopted:**

DATE ADOPTED		FREQUENCY OF REVIEW	3 years or legislative changes
REVISED DATE/S			

## BUSINESS CONTINUITY PLAN

### 1. PURPOSE

To prepare Mountsorrel Council to cope with the effects of an incident/emergency:

- To identify Key Roles & Responsibilities
- To analyse the emergency risks to the Council's Services
- To define and prioritise the Critical Functions of the Council's business
- To detail the agreed response to an incident/emergency

### 2. SCOPE

The plan's scope extends to dealing with major incidents which affect the availability of the Council's services, for example:

- Directly: major fire at one of our buildings destroying large parts of the building and making other parts unusable; resulting in the loss of operating space and equipment; and/or
- Indirectly: use of parts of one of our buildings as an emergency evacuation centre or for the provision of another critical service to the community, e.g. GP Surgery, impacting on the ability of the Town Council to continue to provide its services.

The plan guides the Council's response to incidents which impact on the delivery of its services. Depending on the nature of the incident, another statutory agency, such as the Police and/or Fire Service, may be in charge.

### 3. ROLES AND RESPONSIBILITIES

**Overall responsibility** for ensuring the Council has contingency plans and is able to deliver its services rests with the Council's Finance and General Purposes Committee, who review and revise this policy as necessary at regular intervals as well as having oversight of the systems and processes which ensure the Council undertakes appropriate assessment of risk and implements mitigating actions.

**Day to day responsibility** for ensuring this policy is put into practice is delegated to the Parish Clerk, who has delegated authority under the Council's Scheme of Delegation "To take such action as is required in the case of an emergency or urgency subject to:

- a) consultation with the Chairman of the Council and the Chair of the relevant Standing Committee, or, in their absence, the relevant deputy; and
- b) a report on the action taken being made to the next meeting of the Council or relevant Standing Committee, as appropriate".

**The Incident Response Leadership Team** will consist of the Council's Officer Management Team:

- Parish Clerk (Chair)
- Council Chairman

- Council Vice Chairman
- Chairman – Memorial Centre Committee
- Chairman – Project & Amenities Committee
- Memorial Centre Operations Supervisor
- Parish Council Administrative Assistant
- supported by an administrator

Depending on the nature of the incident and progress with the response, **Councillors, particularly the Chairman and Vice Chairman of the Council**, and relevant Standing Committee Chairs as appropriate, may serve on the Incident Response Leadership Team.

Once the initial critical stages have been dealt with, the Council’s **Finance and General Purposes Committee**, and any other relevant Standing Committee, should be convened at reasonable notice to receive a report on the action taken, to consider the current position, options available for ongoing management of the incident and restoring the Council’s Services, and to determine a recovery plan, including further actions, staffing required (including whether enhanced payments are required), finance and timescales.

**All employees**, may be required at some point to assist with responding to the incident, and should:

- co-operate with supervisors and managers;
- be flexible with their working hours, place of work and with the duties they undertake; and
- follow all procedures to protect their own health and safety and that of others.

#### 4. TYPES OF INCIDENT

The following lists potential incidents and their impact on the Council’s services (this is not an exhaustive list):

INCIDENT	SERVICE IMPACT
Fire / Flood damage at Memorial Centre	Customer Services, Parish Council Offices, Bar Service, cancellation of room hires
Fire / Flood damage at Parish Rooms/Parish Office	Cancellation of Health Visitor clinics. Cancellation of room hires.
Fire / Flood damage at Halstead Road Pavilion	Loss of / damage to Pavilion and Equipment Cancellation of football matches
Use of a Council owned/run premises as an Evacuation Centre	Cancellation of Room Hires, use of toilet and kitchen facilities to support evacuation centre. Use of rooms to support Evacuation Centre operation. Building open 24 hours.
Re-location of Critical Service to a Council run/owned premise	Cancellation of room hires and loss of space for room hires.

Terrorist incident / serious crime	Unavailability of space and services located within that space while investigations are undertaken.
Significant disruption to power, gas and/or water	All services, including cancellation of room hires, all Customer Services and Licensed Bar.
Significant interruption to phone and internet services	Customer Services (including enquiries and payments); no access to I.T. systems to process new bookings and payments, issuing of invoices, allocation of cemetery plots,
Loss of Parish Clerk due to illness/resignation Serious Injury to Staff	Interruption of Democratic Process Loss of services to public and councillors

## 5. DECLARING THE INCIDENT

The Parish Clerk is responsible for assessing the incident, as guided by the examples in section 4 of the plan and/or by the emergency services or other appropriate statutory body, and determining whether there is a significant impact upon the Council's Services. Where practical, the Parish Clerk will involve appropriate staff and the Council's Leadership. Should the impact upon the Council's Services be significant or there is a wider emergency declared, then the Parish Clerk will "declare an incident" and take immediate steps to enact the provisions and processes in this plan.

In the absence of the Parish Clerk, the Memorial Centre Operations Supervisor and the Council's Administrative Assistant will be responsible.

## 6. INITIAL INCIDENT RESPONSE

As soon as it is practically possible and safe to do so, the Incident Response Leadership Team will meet to determine:

- Allocation of Responsibilities (including Deputies) to key duties, including liaison with the emergency services, where necessary and liaison with the Council's Insurance and IT Services provider;
- Potential Impact on the organisation and its services;
- The likely impact of individual services;
- Recovery Timeframe;
- Staffing required (numbers, skills, knowledge);
- Data / IT systems required;
- Premises from which to operate (relocation, working from home);
- Communications (Councillors, Partners, Staff, Customers, Residents, Hirers);
- Equipment (key equipment recovery or replacement, alternative sources);
- Supplies (replacement of stock, key supplies required).

## 7. INITIAL DUTIES

The Incident Response Leadership Team will initially meet and identify immediate actions, staffing required, how staff will be contacted to respond to the incident and allocate responsibilities. The allocation of responsibilities will be dependent upon the incident and which actions are initially required to facilitate the recovery process.

The list below allocates key responsibilities to an officer, this allocation is for guidance, it is not exhaustive and ensures that key actions are quickly identified and allocated.

In practice the Incident Response Leadership Team may choose to reallocate the responsibilities to ensure that critical actions are carried out quickly and in a timely manner. Dependent upon progress, actions are likely to be re-prioritised and reallocated, particularly in the first 48 hours.

Officer	Initial Duties
Parish Clerk	<ul style="list-style-type: none"><li>• Liaison with Emergency Services</li><li>• Convening Incident Response Leadership Team</li><li>• Liaison with the Leader of the Council, Committee Chairs and Deputies, including briefings ahead of press statements</li><li>• Contact / Liaison with Insurance Broker and Underwriter</li><li>• Ensuring information is provided to Councillors</li><li>• Identifying key messages for staff, public, customers</li><li>• Seeking guidance from other bodies, such as principal councils, who could provide advice on an emergency/contingency/business recovery situation.</li></ul>
Council Chairman	<ul style="list-style-type: none"><li>• Ensuring information is provided to the public</li><li>• Dealing with initial press enquiries and making arrangements for statements</li></ul>

Administrative Assistant/ Operations Supervisor	<ul style="list-style-type: none"> <li>• Contact / Liaison with IT provider</li> <li>• Identifying access to IT systems and server, computers, printers and copying facilities, telephone and communication links</li> <li>• Contact / Liaison with Utility companies</li> <li>• Contacting staff needed in the service area to undertake initial recovery duties</li> <li>• Ensuring any affected premises are made safe</li> <li>• Overseeing initial purchases of equipment and supplies required for recovery</li> <li>• Contacting staff needed in the service area to undertake initial recovery duties</li> <li>• Ensuring any affected premises are made safe</li> </ul>
Administrative support	<ul style="list-style-type: none"> <li>• Administrative support to Incident Response Leadership Team</li> <li>• Ensuring that appropriate filing systems (electronic and paper) are established to assist the Management Team in undertaking their responsibilities and keeping records</li> <li>• Ordering equipment and supplies, processing and recording orders, invoices and payments under the emergency procedures</li> </ul>
Chairmen of Planning Policy and Project & Amenities Committees	<ul style="list-style-type: none"> <li>• Updating information on the Council's website</li> <li>• Providing updates on Social Media</li> <li>• Drafting Press Releases</li> <li>• Producing required notices</li> </ul>
Customer & Information Services	<ul style="list-style-type: none"> <li>• Contacting Hirers</li> <li>• Dealing with and recording enquiries (phone, email and in person) concerning the incident</li> <li>• Producing documentation, establishing processes and taking action to enable the service (if directly affected) to be recovered</li> </ul>
Operational Staff -	<ul style="list-style-type: none"> <li>• Duty at Premises, potentially out of hours (e.g. Evacuation Centre)</li> <li>• Contacting Hirers</li> <li>• Dealing with and recording enquiries (phone, email and in person) concerning the incident</li> <li>• Producing documentation, establishing processes and taking action to enable the service (if directly affected) to be recovered</li> </ul>
Grounds Staff/caretaker/ operational staff	<ul style="list-style-type: none"> <li>• Establishing processes and taking action to enable the service (if directly affected) to be recovered</li> <li>• Making the premises safe</li> <li>• Moving equipment and supplies required for recovery to an alternative location</li> </ul>

Caretaker /Cleaning Contractors/Operational staff	<ul style="list-style-type: none"> <li>• Ensuring Centres are cleaned, potentially out of hours (e.g. Evacuation Centre)</li> <li>• Making the premises safe</li> <li>• Assisting with moving equipment and supplies required for recovery to an alternative location</li> </ul>
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## 8. CRITICAL FUNCTION ANALYSIS AND RECOVERY PROCESS

### Rooms for Hire

<b>Priority:</b>	<b>1</b>	<b>Critical function:</b>	<b>Memorial Centre/Parish Room Facilities, Halstead Road Pavilion – Rooms for Hire</b>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Parish Clerk/Administrative Assistant/Receptionists
Potential impact on organisation if interrupted:			Loss of room hire Cancellation of local group meetings/events Damage to reputation
Likelihood of interruption to organisation:			Medium – <i>fire, flood, alternative use for evacuation or critical service</i>
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>to provide information to customers</i> 2 weeks: <i>Loss of customers to competitors</i>
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			All Administrative Staff : <i>contact hirers, make alternative bookings, arrange refunds, assess hirers needs and keep them updated. Update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Facilities System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.
Premises <i>(potential relocation or work from-home options)</i>			Alternative Premises. Work from Home – provide link to download Edge, enable web access to Council email server.

Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Hirers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Computer, printer and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Headed Paper, Compliments Slips, envelopes, stamps. Printer cartridges.

### Parish Council Management & Administration

<b>Priority:</b>	<b>2</b>	<b>Critical function:</b>	<b>Parish Council Management &amp; Administration</b>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Parish Clerk
Potential impact on organisation if interrupted:			Impact on Council's decision making process Failure to meet statutory deadlines Loss of advice/support for Members Uncollected income/payments not made.
Likelihood of interruption to organisation:			Medium – <i>power and internet disruption, fire, flood, closure of centre due terrorism or serious crime</i>
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>decision making process</i> 1 week: <i>ordering</i> 2 weeks: <i>payments to suppliers/payroll</i>
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			<i>Re-establish service.</i> <i>Update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			IT Systems (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.
Premises <i>(potential relocation or workfrom-home options)</i>			Alternative Premises. Work from Home – provide link to download Edge, enable web access to Council email server and VPN for file system.



Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Councillors/Partners/Suppliers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Computer, printer, photocopier and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Headed Paper, Compliments Slips, address labels, administrative forms, envelopes, stamps. Printer cartridges.

## Parks

<b>Priority:</b>	<b>2</b>	<b>Critical function:</b>	<b>Parks Depot</b>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Parish Clerk		
Potential impact on organisation if interrupted:	Loss of equipment Delayed on Maintenance Schedules Closure of playgrounds if inspections cannot be carried out/mitigating actions not taken.		
Likelihood of interruption to organisation:	Medium – <i>fire, flood, terrorism or serious crime</i>		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	1 week: <i>maintenance / inspections</i> 2 weeks: <i>use of pitches / changing and toilet provision</i>		
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	<i>to re-establish service. update website, social media, notices, press releases.</i>		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	N/A.		
Premises <i>(potential relocation or workfrom-home options)</i>	Alternative location for storage (Cemetery Chapel)		

Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Maintenance equipment, protective clothing, essential tools, vehicles and Mowers.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Fuel, chemicals, fixings, nuts and bolts.

### Licensed Bar Facilities

<b>Priority:</b>	<b>3</b>	<b>Critical function:</b>	<b>Licensed Bar Facilities</b>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Parish Clerk/Designated Premises Supervisor		
Potential impact on organisation if interrupted:	Possible closure of the Licensed Bar Loss of room hire, particularly where Licensed Bar services are required for the function.		
Likelihood of interruption to organisation:	Low – temporary bar could be set up in function room. License could be lifted to allow hirers to bring their own alcohol.		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	24 hours: <i>closure of Bar</i> 1 week: <i>loss of hires</i> 2 weeks: <i>impact on contractor – who may not be able to recover service.</i>		
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	<i>contact hirers, arrange refunds, assess hirers needs and keep them updated.</i> <i>Update website, social media, notices, press releases.</i>		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	Facilities System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.		

Premises <i>(potential relocation or workfrom-home options)</i>	Memorial Centre (if available). Work from Home – provide link to download Edge, enable web access to Council email server.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Hirers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Computer, printer and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Headed Paper, Compliments Slips, envelopes, stamps.

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## APPENDIX 1 – EMERGENCY RESPONSE CHECKLIST

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use section 4, Types of Incident)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 8 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate <i>Consider how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc.</i>	
Recover vital assets/equipment to enable delivery of critical activities. <i>Identify the essential equipment/resources/information that need to be recovered where possible</i>	

Task	Completed (date, time, by)
<b>Daily actions during the recovery process:</b>	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

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