

Business Continuity Plan

1. Title

The title of this plan is The Laverstock & Ford Parish Council Business Continuity Plan, hereinafter referred to as the BCP.

2. Purpose

The purpose of this BCP is to prepare the 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.

3. Scope

The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide functions/services in the event of a disruption by whatever cause. Whilst this is not a statutory duty for a Parish Council, it is Laverstock & Ford Parish Council's intention to recognise the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruptions to the day to day running of the Council. This plan identifies, at Appendix A, the instances of event disruption, the impact minimisation, 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 the Council's area of responsibility.

4. Objective

The objective of this plan is to ensure that the council can maintain a level of service for our residents, visitors, and stakeholders, commensurate with our resources and capabilities. Our aim is to resume normal business operations as soon as is reasonably practicable to do so.

5. Outcomes

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

6. Core Business of Laverstock & Ford Parish Council

The Council provide local services to its residents which includes the provision of:

- Website, notice board, newsletter information and the use of other social media to communicate important and relevant matters.
- Signs, benches, and waste bins
- Bus Shelters
- Buildings, including Parish Council Office, Laverstock Village Hall, Old Sarum Community Centre, and Hampton Park Pavilion
- Footpaths
- Maintenance of green areas, trees, and hedges

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- Management of play areas, Skatepark, Ball Courts, Outdoor Gym, and Trim Trails
- 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
- Consulting with Wiltshire Council and other partner organisations on issues that affect the parish.

7. Our Stakeholders

Our stakeholders include the residents of Laverstock, Ford, Bishopdown Farm, Old Sarum, Longhedge, Hampton Park, Riverdown Park, and part of Milford, visitors to the parish and any other individual who qualifies to use the services we provide.

8. Role of Parish Councillors

Parish Councillors are democratically accountable to residents of their Wards. The overriding duty of Councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

9. Key Personnel

If a disaster occurs within the parish or the surrounding area and has a direct impact upon our ability to function, the members of the parish council and staff tasked with enacting and managing this plan are identified as follows:

Parish Clerk*

Parish Council Chair

Operations Officer

Ops Committee Chair

Communications & Community Engagement Officer

Responsible Finance Officer and Deputy Clerk*

Those key staff roles annotated with an * have been identified as occupying roles defined as Single Point of Failure (SPoF) (roles that require specific skills, experience, delegated authority and/or qualifications), and for which special provision must be made if they become incapacitated for periods in excess of 48 hours.

10. Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the council. Management must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, especially if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider helping those staff who have been affected.

11. Initiating the Plan

The need to initiate the BCP may be dictated by a sudden dynamic and unforeseen event, or we may witness unfolding events over a period of time that may be hours or days. In either case it will be necessary to formally initiate the BCP. In the case of a dynamic event, this decision will initially be taken by the Parish Clerk and the Parish Chair (or their deputies in case of absence) and ratified by a retrospective resolution of the Full Council at an Extraordinary General Meeting.

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12. Scheme of Delegation and Emergency Financial Expenditure

Time critical functions would include;

- Submission of precept request
- Authorisation of Payments
- Response to Planning Applications

Financial Regulations allow for the Clerk and RFO plus one councillor to authorise payments in an emergency. The FGP Committee may wish to consider an uplift of the delegated spend to the Clerk and RFO in the event of emergency.

13. Communications

The Parish Clerk will communicate and inform councillors and staff members of the need to initiate the BCP and will also provide guidance in respect of the initial response to the event. Thereafter, updates on the developing/emerging issues will be communicated by the CCEO.

14. Potential Causes of Disruption

A. Damage caused by-

- 1) Storm, Flood and Snow
- 2) Fire
- 3) Terrorism
- 4) Air, Road and Rail Crash

B. Failures to-

- 1) Equipment; including telephony, internet, and council website outage
- 2) Public Services (which have an impact on the Parish)

C. Losses of-

- 1) Staff, through death, illness or injury or resignation, whilst on or off Council duty
- 2) Staff due to industrial action
- 3) Councillors, by any reason, which will leave the Council inquorate
- 4) Services due to contractors business collapse/industrial action
- 5) Finance or access to finance because of criminal activity or failures in the banking system

15. Initial Response

The initial response of the Parish Council will be dependent on the type and severity of the incident and its location. It may be that our response can be coordinated from within existing resources and premises, or it may be necessary to convene the key personnel at an off-site centre such as a community centre or village hall. The decision on whether to convene the key personnel or manage the incident/event from existing resources should be taken at an early stage and communicated to all councillors and staff.

16. Briefing of Councillors and Staff

It is essential that Laverstock & Ford Parish Councillors and Staff are briefed prior to responding to the incident and on resumption of normal services. A post incident review will be carried out by the Parish Clerk, Operations Officer and Chair of Ops WG and a report will be produced for consideration of Full Council.

17. Key Contacts

The key Contact list at Appendix B will be reviewed and updated on a regular basis by the Operations Staff. A hard copy of the key contacts will be kept in the parish office filing cabinet number 3.

18. Event Prioritisation

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Events will be prioritised according to the immediacy for the requirement of their reinstatement to normal function. The list of priorities , which will be shown at column A to Appendix A include;

- Priority 1 - is an essential function needing to be restored within 0-24 hours.
- Priority 2 - is an important function needing to be restored within 3 days.
- Priority 3 - is a function which can be restored progressively after 14 days.
- Time Critical Functions - are functions which become more important to re-instate depending upon the time of the week, month or year etc.

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Appendix A – Event, Impact, Action & Continuity Responses

A – Event Disruption	B – Impact Minimisation	C – Immediate Action Procedures	D – Follow on Procedures
Loss of Parish Clerk and/or The Responsible Finance Officer due to death, illness, incapacity, or resignation/dismissal Priority: Time Critical	• Ensure key tasks/accounts are up to date, including Minutes. • Access to logins and passwords are available. • Council Office Procedures Manual regularly updated. • Others trained in key duties. • Inform Chair and Vice-Chair. Chair/Vice Chair to inform Council.	• Inform Chair and Vice-Chair. • Chair to inform Council. • Others trained in key duties. • Notice on parish noticeboards or social media, if appropriate • Initiate protocols for securing of confidential files.	• Recruit temporary replacement/locum. • Initiate process to recruit permanent Clerk. • Longer term: Review procedures to ensure minimal impact from loss.
Death or serious injury to member of staff whilst performing parish council duties or prolonged absence or resignation or dismissal of staff Priority: 2	• Knowledge of duties regarding Health & Safety. • Knowledge of duties regarding employment law and staff supervision. • Council Office Procedures Manual regularly updated.	• Inform Chair and Vice-Chair. • Chair to inform Council. • Clerk to inform Health & Safety Executive if necessary. • Notice on parish noticeboards or social media, if appropriate	• Recruit temporary replacement/locum. • Initiate process to recruit replacement • Longer term: Review procedures to ensure minimal impact from loss.
Loss of Councillors due to multiple resignations (causing the Council to be inquorate) Priority: 3 / Time Critical	• Co-option of Councillors.	• Clerk to inform remaining Councillors. • Clerk to inform LFPC Electoral Service.	• LFPC to decide on temporary working strategy for Council business. • By-election or co-option procedure to be instigated. • Longer term: Parish Council to review procedure for recruitment of Councillors.
Loss of Council documents due to fire, flood, or other causes Priority: 2	• All documents to be store on cloud service. • Original leases and other essential legal documentation to be stored at Wilsons Solicitors. • Regular archiving of Council documentation to Hampshire Archives.	• Clerk to ensure all documents indexed appropriately for easy retrieval. • Clerk to ensure CPC website domain licence is purchased annually.	• Review procedures annually to ensure improvements and security.

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Loss of Council equipment or electronic data due to theft, fault, or breakdown Priority: 3	- Information security policy in place to ensure no council data is stored on personal devices. - Appropriate insurance in place to cover loss of equipment.	- Clerk to inform Chair or Vice chair. - Report to Police and Insurers. - If a personal data breach has occurred ICO to be informed and follow GDPR guidance on data breaches.	- Replace equipment. - Review security arrangements.
Damage to LFPC owned property and grounds Priority: 3	- Appropriate insurance in place to cover loss or damage. - Complete risk assessments.	- Clerk to inform Chair or Vice Chair. - Clerk to inform Insurers. - Clerk to inform third parties using this facility.	- Review procedures to ensure improvements. - Review risk assessments.
Local disaster Priority: 1	- Maintain up to date risk assessments of all parish council property/liabilities. - Maintain up to date list of emergency contacts. - Awareness of LFPC Disaster Planning and key contacts. - Draft a Disaster Communications Plan to inform members of the public and other stakeholder.	- Contact relevant emergency services if appropriate. - All members and clerk to be informed. - Initiate Flood Plan if appropriate. - Use social media to keep parishioners informed, reduce public concern, or panic. - Clerk to inform third parties using this facility. - Call Extra-ordinary Meeting of Council to discuss position and any necessary action.	- Review procedures to ensure improvements. - Review risk assessments.
Single Point of Failure Priority: 2	Early decision on replacement of staff.	Call Extra-ordinary Meeting of Council to discuss position and any necessary action.	Recruit suitably qualified/experienced staff to undertake the role on a temporary or permanent basis as may be required.
Communication and IT Failure Priority: 2 / Time Critical	- Back up of data (Hive) - Maintain Parish Council councillors and staff contact list (Hard copy held in locker 3 at PC office) - Ops Group WhatsApp	- Contact Hive to establish extent of data loss (if any) - Follow Hive guidance for resumption of Comms and IT - Clerk to initiate contact with all Councillors and Staff to establish	- Conduct post incident de-brief of sequence of events and their impact upon normal business - Review policies and procedures in light of the incident - Consider EGM to make a resolution on changes to policies and procedure

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	• In the event of total failure of Comms and IT, Ops Team to hand deliver essential communications	status of connectivity and access to PC IT system	
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Appendix B – Key Contacts

Organisation	Contact Numbers	Services
Wiltshire Police	999 Emergency 101 Non-Emergency	
Wiltshire & Dorset Fire and Rescue & Ambulance	999 Emergency	
Salisbury District Hospital	01722 336262	A&E Accident and emergency (A&E) - Salisbury District Hospital - NHS (www.nhs.uk)
Wiltshire Council (Highways)	Email: localhighways@wiltshire.gov.uk Tel: 0300 456 0105	For reporting road, lighting defects and other hazards including flooding and drainage issues.
Wiltshire Council (Emergency Planning)	Email: emergencyplanning@wiltshire.gov.uk Tel: 01225 713159	
Wiltshire Council (Civil Emergencies)	www.wiltshire.gov.uk/civil-emergencies-flooding	www.wiltshire.gov.uk/civil-emergencies-who-to-contact
Environment Agency	www.environment-agency.gov.uk Tel: 0845 988 1188	Responsible for managing the risk of flooding from main rivers, reservoirs, estuaries, and the sea.

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