

# PONTESBURY PARISH COUNCIL

## BUSINESS CONTINUITY PLAN

### Scope

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 a disruption. This plan provides a 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.

### Objective

To ensure the continuation of the business of Pontesbury Parish Council in the event of unforeseen or catastrophic

### Core Business

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

- Website, notice boards, newsletter information and the use of other social media to communicate important and relevant matters
- Public benches, street lighting and defibrillators
- Provision of play area and BMX track
- Horticultural maintenance
- Bus Shelters
- Community building at the Pavilion
- Public toilets in Pontesbury
- Trading Post building leased to Pontesbury Gardener's Association
- Sports fields and Pavilion leased to Pontesbury Sports Association
- Tree maintenance for trees on parish council land and on Hall Bank development
- Grants and community Support
- Acting as a consultee on planning applications to represent the best interests of the parish
- Managing the finances of the Council and using the precept for the benefit of the community
- Liaising with Shropshire Council and other partnership organisations on issues that affect the parish

Pontesbury Parish Council staff operate from home (Clerk, Deputy, Finance Officer) and the Pavilion Building Assistant operates from The Pavilion. Clerk, Deputy, Finance Officer hot desk at The Pavilion when necessary.

### Potential causes of disruption:

#### National disasters / Weather related problems

- a) Storm, tempest, flood and snow
- b) Fire

- c) Terrorism
- d) Air crash
- e) Pandemic

**Failure to**

- a) Equipment
- b) Public Services

**Losses of**

- a) Staff/Councillors through death, illness or injury or resignation, whilst on or off Council duty
- b) Equipment theft breakage or major damage
- c) Loss of Council records through theft, fire or corruption of files
- d) Councillors by any reason which leaves the Council inquorate

<b>Timeline</b>	<b>Mitigation</b>	<b>24 hours</b>	<b>Within 7 days</b>	<b>Within 1 month</b>	<b>Within 3 months</b>
<b>Recovery</b>					
<b>Event</b>	<b>To minimise impact</b>	<b>Immediate response &amp; actions</b>	<b>Response as required by PC operating procedures</b>	<b>Business Continuity to rebuild confidence</b>	
Disaster impacting on the parish	<p>Emergency plan to be drawn up for parish by March 2023 linked to Shropshire Council Emergency Plan</p> <p>This will include a contact list of main Shropshire Council contacts and resources</p>	<p>Chair/Vice-Chair and staff to contact appropriate Shropshire Council department/ emergency services/ Central Government/ NALC Emergency Plan working group meet virtually or in person - draw up action plan to include communications with community. Common Sense and direction suggested by local/central government and emergency services inform action plan put in place</p> <p>Actively listen and monitor any communications from Local/central Government/emergency services/NALC</p>	<p>Full Council review action plan</p> <p>Pavilion Committee to review Emergency Plan and make building available as necessary</p>	<p>Full Council review actions taken, results and way forward in medium and long term</p> <p>Report to community on action taken, results and way forward</p>	<p>Review position and procedure for improvements</p>

Pavilion Building/public toilets/play area unserviceable	<p>Separate Pavilion Business Continuity Plan – below</p> <p>Risk assessments in place for these services/buildings</p>	<p>All affected services/buildings closed if necessary and contact made with tenants of Pavilion building</p> <p>Chair/Vice-Chair and staff to devise plan of action based on advice from relevant bodies</p>	Report to Full Council and communicate with community	<p>Full Council review actions taken, results and way forward in medium and long term</p> <p>Report to community on action taken, results and way forward</p>	Review position and procedure for improvements
Loss of parish council staff due to sudden/longer term illness, incapacity or death	<p>Notes to be made for completion of key tasks including log ins and passwords – held by Chair in safe</p> <p>Use of Office365, offline back-up and IT support in place</p>	<p>Chairman to be informed.</p> <p>Chairman to inform all members.</p> <p>Nominated persons to access computer and collect files etc. Emails and phone calls to be re-directed.</p>	Full Council to decide on temporary cover strategy	<p>Report to Full Council.</p> <p>Provide replacement and/or begin recruitment procedures</p> <p>Claim against key person insurance cover</p>	Review position and procedure for improvements
Death or serious injury to member of staff whilst carrying out Council duties	Training of staff in all activities requiring Health & Safety certification	<p>Clerk/ Chairman to inform all members.</p> <p>Clerk to inform HSE if necessary.</p>	Full Council to decide on temporary cover strategy and response to HSE, if necessary and insurance company	Provide replacement and/or begin recruitment procedures	Review position and procedure for improvements

Loss of Council membership due to multiple resignations (causing Council to be inquorate)	Co- Option of Cllrs	Inform all remaining members of Council/Clerk.  Inform Shropshire Council Monitoring Officer.	Shropshire Council to decide on temporary working strategy for immediate Council business	Instigate by-election procedure/co-option procedure as advised by Shropshire Council.	Review position and procedure for improvements
Loss of parish council staff due to resignation or dismissal	Regular appraisals	Contact SALC for provision of support staff.	Full Council to decide on temporary cover strategy Post/emails/phone to be re-directed	Process of recruitment or temporary cover.  Provide replacement	Review position and procedure for improvements

<b>Timeline</b>	<b>Mitigation</b>	<b>24 hours</b>	<b>Within 7 days</b>	<b>Within 1 month</b>	<b>Within 3 months</b>
<b>Recovery</b>  <b>Event</b>	<b>To minimise impact</b>	<b>Immediate response &amp; actions</b>	<b>Response as required by PC operating procedures</b>	<b>Business Continuity to rebuild confidence</b>	
Loss of Council documents due to fire	Use of Office 365 One Drive Offline back up of data IT support in place	Clerk to inform Chairman.  Inform Insurance company.	Council to review position.	Report incident to Full Council meeting.	Review position and procedure for improvements
Loss of Council electronic data, due to fire, flood, breakdown of theft	Use of Office 365 One Drive Offline back-up of data IT support in place Council laptops encrypted	Clerk to inform Chairman.	Install back up files on portable hard drive	Report incident to Full Council.  Provide replacement equipment.	Review position and procedure for improvements
Loss of Council equipment due to theft or breakdown	Offline back – ups for council staff laptops  Use of Office 365 One Drive	Clerk to inform Chairman.  Report theft to police and insurance company.  Decide on immediate replacement.	Replace in line with current financial regulations.	Report incident to Full Council.  Provide replacement equipment.	Review position and procedure for improvements

<b>Timeline</b>	<b>Mitigation</b>	<b>24 hours</b>	<b>Within 7 days</b>	<b>Within 1 month</b>	<b>Within 3 months</b>
Financial loss This covers under-budgeting and loss of money through fraud, theft, poor accounting systems	Risk assessed in line with Financial Risk assessment adopted  Parish Council has established adequate reserves  Insurance in place to cover major risks	Risk assessed in line with Financial Risk assessment adopted	Risk assessed in line with Financial Risk assessment adopted Extraordinary Full Council Meeting to assess situation	Full Council review actions taken, results and way forward in medium and long term	Full Council review actions taken, results and way forward in medium and long term

## PAVILION BUSINESS CONTINUITY PLAN

<b>Timeline</b>	<b>Mitigation</b>	<b>24 hours</b>	<b>Within 7 days</b>	<b>Within 1 month</b>	<b>Within 3 months</b>
<b>Recovery</b>  <b>Event</b>	<b>To minimise impact</b>	<b>Immediate response &amp; actions</b>	<b>Response as required by PC operating procedures</b>	<b>Business Continuity to rebuild confidence</b>	
Pavilion required to close due to:  Maintenance issue Electrical Failure Fire	Keep maintenance schedule up to date; regular maintenance checks, liaise with PSG, Shropshire Council;	Check maintenance schedule and call-out emergency company as required; Liaise with PSG	If emergency call-out, work to be completed within 7 days.	Check maintenance schedule & liaise with PSG about follow-up visit	Review maintenance schedule and liaise with PSG about follow-up visit
Burst Pipes No Heating	Ensure heating is on timer, set to minimum during prolonged building closures;	Mop up any water escape, bring in dehumidifiers to offset water vapour.	If emergency call-out, work to be completed within 7 days.	Check maintenance schedule & liaise with PSG about follow-up visit	Review maintenance schedule and liaise with PSG about follow-up visit
Blocked drains	To put up signs stating no wet wipes / sanitary produced to be flushed down toilets.	Close toilets as necessary  Ensure all H&S / wet floor signs put up to bring attention to public	If emergency call-out, work to be completed within 7 days.	Check maintenance schedule & liaise with PSG about follow-up visit	Review maintenance schedule and liaise with PSG about follow-up visit
Break-in	Ensure building locked at end of day	Report break-in to Police & get incident no. Report incident no. to insurance company.	If emergency call-out, work to be completed within 7 days.	Check maintenance schedule & liaise with PSG about follow-up visit	Review maintenance schedule and liaise with PSG about follow-up visit



<b>Timeline</b>	<b>Mitigation</b>	<b>24 hours</b>	<b>Within 7 days</b>	<b>Within 1 month</b>	<b>Within 3 months</b>
		Call out company to board up any broken windows/doors as necessary.			
Fire	Call 999 Building not usable, invoke insurance policy	Assess damage	Liaise with PSG and call emergency Council meeting	Damage assessed, Council agree way forward	Agreed way forward underway
Building closure due to lack of staff to supervise / lock-up	Ensure staff have communication methods to bring people in as necessary	Liaise with Chairman to inform and agree a plan of staff supervision within the building	Work with Chairman to either employ a temporary member of staff or use the services of volunteers	Understand the length of time staff will not be available	Recruit to post if necessary
Lack of Broadband	Staff will be unable to access computers, so work on manual tasks if possible. Put a sign up to inform public.	Call out company to fix broadband as soon as possible	If broadband provider, then ensure reported as soon as possible to enable problem to be rectified quickly		
Financial loss This covers under-budgeting and loss of money through fraud, theft, poor accounting systems and loss of income, especially room hire throughout pandemic	Risk assessed in line with Financial Risk assessment adopted  Parish Council has established adequate reserves  Insurance in place to cover major risks	Risk assessed in line with Financial Risk assessment adopted  Use Parish Council reserves to pay bills as required	Risk assessed in line with Financial Risk assessment adopted Extraordinary Full Council Meeting to assess situation	Full Council review actions taken, results and way forward in medium and long term	Full Council review actions taken, results and way forward in medium and long term

Timeline	Mitigation	24 hours	Within 7 days	Within 1 month	Within 3 months
	Regularly advertise room hire & What's On  Develop bank of regular hirers through events				

Other information:

- The Clerk is the first point of contact for all emergencies and business continuity actions.
- The Clerk is to implement all business continuity actions with the exception of the “Clerk” not available actions.
- If the Clerk is not available and urgent action is required the Deputy Clerk, Chair, Vice-Chair or member nominated by the Chair, shall implement all business continuity actions.
- If the Clerk is not available the Deputy Clerk, Chair, or in his/her absence, the Vice-Chair, or a member of the Parish Council nominated by the Chair or Vice-Chair shall implement the “Clerk not available” actions.
- The Clerk/Deputy Clerk are home – working

Review of plan

The business continuity plan to be reviewed on an **annual basis**:

- The Clerk to check that all the contact details are current and correct
- Pontesbury Parish Council to consider whether the critical activities, key risks and contingency plan are comprehensive and sufficient
  - An updated Business Continuity Plan to be given to every member