

Business Continuity Plan

Scope of the Business Continuity Plan

The Civil Contingencies Act 2004 places a duty on a principal authority i.e., the City of Doncaster Council that it is prepared, as far as reasonably practical, to continue to provide critical functions/assistance in the event of a disruption. Whilst this is not a statutory duty for a Town or Parish Council, it is the intention of the Armthorpe Parish Council (the Council) to recognise the importance of producing and maintaining a Business Continuity Plan (a BCP) for implementation in the event of disruption to the day to day running of the Council.

This plan provides a framework 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.

A copy of this document is kept by the Chair (and handed over when the Chair resigns to the new Chair) and the Clerk at their home address together with a record of all passwords to equipment and the building. No other Councillor or member of staff has access to this information.

Description of Business

The Parish Council is the body that represents local opinions. It is consulted on all planning proposals including the Local Plan, it is responsible for Armthorpe Community Centre, Briar Road Recreation Field, Cow House Lane recreation field, Rands Lane burial ground, and Mercel Avenue allotments. It also gives grants to local organisations and provides Christmas lights to the community.

Our customers

The residents of Armthorpe, visitors to Armthorpe and any other individual who qualifies to use the services we provide.

Role of the Councillors

Councillors are democratically accountable to residents. The overriding duty of Councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them. In addition, Councillors:

- are collectively the ultimate policymakers and conduct a number of strategic and corporate management functions;

- contribute to the good governance of the area and actively encourage citizen involvement in decision making;
- effectively represent the interests of their Ward and of individual constituents;
- respond to constituents' enquiries and representations, fairly and impartially;
- participate in the governance and management of the Council;
- maintain the highest standards of conduct and ethics;
- serve the public interest and take decisions having regard to the interests of the whole local community; and
- function as a responsible employer and ensure the safety of all staff.

Recommended Maintenance

This lays out how often this document should be updated. Some information will change frequently, some less so. Items which may need to be updated regularly include:

- Team members
- Managers' responsibilities
- Applications (new or significant changes to existing)
- Insurance provider and contact details.
- Internet / telephone provider and contact details.
- Staff contact details.

Business Continuity Overview

Purpose

The purpose of this plan is to prepare the council in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum period.

Outcome

The outcome of this plan is to ensure that the council can maintain a proficient level of service for our residents and stakeholders.

Plan objectives

- Serves as a guide for those implementing our business continuity plan.
- Assists in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

- Clerk
- Chairperson
- Vice-Chairman

Listed below are the details of Key Persons that the Council may need to contact to make it aware of an emergency or serious business disruption:

Name	Contacts
Chairman (Chris Brodhurst Brown)	07429 530293 chrisbrodhurstbrown@armthorpeparishcouncil.gov.uk
Vice Chairman (Shane Rose)	07850 570917 Shanerose@armthorpeparishcouncil.gov.uk
Clerk (Sarah Youngman)	07731 474422 clerk@armthorpeparishcouncil.gov.uk

Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures on staff. Staff members need to be given clear direction about the priorities of the council. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider helping those staff who have been affected.

Communicating with staff

The Clerk will communicate with staff all updates and news regarding any emergency incident. Thereafter, all communication with the press will to be through the Deputy clerk, (communications and community engagement).

Communicating with Councillors

The clerk shall, in the first instance, notify all Councillors of any updates and news regarding an emergency incident.

Communicating with the Public

Communications with the public should be via the IPC website, social media, local news outlets and noticeboards all to be issued by the Deputy clerk, (communications and community engagement)

Communicating with Key Contacts

Listed here are the Council's key customers and suppliers; they will be contacted in the event of an emergency or serious business disruption.

Contract Details	Company	Contact/Details	Telephone Number
Electricity	Yorkshire Power		105
Gas	British Gas		Meter Emergency – 0330 808 3880 Smell Gas – 0800 111 999
Water	Business Stream Waterplus		0330 123 2000 0345 072 6072
Internet	BT	BTB-R2CCGRJ UPq6TFedg3kqrv	0330 123 4150
Office Phone	Onecome	A/c No. 2032680	03300 888 999
Mobile Phone	Tesco Mobile	Work No: 07731 474422	0345 301 4455
Main Doors	Smart Doors	helpdesk@smartdoorsolutions.co.uk	01226 731333 24 Hour Call Out: 01226 731333
Shutters	BGS		08085 015 364
Intruder Alarm	R S Security	The Old Brickyard, Cow House Ln, Armthorpe, Doncaster DN3 3EE	01302 639039
Fire Alarm	R S Security	The Old Brickyard, Cow House Ln, Armthorpe, Doncaster DN3 3EE	01302 639039
Electrical Contractor	J P Glasby	Nine Trees Trading Estate, 6a, Morthen Rd S66 9JG	0114 287 2046
IT Support	Cynetix	2 High Wood Way, Lakeside Park, Barlborough, S43 4XN	01246 384888
Website Host /Provider	Vision ICT	2 Arkles Ln, Anfield, Liverpool L4 2SP	01392 669497
Gov.uk Email	tbc		

INSURANCE AND BANK DETAILS

Company	Contact	Email/Telephone	Policy Number
Zurich Town and Parish		0800 917 9420	YLL-272005-0453 Policy Due: April
Co-operative	31 St Sepulchre Gate, Doncaster DN1 1TD	0345 721 2212	Current Account and Reserve Account

OTHER USEFUL CONTACT DETAILS

Organistaion	Contact Name	Contact Details
YLCA		Suite 8, Sibling Workspace, York House, Station Road, Tadcaster, LS24 9JF. Tel: 01937 228602
SLCC		Colar Factory, Suite 2.03, 112 St Augustine Street, Taunton, Somerset, TA1 1QN Tel: 0800 260 6814
City of Doncaster Council		Civic Office, Waterdale, Doncaster DN1 3BU Tel: 01302 736000

Dated: 15th December 2025

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Review Date: Annually

Scenario one

Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Deputy Clerk
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Deputy Clerk
3. Verify if the incident is real	If false alarm, resume business as normal	Clerk
4. Call emergency services	999	Clerk
5. Record details of any injuries sustained in the incident	Use Accident Book	Clerk
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Clerk
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerk Chairperson Vice-Chairman

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify Clerk	Do not enter the building	All staff
2. Call emergency services	999	All staff

3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerk Chairperson Vice-Chairman

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact telephone provider, Onecom, 03300 888 999 A/c No. 2032680 to forward office lines to staff mobiles in the short term. Calls to be transferred the Clerk mobile phone 07731 474422.	Clerk
Internet	Staff to use home internet connections to access emails in the short term.	All staff
Inform insurance company	Zurich Town and Parish 0800 917 9420 Policy: YLL-272005-0453	Clerk
Post redirection	All Mail to be forwarded to the Clerks personal address.	Clerk
Inform suppliers /residents	If disruption is expected, inform customers/supplier via email/ Facebook and Twitter	Comms Officer

Scenario two

Infrastructure incident

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage: Onecom, 03300 888 999 A/c No. 2032680	Clerk
Internet	Contact internet provider to ascertain extent of outage. Contact details: BT Business: 0800 800 152	BT
Mains power	Contact power provider to ascertain extent of outage. Contact details: Tel: 105.	Clerk

If the outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage: Onecom, 03300 888 999 A/c No. 2032680. Staff to use personal phones.	All staff
Internet	Staff to use home internet connections to access email and work documents.	All staff
Mains power	Staff to work from home until power is restored.	Clerk

Scenario three

Staff/ Member incident/ Epidemic Outbreak

Step 1: Ensure no service interruption.

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff able to interchange roles, even if it is in a reduced capacity. Identify the relevant person and support them in conducting business-critical activities	All staff
2. Assess the extent of loss. Clerk or Deputy Clerk due to sudden/long term illness, incapacity, death, resignation, or dismissal	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family. Alternative Clerk to provide cover in short term. HR Committee to decide on temporary cover strategy.	Clerk Deputy Clerk Chairperson Staffing Committee
3. Loss of Councillors due to multiple resignations (causing the Council to be inquorate)	Co-option of Councillors. Clerk to inform City of Doncaster Council to instigate by-election/co-option procedure	Clerk

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. Whether the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time, or fixed-term contract (as appropriate) replacement.	Clerk Chairperson
2. Appoint new Councillors	Clerk to inform City of Doncaster Council to instigate byelection/co-option procedure	Clerk

Recovery of Essential Business Records

Business Records	How will APC recover the records? Alternative measures in place
Computer records / data and location	Back up records held and stored at an alternative location. Back up records are held on the “cloud” and can be accessed remotely.
Diary	Vision ICT Calendar can be accessed remotely. Rialtas bookings can be accessed remotely.
Financial Records	A copy of the backed up financial records is saved on the Council's “cloud” storage system. The Council's laptop has its financial platform or package downloaded and the finance reports can be provided to the Finance Committee.
Critical paper records	Deeds and such are stored in a fireproof cabinet in the community centre office.
Passwords	A record of all passwords to equipment and the building are kept by the Clerk, Chairman and in the fireproof cabinet. The key to the cabinet is held personally by the Clerk.
Keys	A fireproof key safe holds the spare set of keys to buildings; the Parish Council staff have keys to the office and other Council buildings (agreed by the Council). A set of keys is also held by Councillor T. Needham.

Recovery phase

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practices	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Clerk Chairperson
2. Respond to any long-term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Clerk
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Comms Officer
4. Conduct a debrief of the incident and complete a report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	All staff. Full Council
5. Review this Continuity Plan considering lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Full Council

