

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	Assess the likely impact on the Council If minor , the Clerk will work with Council's IT provider, Triumph Technologies, to discuss and agree action. If major , assess whether need to relocate to the recovery site.	Clerk	
Invoke the Business Continuity Action Plan	Confirm whether the server can be rebuilt Confirm whether a new server is required Confirm whether a server back-up is required from Triumph and for how long	Clerk	
Contact the Recovery Team	Brief the Recovery Team	Clerk	
Notify staff	Inform Council staff of the disruption and advise them of the current situation	Clerk/Office Administration Manager	
Move to recovery stage	Decide whether the server is to be rebuilt and the time frame involved Decide 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	All staff will be notified of an incident and advised of any action required. If instructed to do so, all staff should evacuate the building and report to the assembly point outside Clarks.	Clerk	
Notification of incident outside office hours	The Clerk will decide what message should be given to staff Initiate a call cascade, contacting all staff using Appendix A2 Follow the contact procedures in Appendix B Tell staff what has happened and what they are required to do (e.g. make way to designated recovery site) Advise how and when future updates will be communicated. Log all calls using Appendix B2.	Clerk	
The Recovery Team	Recovery Team will : provide direction and guidance during the disruption. implement the Action Plan. agree how updates/progress will be reviewed and communicated to all staff and councillors review 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>Assess any impact the disruption will have on the Council's critical activities and any current issues to be considered.</p> <p>Develop a prioritised Action Plan, incorporating the objectives and actions outlined in 3.2 and 3.3 below.</p> <p>Any 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>Review actions necessary to carry out critical activities.</p> <p>Arrange 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>Staff to go to the recovery site</p> <p>Establish which staff will relocate to the Recovery Site and when that will be</p> <p>Contact the appropriate staff members and brief them on:</p> <ul style="list-style-type: none"> • When they should go to the recovery site • Any special arrangements 	Recovery Team	
Retrieve the latest back-up tape	<p>If 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>Confirm if more telephone lines are required.</p> <p>Contact 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>The Server 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	

Objective	Action	Assigned to:	✓
New IT Equipment	New 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	Connect the server at the recovery site and test accordingly. Establish reconnection of Council's website over the internet.	Recovery Team	
Test Systems	Once tests are complete, staff may use their computers at the recovery site.	Recovery Team	
Provide an ongoing IT support at the recovery site	Establish new back-up routine for server	Recovery Team	
Review issues and priorities	Reassess issues and priorities at regular intervals. <ul style="list-style-type: none"> • Status of Town Hall • Status of critical activities • Staff issues • Resource issues • Insurance status • Media attention/Reaction Communicate relevant daily updates to staff and councillors	Recovery Team	
Confirm work space requirements	Identify how many work stations are required in the recovery site – the Maintenance Depot Consider whether workspace away from recovery site could be utilized, e.g. the Barns Centre Be aware of any other options required	Recovery Team	
Contact Council's Insurance Company	Contact BHIB 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

Objective	Action	Assigned to:	✓
Maintain communication	Use the status report in Appendix E1 to record information on the current operational situation for: <ul style="list-style-type: none"> • Staff issues • Service issues • Other resource issues Confirm how any IT, HR, etc. issues should be dealt with. Agree any messages to be cascaded to staff. Agree 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	

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

A.4 Councillors

Name	Address	Tel. No.	E-mail
Bob Austin	9 Fanshawe Road, Thame OX9 3LF	214813 07840359490	bob.austin@thametowncouncil.gov.uk
David Bretherton	33 Towersey Drive Thame OX9 3NR	215178 07940307882	david.bretherton@thametowncouncil.gov.uk
Nigel Champken-Woods	27 Ludsdan Road Thame OX9 3BY	215629 07792993301	nigel.champken- woods@thametowncouncil.gov.uk
Paul Cowell	8 Harrison Place Thame OX9 3TB	218479 07714793623	paul.cowell@thametowncouncil.gov.uk
Mike Deacock	3 Bridge Terrace Thame OX9 3LU	07770537858	mike.deacock@thametowncouncil.gov.uk
Adrian Dite	Old Pound Cottage, 46 Wellington Street, OX9 3BN	213481 07540542358	adrian.dite@thametowncouncil.gov.uk
David Dodds	3 Gadge Close Thame OX9 2BD	212891 07710401842	david.dodds@thametowncouncil.gov.uk
Mike Dyer	10 Swan Walk Thame OX9 3HN	07973440229	mike.dyer@thametowncouncil.gov.uk
Linda Emery	21 Maple Road Thame OX9 2BH	261064 07805229556	linda.emery@thametowncouncil.gov.uk
Helena Fickling	The Old Bell Moreton OX9 2HX	213326 07850951008	helena.fickling@thametowncouncil.gov.uk
Sonja Francis	4 Langdale Road, Thame, OX9 3WB	216558 07792487030	sonja.francis@thametowncouncil.gov.uk
Kate Gregory	12 Chestnut Avenue, Thame, OX9 2AP	07825388418	kate.gregory@thametowncouncil.gov.uk
Catherine Jones	3 Griffin Road Thame OX9 3LB	213947 07966949590	catherine.jones@thametowncouncil.gov.uk
Ann Midwinter	16 Ludsdan Grove Thame OX9 3BZ	212791	ann.midwinter@thametowncouncil.gov.uk
James Tipping	25 Webster Close, Thame, OX9 3TU	07557508513	james.tipping@thametowncouncil.gov.uk
Tom Wyse	63 Ludsdan Grove Thame OX9 3BY	07935750914	tom.wyse@thametowncouncil.gov.uk

A.5 External Contacts

Payroll	Moorepay	0870 850 2581
Insurance	BHIB	03300130036
Accounts	RBS Software Support	01793 731296
	Accounting Solutions DCK Beavers Ltd	01793 739110
IT	Triumph Technology	01844 261555
Stationery	Lyreco	0845 7676999
Office Furniture	ACS	01908 222922
Alarm	Gelson Security: Office Hours	07590513023
	Securi-Guard Out of Hours	01752 204911
Security	Oxford Security Services Ltd	07709984797 01865 751605
Telephone	Incom Business Systems Ltd	0870 755 7900
Alarm	Redcare Outside Office Hours Southern Monitoring Ltd.	0844 871 2223
Lift	Chiltern Lift Company Ltd Office	01628 527414
	Out of Hours	01628 529247
Website	Connect Internet Solutions	0151 282 4333
Media	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 co-ordinated, 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.

Name	Telephone No.	Time of Call.	Response/Comments

Appendix C:

C.2 Recovery Requirements

What	How soon needed	Current recovery estimate	Comments
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:

Item	Medium	Person Responsible	Location	Retrieval Instructions
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:

Date/Time	Occurrence	Action Taken – comments