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 sites. 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 regarding 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 or Depot. The Clerk will notify the Recovery Team and will ensure the following procedures are undertaken.

Activity	Completed	By Whom	When
Evacuate the premises			
Call emergency services			
Direct everyone to stand at Assembly Point (Biagio Jewellers for Town Hall and for Depot by the front gate			
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 (no service or cyber security 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, Redsquid, to discuss and agree action. **If major**, assess whether need to relocate to the recovery site or work from home.	Clerk	
Contact the Recovery Team	**Brief** the Recovery Team	Clerk	
Notify staff	**Inform** Council staff and **Councillors where applicable** of the disruption and advise them of the current situation	Clerk / Corporate Services Manager & RFO	
Notify Public	**Inform the general public regarding any building risk**	Communications Team	
Move to recovery stage	All IT is now cloud based, if any technical issues contact IT Helpdesk at Redsquid	Clerk / Corporate Services Manager & RFO	

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 **and public** should evacuate the building and report to the assembly point outside Biagios **The Depot assembly point is by the front gate**	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 Communications Team	To Inform externally if risk wider to public		
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 or work remotely from home if required. The Business Continuity Strategy includes the provision of workspace accommodation for staff, new office furniture and equipment, IT equipment with cloud-based access and telephone equipment. Also consider delivery of grounds /maintenance services if Depot was not operational e.g. following fire

3.1 Assessing the Impact

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

3.2 Critical Activities

The Recovery Team will provide direction and guidance to assist the recovery of when they have been completed or when services have been reinstated.

Objective	Action	Assigned to:	✓
Review Critical Activities	**Review** actions necessary to carry out critical activities. **Arrange** for the retrieval of any vital records Appendix D.	Recovery Team	
Arrange for staff to relocate to the recovery site – The Maintenance Depot	**Staff** to go to the recovery site or work from home **Establish** which staff will relocate to the Recovery Site and commencement date **Contact** the appropriate staff members and brief them on: • when they should go to the recovery site if not working from home • any special arrangements	Recovery Team	
Council Meetings	**Council** Meetings can be rescheduled or held at an alternative location (to be agreed) dependent on availability of alternative venues at time of disaster.	Recovery Team	
Re-assign the telephone equipment	**Confirm** if more telephone lines are required. **Contact** the Council's telephone system provider, BT, to provide emergency telephone and arrange for an engineer to visit the recovery site.	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, Redsquid, will advise and will purchase new hardware accordingly. New software will also be purchased.	Recovery Team	
Establish IT capability	**Connect via cloud** at the recovery site or at home. **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 or at home.	Recovery Team	
Review issues and priorities	**Reassess** issues and priorities at regular intervals: • status of Town Hall • status of critical activities • staff issues • resource issues • insurance status • media attention/reaction **Communicate** relevant daily updates to residents, staff and Councillors.	Recovery Team	
Confirm workspace requirements	**Identify** how many workstations are required in the recovery site – the Maintenance Depot **Consider** whether workspace away from recovery site could be utilized, i.e home **Be** aware of any other options required	Recovery Team	
Contact Council's Insurance Company	Contact Zurich to log the incident. Record what damage has occurred. Establish any disaster recovery opportunities within current insurance policy.	Clerk/Corporate Services Manager & RFO	

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: • 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.	Recovery Team	

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

Appendix A: Contact Details

A.1 The Recovery Team

Personal phone details to be redacted if published in public domain

Name	Job title/Role	Contact Number	Email
Mandy Sturdy	Town Clerk		mandy.sturdy@thametowncouncil.gov.uk
Karen Slater	Corporate Services Manager & RFO		karen.slater@thametowncouncil.gov.uk
Andrea Oughton	Operations Manager		andrea.oughton@thametowncouncil.gov.uk
Cassie Pinnells	Community Services Manager		cassie.pinnells@thametowncouncil.gov.uk
Lizzie Fuller	Communications Manager		lizzie.fuller@thametowncouncil.gov.uk
Andy Gilbert	Mayor		andy.gilbert@thametowncouncil.gov.uk
Andy Wainwright	Deputy Mayor		Andy.Wainwright@thametowncouncil.gov.uk
Mike Dyer	Chair Corporate Governance		mike.dyer@thametowncouncil.gov.uk
Martin Baines	Chair Planning		martin.baines@thametowncouncil.gov.uk
Paul Cowell	Chair Community Services		paul.cowell@thametowncouncil.gov.uk
Catherine Jones	Chair Environment and Assets		Catherine.jones@thametowncouncil.gov.uk

A.2 Staff List

Personal phone details to be redacted if published in public domain

Name	Home/Work Mobile Number	Job Title	Status
		Maintenance Assistant	F/T
		Operations Manager	P/T
		Environmental Project Officer	P/T
		Horticulture Apprentice	F/T
		Community Events Officer	P/T

		Community Services Manager	F/T
		Maintenance Assistant	F/T
		Finance Administration Officer	P/T
		Neighbourhood Plan Continuity Officer	F/T
		Communications Apprentice	F/T
		Administration Officer & PA to the Mayor	F/T
		Committee Services Officer	P/T
		Corporate Services Manager & RFO	F/T
		Cleaner	P/T
		Communications Manager	F/T
		Town Clerk	F/T
		Maintenance Assistant	F/T
		Maintenance Supervisor	F/T
		Customer Services Officer	P/T
		Caretaker	P/T

A.3 Staff – Next of Kin Details

Personal details to be redacted if published in public domain

Staff Member	Next of Kin	Contact Tel. No.

Name	Address	Tel. No.	E-mail
Martin Baines			martin.baines@thametowncouncil.gov.uk
David Bretherton			david.bretherton@thametowncouncil.gov.uk
Paul Cowell			paul.cowell@thametowncouncil.gov.uk
David Dawson			david.dawson@thametowncouncil.gov.uk
Adrian Dite			adrian.dite@thametowncouncil.gov.uk
David Dodds			david.dodds@thametowncouncil.gov.uk
Hilary Dollman			hilary.dollman@thametowncouncil.gov.uk
Mike Dyer			mike.dyer@thametowncouncil.gov.uk
Linda Emery			linda.emery@thametowncouncil.gov.uk
Andy Gilbert			andy.gilbert@thametowncouncil.gov.uk
Catherine Jones			catherine.jones@thametowncouncil.gov.uk
Sue McGarry			Sue.mcgarry@thametowncouncil.gov.uk
Helena Richards			helena.richards@thametowncouncil.gov.uk
Paul Swan			paul.swan@thametowncouncil.gov.uk
Andrew Wainwright			andy.wainwright@thametowncouncil.gov.uk
William Wilde			William.wilde@thametowncouncil.gov.uk

A.5 External Contacts

Payroll	Moorepay	0345 373 0613
Insurance	Zurich	0800 028 0336
Accounts	Rialtas Business Solutions (RBS Software Support)	01793 731296
	DCK Accounting Solutions	01793 739110
IT	Redsquid	01844 261555
Stationery	Lyreco	0845 7676999
Office Furniture	Abbotts Office Solutions	01844 268360
Alarm	Gelson Security: Office Hours Securi-Guard Out of Hours	 07590513023 01752 204911
Security	Oxford Security Services Ltd	01865 751605 07709984797
Telephone	BT	01494 972 000
Alarm	Redcare Outside Office Hours Securi-Guard	 01752 204911
Lift	Chiltern Lift Company Ltd Office Out of Hours	 01628 527414 01628 529247
Website	Connect Internet Solutions	0151 282 4333
Media	Oxford Mail BBC Oxford Greatest Hits Radio Red Kite Radio	news@oxfordmail.co.uk oxford@bbc.co.uk 0333 2020402 01844 299107

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.

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			
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	Corporate Services Manager & RFO	Office	
Payroll Details	Hard copy/IT	Corporate Services Manager & RFO	Office	
Financial Records	Hard copy/IT	Corporate Services Manager & RFO	Office	
Council Records	Hard copies/IT	Committee Services Officer	Office / Basement	
Documents Fire-proof Safe	Hard Copies/IT	Corporate Services Manager & RFO	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