

# 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.

## **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

### **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)

## 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 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