OPERATIONAL CONTINUITY POLICY

DISASTER RECOVERY PLAN

**Seamless service following a disaster:**

A seamless service needs to be in place to ensure resident confidence is not damaged and to show we remain in control.

Councillors/staff will be kept up-to-date with all statements on the situation and your important role would be to give confidence and comfort to telephone enquiries requesting details.

Date reviewed: February 2020

Reviewed by: Clerk

Ratified by Councillors: March 2020

Person Responsible - Update: Clerk

Committee Responsible: Finance Committee

To be reviewed on an Annual Basis

# Introduction

This plan forms the basis of a structured response and action plan to maintain business continuity following a disaster.

The two main areas requiring specific planning are:

* **Loss of access to office (fire, flood, lack of key services, area contaminated etc)**
* **Loss of Team member/s**

The plan is structured so that each Councillor/member of staff will be aware of their expected role in the event of a disaster, and following the specific instructions from the coordinator/s achieve those tasks to enable the Parish Council to remain open and residents’ confidence maintained. The tasks are specific and the roles have been allocated to the most suitable persons to carry out the tasks.

The intention is, as far as possible, to provide a continuation of service to minimise any negative reaction following any disruption. This is essential in dealing with not only the immediate aftermath of a disaster but ensuring our transactions are not affected in the longer term.

This plan will only be effective if it remains relevant and current. It should therefore be reviewed annually. The plan will require immediate updating under some circumstances, such as Councillor/staff changes or office moves.

**SITUATION 1 - LOSS OF ACCESS TO PREMISES**

**FIRST 24 HOURS**

**Immediate response is required**

Temporary headquarters have been arranged at XXXXXXXXXXX Middleton Cheney. The contact there is XXXXXXXXXXX (01295 XXXXXX)

A meeting room will form the HQ for implementing the business continuity plan.

A meeting of all or as many as possible staff/Councillors will be held to agree course of action and to confirm roles and timescales for action.

Agree venue, time and date of progress meeting, 12 and then 24 hours later.

#### ROLES - Each role is vital in ensuring recovery

Each role will be covered by a member of staff and/or Councillor. Key personnel will be expected to actively participate in disaster recovery and continuity, where possible. The roles are not listed in order of importance or priority, as each is critical to the success of the plan. Every role should have at least one deputy, in case the primary person is unavailable.

|  |  |  |
| --- | --- | --- |
| **Task** | **Primary** | **Deputy** |
| Co-ordinate the business continuity plan | Chair | Deputy Chair |
| Inform our insurers | Clerk | Chair |
| Find and secure alternative accommodation and replacement of office furniture | Clerk | Deputy Chair |
| Liaise with Fire/Police/Ambulance and/or Hospital if applicable | Chair | Deputy Chair |
| Re-instatement of computer hardware and reset-up of software, IT support | IT/Web Councillor | Clerk |
| Marketing issues, press releases, interviews with radio or television | Chair | Deputy Chair |
| Team member communication and information | HR Councillor | Chair |
| Company communication issues, post, telephone, stationery | Clerk | Deputy Chair |
| Immediate control of damaged office Emergency rental for generators, pumps, glaziers | Clerk | Deputy Chair |
| Salvage operation – removal of items to service/storage safe area | Staff member | Councillor |
| Re-order office equipment, photocopier, etc | Clerk | Finance Councillor |
| Liaise with power suppliers - electricity, water, | Clerk | Deputy Chair |
| Financial | Clerk/Chair | Deputy Chair/Finance Cllr |
| Seamless service following a disruption. | Clerk | Councillors |

**Co-ordinate the application of the business plan – Chair/Clerk**

It is important that there is a central co-ordination of the various crucial tasks being performed and to ensure that resource can, if necessary, be diverted or increased on specific areas. Communication is a key part of making the business continuity plan work and it is important that the designated co-ordinator (Clerk/Chair) ensures that all Councillors are aware of targets and goals.

Part of this role will be holding regular meetings to ensure the procedures in place are operating correctly.

An Emergency ‘Grab bag’ should be available and contain the following:-

|  |  |
| --- | --- |
| **Section** | **Details** |
| Business Continuity | Business Continuity Plan (plus spare copies)  Key contact details including Councillors, Local Authority, Suppliers etc. |
| Organisational Information | Handbook (policies/procedures)  P.C. Logo  Other key documents |
| Financial Information | Bank, insurance details, payroll etc.  Invoices, bank statements, signatories  Financial Procedures  Inventory, Assets and Insurance policy |
| Staff Information | Staff contact details and next of kin  Staff emergency contact details |
| IT/Equipment Information | Software licence agreement and key codes  Office telephone - divert  Back-up and data restoration routine |
| Equipment and other items | First Aid Kit  Wind up LED torch  Laptop with wireless connection  Stationery  Disposable camera  Hazard barrier tape  Cheque book  Contact details for taxi  Spare keys to office  High visibility jacket/s |

# Contact details and Actions

# Up-to-date copies of contact details for all staff and Councillors and key suppliers (Phone, Services, etc) should be available for the Clerk/Chair/Deputy Chair – copies must be kept away from the office.

Came & Company Insurance Team Tel: 01256 395020

Inform current insurers and/or loss adjusters: Clerk

* Nature, time of occurrence
* Details of occurrence
* Extent of damage
* Current situation

Liaise with SNC & NCC.

Liaise with Fire, Police, Ambulance and/or Hospitals if applicable

Photographer duties – evidence etc. to be obtained and kept

**Secure alternative accommodation and furniture – Clerk/Deputy Chair**

Seek advice from SNC/NCC in the first instance.

* Need a full list of contact details for commercial property agents.
* Need a detailed list of requirements, with square footage, IT and communication facilities, (office desk/s/chairs, communications – IT, phone, email + computer availability)
* Need contact details of current suppliers
* Need to decide whether to quickly purchase furniture from local DIY stores, or whether we should buy new office equipment
* Full details of current requirements would need to be recorded
* Need to ensure financial facilities are available to cover the costs

### Liaise with emergency services – Clerk/Chair/HR Councillor

* Emergency services need access to the site
* May want to consider salvage
* May need to liaise with next-of-kin

### Re-instatement of computer systems – Web/IT Councillor

* Need to liaise with loss adjusters re:actual replacement of equipment in lieu of claims
* Replacement of hardware – server, PC, printer, networking components such as router, switches, cabling, power supply etc, remote access equipment
* Restore back-up
* Will need a copy of the backup software, in case it needs to be loaded onto the new server(s) in order to carry out the restore
* Agree priorities for re-instatement
* Need access to software manual/s as required
* User may be operating with fresh installations on new machine, so the interface will not be exactly as they were used-to
* Consider backup and security for the duration of the temporary system – we do not want another disaster!
* Need all the passwords for applications, operating systems, remote access to the website etc

#### Marketing issues and media liaison – Chair/Deputy Chair

* Pro-active response to the event with press releases, follow up reports.
* Keep consistent ‘upbeat’ reports
* Website notes on situation – keep up-to-date
* Liaise with local press, radio and television as appropriate.
* Liaise with ‘seamless team (Councillors)’ on statements to be made when contacted – Generally need to play down incident and give an ‘air’ of confidence

**Team communication and information – Chair/ Deputy Chair / Clerk/ Councillors**

* All Councillors will need to be on standby and review their specific pre-arranged tasks. Other Councillors, such as those on holiday will also need to be kept informed of progress

The team approach is critical to continuity and they will be feeling very vulnerable as a result of the disaster. We must keep them up-to-date, demonstrate we have a clear recovery plan, which is being implemented, and keep the message as positive as possible.

#### Communication issues – Clerk/Chair / Web Councillor

* Transfer of telephone lines to temporary office
* Call re-routing
* Transfer of the Parish Council’s Internet IP address to the new router, to ensure uninterrupted receipt of email
* Move Clerk to temporary site to take calls on an emergency basis
* Need paper and electronic copies of contact details for key contacts
* Need to re-direct post
* Keep a batch of stationery away from the office for any immediate use
* Do not use this until the post has been re-directed

#### Securing disaster site – Chair/Deputy Chair/Clerk/Councillors

Seek advice from SNC/NCC in the first instance - Clerk.

* Consider staff, Councillors and public safety
* Salvage – files equipment etc, furniture, cabinets etc
* Consider where the salvage will be stored in the short-term – may be wet, dirty, damaged etc
* Removal of debris – skip – confidential materials etc
* Hire of van/skip
* Boarding up facilities
* Make the property safe - fencing required for either security and/or public safety?
* Is 24 hour security required?
* Possible dealings with the County Surveyors Office?
* Emergency plumbers, electricians, glaziers etc
* Access to emergency generator/pumps
* Plant hire details
* Possible Portakabin hire
* Rental heating/lighting
* Salvage specialists?

##### Re-order of electronic business equipment – Clerk

* Telephone/answerphone
* Photocopier
* Shredder
* Heaters
* Mobile phone/s
* Need details of current machines model numbers (for capacity of replacements) and serial numbers for insurance claim
* Need contact details of suppliers
* Need to consider temporary hire/loan equipment

##### Liaise with power suppliers and other main services – Clerk

* Electricity/Water Suppliers/BT
* Need: Account numbers, emergency contact numbers

#### Financial – Clerk/Signatories/Chair

Bank: Need details of business bank accounts, signatories, branches, contact details etc, in order to arrange temporary facilities for immediate expenses.

Suppliers: Need to ensure all key suppliers will not withdraw services and extend our credit until we are able to deal with them. Alternatively, we need to ensure our bank facility is sufficient – this may be different at different times of the year

**SITUATION 2 - LOSS OF TEAM MEMBER(S) AND/OR RESOURCE**

**FIRST 24 HOURS FOLLOWING A DISRUPTION**

**Immediate response is vital**

The loss of office staff/Councillors as a resource may be due to inability to work, such as illness or from inability to get to the office due to the severity of pandemic.

In the first instance Councillors to cover the shortage.

**Contacts:**

Internal Auditor: John Marshall – 07505 139832

Clerk: Val Furniss – 01295 710320

Computers/: Alan Youel - 07446825957

Software: Cllr. Will Smith - 07920056165

Phone and Broadband: BT – VP15432470 – Gen.Enequiries:0800800800

Utilities: Water – Anglian Water – Account:117938712 Tel:0345 0704158

Electricity – Eon – Account:MID005 Tel:01604 493820

Windows/doors: General Maintenance – Steve Finch 07870222732

Plumbing: LNT Plumbing & Heating – Luke Terry – 01295 713658

Electrics: Street Lighting: 011871979760 : 0800 1582795

Electrics Maintenance: Eon - A/C MID005 01604493820

General Building: Steve Finch - 07870222732

Dog Bins Luke Warren – Bell Plantation

Payroll/Pension SGW Payroll MID004 – A/cNo

Telephone Number: 01270 500599

SNC: 01327 322322. Customer ID 11952:

NCC: 0300 126 1000

Environmental Emergencies 0800 160 1022 OR 01327 322323

Housing Enquiries 01327 322067

DISTRICT COUNCILLORS: Val Furniss – 01295 710320

Mark Allen – 01295 713500