



FELIXSTOWE
TOWN COUNCIL

Business Continuity Plan

DRAFT

Date of issue: March 2020

Scope

The purpose of this plan is to prepare Felixstowe Town 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 time frame.

This plan identifies the instances of disruption, the immediate responses, 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 Felixstowe Town Council's area of responsibility.

This Plan has been developed to compliment the overall risk arrangements, help maintain critical services during and after any major disruption and promote recovery.

Core Business of Felixstowe Town Council

The Council provides local services to the community which includes the provision of:

- The Town Hall to include:
 - Three rooms let to partners: Suffolk County Council Registration Service and East Suffolk Council
 - 4 rooms for hire
 - Wedding venue
- Website, notice boards, Quarterly magazine and the use of social media to communicate important and relevant matters
- Walton Community Hall
- Broadway House
- Felixstowe Cemetery
- 5 allotment sites
- Felixstowe in Flower
- Acting as a consultee on planning applications to represent the best interests of the town
- Managing the finances of the Council and using the precept for the benefit of the community
- Operating a grants budget towards community projects of benefit to the town
- Liaising with County and District Councils and other organisations on issues that affect the town
- Community Emergency Planning
- Civic and Mayoral duties

Business Continuity

The Business Continuity Plan identifies the types of scenario, and details actions to be taken to continue or recover delivery of the services within identified timescales:

Priority 1. (0-24hours), Priority 2. (2-3 days) and Priority 3. (14 days).

Each member of staff will have a list of contact details of members, other staff and key consultants. On discovering or being advised of an event which might affect business continuity or a major civil emergency, the officer or member of staff will contact the Town Clerk or most senior officer available.

The most senior officer will then:-

- Ensure all members of staff are contacted, advised of the situation and either put on standby or advised of the action required.
- Convene any necessary meetings of staff and or Members, whether in person or via email/conference call.
- Consider staff welfare issues and take necessary action
- Deploy staff in non-critical service areas as required
- Advise statutory authorities (e.g. emergency services, HSE etc) and insurance company as necessary
- Advise Councillors by cascade system/e-mail.
- Keep staff informed.
- Invoke process of determining loss or damage, and minimising it.

Scenario 1

Premises incident

A premises incident can include flood, fire, or any other disaster that renders any Town Council buildings inaccessible.

**Step 1: Evacuation of premises & safeguarding of staff, visitors and Councillors.
If building is occupied ie Office hours or when an event is on**

Action	Details	Responsible Person(s)	Priority
Evacuate the building	Follow normal fire drill procedure	All staff	1
Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on site has been evacuated (Reference visitors Book)	Town/Deputy Town Clerk Or if out of hours Caretaker	1
Verify if incident is real	If false alarm, resume business as normal	Town/Deputy Town Clerk/ Caretaker	1
Call Emergency Services	999	Town/Deputy Town Clerk/ Caretaker	1

Record details of any injuries sustained in the incident	Use Accident book (stored in Kitchen/Cemetery office)	Town/Deputy Town Clerk/ Caretaker	1
Alert Staff Visitors and Councillors	Alert any staff due to arrive on site soon of the incident and tell them to await further instructions	Reception staff/ Caretaker	1
Assess Impact	Assess the scale of the incident and decide next steps	Town/Deputy Town Clerk	1

When building is unoccupied ie outside office hours and events

Action	Details	Responsible Person(s)	Priority
First person on site to notify Town/Deputy Town Clerk	Do not enter the building	All staff	1
Call Emergency Services	999	All staff	1
Alert Staff	Alert any staff due to arrive on site soon of the incident and tell them to await further instructions	All staff	1
Assess impact	Assess the scale of the incident and decide next steps	Town/Deputy Town Clerk	1
Alert Councillors		Town/Deputy Town Clerk	1

Step 2: Business Continuity

Critical activity	Details	Responsible Person(s)	Priority
Phones	Staff to use personal mobile phones. Contact 4Com to forward office lines to staff mobiles	All admin staff	1
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space. Contact IT support to get systems operational & provide alternative hardware. Re-locate back up tapes	All Staff via Town/Deputy Town Clerk	2
Inform Insurance Company	Contact details: Zurich Jonathan Meiseles Customer Account Manager Direct: 01243 832117 Mobile: 07971009498 The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ	Town/Deputy Town Clerk	1

Post redirection	Via the Postoffice	Town/Deputy Town Clerk	2
Inform residents	If disruption is expected, inform residents via website, social media, local news outlets, radio and noticeboards	All admin staff	1
Financial procedures	Advise bank and ensure key banking services are protected / Re-establish internal key financial procedures	Town Clerk/Deputy Town Clerk	1/2
Support	Request support from principal councils and other partners	All staff	1
Council meetings	Establish alternative arrangements for essential Council/Committee meetings and corporate decision-making. Postpone insofar as appropriate.	Town Clerk/Deputy Town Clerk	2/3
Loss of Council documents due to fire, flood, theft or other causes	Ensure valuable documents stored securely, and scanned electronically where possible.	All admin staff	1

Scenario 2

Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)	Priority
Phones	Contact 4Com to ascertain extent of outage. Contact details: 0333 014 3004	All admin staff	1
Internet	Contact Internet provide to ascertain extent of outage. Town Hall Council Chamber 4Com 0333 014 3004; Admin offices TalkTalk 0345 172 0088	All admin staff	1
Mains power	Contact power provider to ascertain extent of outage. Contact details: Telephone 105	All staff	1

If 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)	Priority
Phones	Staff to use company or personal mobile phones. Contact 4Com to forward office	All admin staff	1

	lines to staff mobiles		
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	All Staff via Town/Deputy Town Clerk	2
IT	Contact Centradata on 0345 2576135	All staff	1
Mains Power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected, contact local shared office providers to rent desk space	All Staff via Town/Deputy Town Clerk	2
Meetings	Move any scheduled meetings and ensure that Councillors and attendees are informed of the change of meeting place	Town/Deputy Town Clerk/admin staff	1
Communication with Councillors	Ensure that emails to Councillors are forwarded and other lines of communication are maintained	All staff	1
Post	Post box to be attended daily if not post to be redirected as required	Reception staff	2

Scenario 3

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)	Priority
Identify interchangeable staff	All members of staff should have a colleague who can perform their role, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business critical activities. In the case of specially trained work (e.g. digging of graves) then identify alternative contractors.	All staff	1
Assess extent of loss	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.	All staff	3
Longer term loss of staff	Alert Personnel Committee to consider appropriate action	Town Clerk	3

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

Step 2: Business Continuity

Critical activity	Details	Responsible Person(s)	Priority
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.	Town Clerk/Personnel	3

Recovery phase

The purpose of the recovery phase is to resume normal working practices for Felixstowe Town Council. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)	Priority
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.	Town Clerk/Personnel	1
Respond to any long-term support needs of staff	Depending on the nature of the incident, Support services may need to be provided	Town Clerk/Deputy Town Clerk	2
Publicise that there is now 'business as usual'	Inform residents through normal channels that Felixstowe Town Council is operating as normal	All admin staff	1
Carry out a debrief of the incident and complete 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.	Town Clerk/Deputy Town Clerk	3
Review this Continuity Plan following 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 and reported to Finance and Governance Committee and approved by Full Council.	Town Clerk/Deputy Town Clerk	3