

Penkridge Parish Council

Business Continuity Plan

1. Scope

- 1.1 The Civil Contingencies Act 2004 places a duty on the local authority to ensure that it is prepared, as far as reasonably practical, to continue to provide critical functions in the event of disruption.
- 1.2 Whilst this is not a statutory duty for a Parish Council, it is Penkridge Parish Council's intention to recognise the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruption to the day to day running of the Council and Haling Dene Centre. This plan identifies the instances of disruption, the immediate response, the procedures to follow to maintain continuity of service and the follow-up procedures and necessary changes to service delivery, where such services are disrupted by factors within the Council's area of responsibility.
- 1.3 The Plan provides the framework in order for the Council to mobilise its response and undertake work to prevent or mitigate the severity of potential disruptions. This plan identifies the first reactions, recovery objectives, structure for implementation, monitoring, follow-up procedures and communication process to keep everyone informed of necessary changes to service delivery.

Distribution list

Parish Clerk
Assistant Parish Clerk
Chairman of Parish Council
Vice Chairman of Parish Council

2. Storage of Business Continuity Plan

- 2.1 A hard copy of the BCP can be found in the Reception Office and Clerk's Procedure File.
- 2.2 The electronic version of this BCP is located on the Parish Council's together with a copy held by the Clerk on a USB.

3. Core Business of the Council

- 3.1 The council provides a local parish council service to its electorate which includes the provision of:-
 - a) Website and noticeboard information
 - b) Haling Dene Centre
 - c) Village Toilets and Burial Ground
 - d) Managing the finances of Penkridge Parish Council
 - e) Maintenance of Parks, Open Spaces, Bus Shelters and Benches
- 3.2 Other assets include:
 - a) Defibrillators and Bleed Kits at the Haling Dene Centre and adjacent to the Festival Gardens
- 3.3 Risks – which could invoke the Continuity Plan
 - a) National disasters
 - b) Weather related problems, ie flood, fire
 - c) Train Crash
 - d) Highly Contagious Disease (Epidemic/Pandemic)
- 3.4 Failures
 - a) Equipment
 - b) Services

- 3.5 Losses
- a) Staff/Councillors through resignation
 - b) Staff/Councillors through death
 - c) Staff/Councillors through long-term injury/sickness
 - d) Staff/Councillors through death or serious injury whilst working for the Council.
 - e) Equipment theft, breakage or major damage
 - f) Loss of Council record through theft, fire or corruption of files
- 3.6 The Clerk is the first point of contact for all emergencies and business continuity actions. The Clerk will implement all business continuity actions where possible.
- 3.7 If the Clerk is not available and urgent action is required contact the Assistant Parish Clerk, Chairman and/or Vice Chairman.

Council Contacts: 01785 714157

Clerk – clerk@penkridgeparishcouncil.co.uk
 Assistant Clerk – accounts@penkridgeparishcouncil.co.uk

Haling Dene Centre Key Holders

Lesley Hough (Clerk)
 Debbie Turton (Assistant Clerk)
 Julie Draper (Caretaker)
 Stephen Taylor (Handyman)
 Good Guard

3.8 Emergency Contact Details

Name	Address	Contact Details
Street furniture Broken/Dangerous	Clerk/Assistant Clerk	01785 714157
Roads, pavement, street signs, fallen trees, street lights	Staffordshire County Council	0300 111 8000 contactus@staffordshire.gov.uk
Waste disposal/fly tipping	South Staffordshire Council	01902 696000 info@sstaffs.gov.uk
Boarding up or emergency repairs to Council buildings	Clerk/Assistant Clerk	01785 714157
Haling Dene Centre Alarm	Stafford Security	01785 606060 48 Goal Road Stafford
Water emergencies	Severn Trent Severn Trent, PO Box,407 Darlington DL1 9WD	0800 783 4444
Electrical emergencies	Western Power	0800 6783 105 or call 105 (365/7days) General enquiries 0800 096 3080
Gas emergencies	Cadent	0800 111 999

Name	Address	Contact Details
Reports of crime or emergency	Staffordshire Police	999
Emergency services – Fire, Police, Ambulance		999
Insurance Company – queries	Zurich The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.	Direct: 012436 832116
Insurance Company – Claims	Zurich	0800 028 0336 farnboroughpropertyclaims@uk.zurich.com
Environment Agency	National Customer Contact Centre PO Box 544 Rotherham S60 1BY	03708 506 506 Email: enquiries@environment-agency.gov.uk

4. Loss of Staff

- a) Ensure a management structure is maintained.
- b) For long-term staff absence, arrange a temporary handover of key tasks to other members of the team.
- c) All non-essential meetings involving service staff should be cancelled.
- d) Ensure partner services/ organisations / customer and senior managers are made aware the service is short staffed and therefore delivery may be reduced.
- e) Consider using temporary agency staff if required and suitable.
- f) Consider re-allocating available staff to deliver critical functions, if appropriate/possible
- g) Agree temporary staff structure and shifts if necessary and consider temporarily increasing working hours.
- h) If staff are unable to get to their normal place of work, consider flexible working methods such as working elsewhere or different hours if appropriate.

5. Loss of Property

- a) Initial co-ordination of the incident should be managed from the back up locations as appropriate.
- b) Consider staff working elsewhere if appropriate.
- c) Identify suitable alternative working premises, this could include the hire of temporary structures if the loss is longer-term.
- d) Liaise with the Chairman regarding staff working remotely.

6. Loss of Technology/Computers/Software

- a) Assess the situation and identify the likely length of network outage or system downtime.
- b) Identify a suitable manual work around.
- c) Identify alternative means of communication to inform partner services / organisations / customers and Councillors of the problem and identified solutions.

7. Loss of Utilities

- a) Contact the utility company directly to report loss.
- b) Consider alternative methods of gaining utilities.
- c) Consider staff working from alternative locations where appropriate.
- d) Inform staff and visitors coming into the building that you are without specific utility.
- e) Consider the health and safety implications for staff and visitors.

8. Loss of Key Equipment

8.1

- a) Identify whether the loss is temporary or permanent. If temporary, ascertain likely length of time.
- b) Consider bringing in equipment from alternative suppliers. Consider how long this will take and initiate early enough to meet recovery time objectives for critical functions.
- c) Consider other methods of delivering functions/work.

9. Recovery

9.1 The recovery phase should address the following:

- a) Returning to normality
- b) Returning to normal building
- c) Getting displaced staff back to the building
- d) Organizing a debrief
- e) Identifying lessons
- f) Incorporating lessons identified into the Business Continuity Plan
- g) Communication with partners, suppliers, customers and senior management

10. Review

- 10.1 This policy to be reviewed every four- year term or earlier if there are any material changes.

Threat or Risk	Measure to mitigate/minimize the consequences	Immediate action	Continuity
<p>Loss of Clerk</p> <p>This could occur due to sickness, including epidemics and pandemics, long term illness, incapacity, death or resignation</p>	<p>Ensure Staffing team are aware of their responsibilities.</p> <p>Ensure records of key tasks are up to date including minutes and accounts</p> <p>Access to log-ins and passwords are available.</p>	<p>Chair to be informed</p> <p>Chair to inform the Council</p> <p>Assistant Clerk to cover duties</p> <p>Arrange an Extraordinary meeting to agree future arrangements</p>	<p>Assistant Clerk and Admin</p> <p>Periodically review procedure to ensure minimal impact</p>
<p>Loss of staff</p> <p>This could occur due to sickness, including epidemics and pandemics, long term illness, incapacity, death or resignation.</p>	<p>Ensure Staffing team are aware of their responsibilities.</p> <p>Ensure records of key tasks are up to date including minutes and accounts.</p> <p>Access to log-ins and passwords are available.</p>	<p>Clerk to inform Chair</p> <p>Clerk to inform Council</p> <p>Clerk to ensure all duties are covered by other staff members.</p>	<p>Clerk to periodically review procedure and ensure minimal impact</p>
<p>Death or serious injury to member of staff whilst carrying out Council duties</p>	<p>Knowledge of duties with regards to Health and Safety</p>	<p>Clerk to inform Chair</p> <p>Clerk to inform HSE if appropriate.</p> <p>Insurance Company if necessary</p> <p>Clerk to ensure all roles are covered by other staff members.</p>	<p>Clerk to periodically review procedure and ensure minimal impact.</p> <p>Ensure staff are acquainted with regards to health and safety procedures</p>
<p>Loss of Councillors due to multiple resignations or implementing 6 month rule (causing the Council to be inquorate)</p>	<p>Maintain accurate attendance register</p>	<p>Clerk to inform Council</p> <p>Clerk to Inform SSC Returning Officer</p> <p>Returning Officer to decide on temporary working strategy</p>	<p>Clerk to periodically review procedure and ensure minimal impact</p>

<p>Loss of IT This could occur due to power failure, virus or infrastructure</p>	<p>Ensure regular back ups of all documents and emails to cloud/One drive storage. Install appropriate anti-virus software.</p>	<p>All staff to continue working with electronic versions Council to decide if replacement is required Clerk to inform Insurance if required</p>	<p>Clerk to ensure all software applications are updated regularly. Review risk assessment and Asset Register regularly</p>
<p>Loss of Council documents Due to fire, flood or other causes</p>	<p>Scan important physical documents that are not available electronically</p>	<p>Clerk to inform Council Clerk to inform insurance company if relevant</p>	<p>Parish Office staff to consider all documents for scanning and upload to OneDrive at regular intervals</p>
<p>Loss of Property/Key equipment The building may become unusable for a number of reasons, including fire, flood, contamination, power surge, accident etc</p>	<p>Maintain adequate insurance cover Ensure fire risk assessments are up to date</p>	<p>Clerk to inform Council Clerk to inform insurance Company</p>	<p>Clerk to periodically review alternative working arrangements</p>
<p>Loss of Utilities This could occur due to severe weather, fire/explosion, water shortages, power cut, infrastructure damage or solar activity</p>	<p>Be aware of emergency telephone numbers to report any issues</p>	<p>Clerk to inform relevant utility company Clerk to inform Council Inform staff and visitors using the building Consider health and safety implications for staff and visitors</p>	<p>Clerk to periodically review and ensure minimal impact</p>