

# Thame Town Council

## Business Continuity Action Plan

### 1. General Statement

1.1 The Council has a Business Continuity Strategy for responding to an unplanned disruption that affects the Town Hall which includes the provision of the recovery site. Following a disruption, the Clerk will contact all members of the Recovery Team who will then take responsibility for the coordination of the Council's response, and throughout the disruption will:

- provide direction and assistance to service areas with regard to the recovery of service activities
- make decisions on the Council's priorities
- co-ordinate resource requirements across the organisation.

1.2 This Business Continuity Action Plan will support the agreed recovery strategy as well as the recovery of business activities.

### 2. Initial Response

2.1 Once notification of a disaster or disruption has been received, it may be necessary to contact the emergency services and evacuate the Town Hall. The Clerk will notify the Recovery Team and will ensure the following procedures are undertaken.

Activity	Completed	By Whom	When
Call emergency services			
Evacuate the premises			
Direct everyone to stand at Assembly Point (Clarks shoe shop)			
Pick up "Grab Bag"			
Roll Call			
Ensure all staff and visitors' areas are safe Restrict access to affected incident officers at the scene			
Liaise with emergency services			
Record details of any casualties			
Inform next of kin of any staff casualty			
Execute any relevant media communication			

2.2 The key objectives immediately following a disruption are outlined in the following table. Against each objective are the actions to be followed to ensure the objective is met, together with a tick box to record when the action is completed.

### 2.3 IT Only Incident:

Objective	Action	Assigned to:	✓
Assess the situation	<b>Assess</b> the likely impact on the Council <b>If minor</b> , the Clerk will work with Council's IT provider, Triumph Technologies, to discuss and agree action. <b>If major</b> , assess whether need to relocate to the recovery site.	Clerk	
Invoke the Business Continuity Action Plan	<b>Confirm</b> whether the server can be rebuilt <b>Confirm</b> whether a new server is required <b>Confirm</b> whether a server back-up is required from Triumph and for how long	Clerk	
Contact the Recovery Team	<b>Brief</b> the Recovery Team	Clerk	
Notify staff	<b>Inform</b> Council staff of the disruption and advise them of the current situation	Clerk/Office Administration Manager	
Move to recovery stage	<b>Decide</b> whether the server is to be rebuilt and the time frame involved <b>Decide</b> whether a new server is to be purchased	Clerk/Office Administration Manager	

### 2.4 Building Related Incident

Objective	Action	Assigned to:	✓
Notification during office hours	<b>All staff</b> will be notified of an incident and advised of any action required. <b>If instructed</b> to do so, all staff should evacuate the building and report to the assembly point outside Clarks.	Clerk	
Notification of incident outside office hours	<b>The Clerk</b> will decide what message should be given to staff <b>Initiate</b> a call cascade, contacting all staff using Appendix A2 <b>Follow</b> the contact procedures in Appendix B <b>Tell</b> staff what has happened and what they are required to do (e.g. make way to designated recovery site) <b>Advise</b> how and when future updates will be communicated. Log all calls using Appendix B2.	Clerk	
The Recovery Team	<b>Recovery Team will :</b> <b>provide</b> direction and guidance during the disruption. <b>implement</b> the Action Plan. <b>agree</b> how updates/progress will be reviewed and communicated to all staff and councillors <b>review</b> critical activities and confirm recovery requirements listed in Appendix C2 (people, workplace systems and other resources).	Recovery Team	
Move to Recovery Phase	If the Recovery Team decides to invoke business recovery arrangements, follow the Business Recovery Actions in Section 3.	Recovery Team	

### 3. Business Recovery

This section provides details of the actions required to recover the critical activities undertaken by Council staff. In the event of a disruption, the Recovery Team will relocate to the Recovery site at the Maintenance Depot. The Business Continuity Strategy includes the provision of workspace accommodation for staff, new office furniture and equipment, IT equipment and server and telephony equipment.

#### 3.1 Assessing the Impact

Objective	Action	Assigned to:	✓
Access the impact of the disruption	<p><b>Assess</b> any impact the disruption will have on the Council's critical activities and any current issues to be considered.</p> <p><b>Develop</b> a prioritised Action Plan, incorporating the objectives and actions outlined in 3.2 and 3.3 below.</p> <p><b>Any</b> issues/concerns must be discussed by the Recovery Team.</p>	Recovery Team	

#### 3.2 Critical Activities

The Recovery Team will provide direction and guidance to assist the recovery of the Council's critical activities. The actions below must be followed and recorded when they have been completed or when services have been reinstated.

Objective	Action	Assigned to:	✓
Review Critical Activities	<p><b>Review</b> actions necessary to carry out critical activities.</p> <p><b>Arrange</b> for the retrieval of any vital records Appendix D.</p>	Recovery Team	
Arrange for staff to relocate to the recovery site – The Maintenance Depot	<p><b>Staff</b> to go to the recovery site</p> <p><b>Establish</b> which staff will relocate to the Recovery Site and when that will be</p> <p><b>Contact</b> the appropriate staff members and brief them on:</p> <ul style="list-style-type: none"> <li>• When they should go to the recovery site</li> <li>• Any special arrangements</li> </ul>	Recovery Team	
Retrieve the latest back-up tape	<p><b>If</b> the disruption occurs overnight, the Office Administration Manager will bring the back-up tape with her from home, and will liaise with the Council's IT provider, Triumph.</p> <p>This will be used once the server is operational.</p>	Office Administration Manager	
Re-assign the telephony equipment	<p><b>Confirm</b> if more telephone lines are required.</p> <p><b>Contact</b> the Council's telephone system provider, Incom, to provide emergency telephony and arrange for an engineer to visit the recovery site.</p>	Recovery Team	
Build/Restore the Server	<p><b>The Server</b> will be built and restored by the Council's IT provider, Triumph. If applicable, an emergency server will be provided or a new server will need to be purchased.</p>	Recovery Team	

<b>Objective</b>	<b>Action</b>	<b>Assigned to:</b>	✓
New IT Equipment	<b>New</b> computers may need to be obtained if the ones at the town hall are rendered unusable. The Council's IT supplier, Triumph, will advise and will purchase new hardware accordingly. New software will also be purchased.	Recovery Team	
Establish IT capability	<b>Connect</b> the server at the recovery site and test accordingly. <b>Establish</b> reconnection of Council's website over the internet.	Recovery Team	
Test Systems	<b>Once</b> tests are complete, staff may use their computers at the recovery site.	Recovery Team	
Provide an ongoing IT support at the recovery site	<b>Establish</b> new back-up routine for server	Recovery Team	
Review issues and priorities	<b>Reassess</b> issues and priorities at regular intervals. <ul style="list-style-type: none"> <li>• Status of Town Hall</li> <li>• Status of critical activities</li> <li>• Staff issues</li> <li>• Resource issues</li> <li>• Insurance status</li> <li>• Media attention/Reaction</li> </ul> <b>Communicate</b> relevant daily updates to staff and councillors	Recovery Team	
Confirm work space requirements	<b>Identify</b> how many work stations are required in the recovery site – the Maintenance Depot <b>Consider</b> whether workspace away from recovery site could be utilized, e.g. the Barns Centre <b>Be</b> aware of any other options required	Recovery Team	
Contact Council's Insurance Company	Contact WPS to log the incident. Record what damage has occurred. Establish any disaster recovery opportunities within current insurance policy.	Clerk/Office Administration Manager	

### 3.3 Maintaining Communication

<b>Objective</b>	<b>Action</b>	<b>Assigned to:</b>	✓
Maintain communication	<b>Use</b> the status report in Appendix E1 to record information on the current operational situation for: <ul style="list-style-type: none"> <li>• Staff issues</li> <li>• Service issues</li> <li>• Other resource issues</li> </ul> <b>Confirm</b> how any IT, HR, etc. issues should be dealt with. <b>Agree</b> any messages to be cascaded to staff. <b>Agree</b> any messages to be given to external organisations, other councils, as well as the Media. Use Appendix E2 to keep a log of events.	The Recovery Team	

<b>Objective</b>	<b>Action</b>	<b>Assigned to:</b>	✓
Update external organisations as necessary	<p><b>Review</b> external contacts in Appendix A5 Identify which external organisations should be contacted including the media.</p> <p><b>Ensure</b> all Recovery Team members are clear what message to be given to external organisations</p> <p><b>Establish</b> contact points for each external organisation</p> <p><b>Contact</b> and update external organisations including the media when necessary.</p>	Recovery Team	
Ensure effective ongoing communication with staff and councillors	<p><b>Ensure</b> the Recovery Team are clear about the message to be given to staff</p> <p><b>Review</b> the contact procedures and contact all staff using the staff and councillors contact list in Appendices A2 and A4 and update them on the situation. If next of kin need to be contacted, Appendix 3 is to be used</p> <p><b>Be</b> aware of any staff welfare issues that need to be discussed</p> <p><b>Communicate</b> regularly with staff to provide reassurance and to keep them informed of what might be expected of them.</p>	Recovery Team	
Establish Timeline	<p><b>Establish</b> a timeline with regard to reoccupation of the Town Hall.</p> <p><b>Discuss</b> with WPS, the Town Council's insurance company, the necessary cover and how this will be effective.</p> <p><b>Reinstate</b> standing orders, financial procedures and council protocols.</p> <p><b>Decide</b> when future Council meetings will be held.</p>	Recovery Team	

## Appendix A: Contact Details

### A.1 The Recovery Team

Name	Job title/Role	Email
Graham Hunt	Town Clerk	<a href="mailto:graham.hunt@thametowncouncil.gov.uk">graham.hunt@thametowncouncil.gov.uk</a>
Morag Robinson	Office Administration Manager	<a href="mailto:morag.robinson@thametowncouncil.gov.uk">morag.robinson@thametowncouncil.gov.uk</a>
Janine Howells	Asset Manager	<a href="mailto:janine.howells@thametowncouncil.gov.uk">janine.howells@thametowncouncil.gov.uk</a>
Cassie Pinnells	Community Services Manager	<a href="mailto:cassie.pinnells@thametowncouncil.gov.uk">cassie.pinnells@thametowncouncil.gov.uk</a>
Tom Wyse	Mayor	<a href="mailto:linda.emery@thametowncouncil.gov.uk">linda.emery@thametowncouncil.gov.uk</a>
Linda Emery	Deputy Mayor	<a href="mailto:nichola.dixon@thametowncouncil.gov.uk">nichola.dixon@thametowncouncil.gov.uk</a>
Mike Dyer	Chairman Policy & Resources Committee	<a href="mailto:mike.dyer@thametowncouncil.gov.uk">mike.dyer@thametowncouncil.gov.uk</a>
Helena Fickling	Chairman Planning & Environment Committee	<a href="mailto:helena.fickling@thametowncouncil.gov.uk">helena.fickling@thametowncouncil.gov.uk</a>
Nichola Dixon	Chairman Community, Leisure & Recreation Committee	<a href="mailto:nigel.champken-woods@thametowncouncil.gov.uk">nigel.champken-woods@thametowncouncil.gov.uk</a>
Bob Austin	Chairman Neighbourhood Plan Continuity Committee	<a href="mailto:bob.austin@thametowncouncil.gov.uk">bob.austin@thametowncouncil.gov.uk</a>

## A.2 Staff List

<b>Name</b>	<b>Job Title</b>	<b>Status</b>
Andrea Oughton	Committee Services Officer	F/T
Becky Reid	Market Town Co-Ordinator	P/T
Cassie Pinnells	Community Services Manager	F/T
David Gander	Car Park Attendant	P/T
David Reed	Car Park Attendant	P/T
Graeme Markland	Neighbourhood Plan Continuity Officer	F/T
Graham Hunt	Town Clerk	F/T
Jane Webster	Customer Services Officer	F/T
Janine Howells	Asset Manager	F/T
Lindsey Messenger	Cleaner	P/T
Lizzie Fuller	Community Project Support Officer	F/T
Mark Croake	Maintenance Assistant	F/T
Mark Pinnells	Maintenance Supervisor	F/T
Morag Robinson	Office Administration Manager	P/T
Rosie Collins	Administration Officer	F/T
Roberta Silva	Car Park Attendant	P/T
Roy Edwards	Caretaker	P/T

## A.4 Councillors

Name	Address	E-mail
Bob Austin	9 Fanshawe Road, Thame OX9 3LF	bob.austin@thametowncouncil.gov.uk
David Bretherton	33 Towersey Drive Thame OX9 3NR	david.bretherton@thametowncouncil.gov.uk
Don Butler	15 Ludlow Drive Thame OX9 3XS	don.butler@thametowncouncil.gov.uk
Nigel Champken-Woods	27 Ludsdan Road Thame OX9 3BY	nigel.champken-woods@thametowncouncil.gov.uk
Paul Cowell	8 Harrison Place Thame OX9 3TB	paul.cowell@thametowncouncil.gov.uk
Mike Deacock	3 Bridge Terrace Thame OX9 3LU	<a href="mailto:mike.deacock@thametowncouncil.gov.uk">mike.deacock@thametowncouncil.gov.uk</a>
Nichola Dixon	42 Kings Close Thame OX9 3DB	<a href="mailto:nichola.dixon@thametowncouncil.gov.uk">nichola.dixon@thametowncouncil.gov.uk</a>
David Dodds	3 Gadge Close Thame OX9 2BD	<a href="mailto:david.dodds@thametowncouncil.gov.uk">david.dodds@thametowncouncil.gov.uk</a>
Mike Dyer	10 Swan Walk Thame OX9 3HN	<a href="mailto:mike.dyer@thametowncouncil.gov.uk">mike.dyer@thametowncouncil.gov.uk</a>
Linda Emery	21 Maple Road Thame OX9 2BH	linda.emery@thametowncouncil.gov.uk
Helena Fickling	The Old Bell Moreton OX9 2HX	helena.fickling@thametowncouncil.gov.uk
Catherine Jones	3 Griffin Road Thame OX9 3LB	catherine.jones@thametowncouncil.gov.uk
Peter Lambert	The Cross Keys P H East Street Thame OX9 3JS	peter.lambert@thametowncouncil.gov.uk
Ann Midwinter	16 Ludsdan Grove Thame OX9 3BZ	ann.midwinter@thametowncouncil.gov.uk
Mary Stiles	3 Willow Road Thame OX9 3BE	mary.stiles@thametowncouncil.gov.uk
Tom Wyse	63 Ludsdan Grove Thame OX9 3BY	tom.wyse@thametowncouncil.gov.uk



## A.5 External Contacts

<b>Payroll</b>	Moorepay	0870 850 2581
<b>Insurance</b>	WPS	01752 670440
<b>Accounts</b>	RBS Software Support	01793 731296
	Accounting Solutions DCK Beavers Ltd	01793 739110
<b>IT</b>	Triumph Technology	01844 261555
<b>Stationery</b>	Lyreco	0845 7676999
<b>Office Furniture</b>	ACS	01908 222922
<b>Alarm</b>	Oakpark Alarms Security Services Office Hours: Out of Hours	01296 713010 02392 242026
<b>Security</b>	R & R Frontline Services Ltd 1 <sup>st</sup> Contact No. (24hr mobile) 2 <sup>nd</sup> Contact No. Control Room Office	07764 160219 07785 354010 01865 712222 01865 304086
<b>Telephone</b>	Incom Business Systems Ltd	0870 755 7900
<b>Alarm</b>	Redcare Outside Office Hours Southern Monitoring Ltd.	0870 242 2220
<b>Lift</b>	Chiltern Lift Company Ltd	01628 527414
<b>Website</b>	Connect Internet Solutions	0151 282 4333
<b>Media</b>	Thame.net Thame Gazette Oxford Mail BBC Oxford Mix96	editor@thamenews.net thame.gazette@jpress.co.uk news@oxfordmail.co.uk oxford@bbc.co.uk news@mix96.co.uk

## **Appendix B: Communicating with Staff**

### **B.1 Call Procedures**

Use the following guidelines when notifying staff of an incident. Before making any calls, decide what you want to say and what you want the person you are calling to do. Update the Telephone Log (B.2) after each call to confirm whether or not contact has been made, with any relevant comments.

- Give a brief report of the current situation, speaking calmly and clearly
- Provide details of the location from where the recovery process will be coordinated, together with a contact telephone number they can call
- Check that the person you are calling is fit, able and available for work
- Ask the person to stand by and await further instructions, work from home or go to a specified recovery site as required (confirm arrangements and timescales)
- Tell staff not to discuss the situation with anyone external to the Council

#### **Staff Unavailable**

- If the phone is engaged or there is no reply, call again later or try another contact number
- If someone else answers or you reach an answering machine, leave a message asking the person to call you as soon as possible. Try another number.

**B.2 Telephone Log**

This log should be updated for each telephone call made.

<b>Name</b>	<b>Telephone No.</b>	<b>Time of Call.</b>	<b>Response/Comments</b>

**Appendix C:**

**C.2 Recovery Requirements**

<b>What</b>	<b>How soon needed</b>	<b>Current recovery estimate</b>	<b>Comments</b>
Telephones + numbers			
IT equipment			
New server			
Furniture			
Payroll			
Insurance			

**Appendix D: Vital Records**

**D.1**

Copies of the documents below are held by the following persons, or kept in the following locations:

<b>Item</b>	<b>Medium</b>	<b>Person Responsible</b>	<b>Location</b>	<b>Retrieval Instructions</b>
Personnel Files	Hard copy/IT	Office Administration Manager	Office	
Payroll Details	Hard copy/IT	Office Administration Manager	Office	
Financial Records	Hard copy/IT	Office Administration Manager	Office	
Council Records	Hard copies/IT	Committee Services Officer	Office	
Documents Fire Proof Safe	Hard Copies/IT	Office Administration Manager	Office	Retrieved from Safe

## Appendix E: Forms

### E.1 Service Area Status Report

Name:

Date/Time:

Service Area:

Issues	Comments
Overall situation	
Staff (include health & safety, welfare and communication issues)	
Activities/Services	
IT & Telecoms	
Building & Facilities	
Additional Resources Required	
External Organisations	

**Appendix E: Forms**

**E.2 Log of Events**

**Name:**

<b>Date/Time</b>	<b>Occurrence</b>	<b>Action Taken – comments</b>