TORPOINT TOWN COUNCIL

BUSINESS CONTINUITY PLAN

RENEWAL DATE: - October 2022

NEXT RENEWAL DATE: - September 2024

Reviewing Body:-
Finance and Operations Committee (F & O)

INTRODUCTION

BUSINESS CONTINUITY PLAN

Torpoint Town Council recognises 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, to ensure that it is prepared, as far as reasonably practical, to continue to provide functions/services in the event of a disruption by whatever cause.

This plan identifies the instances of disruption, the immediate responses, 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 Torpoint Town Council's area of responsibility.

The priorities and core business of Torpoint Town Council

The Council provides local services to the community which includes the provision of: -

	Core Business activity	**Order of Priority**
1	Operational council activities at the Council Chambers building including scheduling and running council meetings (with letting rooms plus rooms used by Licensees)	1
2	Managing the finances of the Council and using the precept for the benefit of the community, including operating a grants budget towards community projects	2
3	Contractually provide Torpoint Library and Community Hub (run in partnership with Cornwall Council)	3
4	Provide and maintain accessible website and town notice boards (for legal notices)	4
5	Acting as a consultee on planning applications to represent the best interests of the town	5
6	Maintenance of certain footpaths on an agency basis on behalf of Cornwall Council	6
7	Contractual provision to maintain and survey four Play Parks and the Tennis courts (Cambridge Field, Thanckes Park Play Park, Borough Farm Play Park, Chestnut Close Play Park)	7
8	Contractual provision to maintain and survey the Skate Park (Thanckes Park)	8
9	Contracted to maintain and internal survey of Rendel Park, Sparrow Park, Bénodet Park, including CCTV	9
10	Public toilets at Antony Road and Thanckes Park	10
11	Provision to manage weed control in 48km of streets in the town	11

12	Cleaning/maintenance of 5 bus shelters, up to 50 benches, the War Memorial alongside St. James Church, the Ellis Monument at Sparrow Park, planters at Harvey Street	12
13	Liaising with Cornwall Council and other organisations on issues that affect the town	13
14	Use of other social media to communicate important and relevant matters	14

Referring to the agreed action plan (on the next few pages), it is accepted that all the council's key core business can be undertaken at an alternative location (i.e. working remotely) to the Council Chambers and in the first instance would operate from Torpoint Library and Community Hub. Officers would have the option to work from home, in order to maintain the council's core business.

Event	Minimise Impact / Mitigation	Immediate Action	Continuity	Longer Term
Damage or loss of property: i.e. fire, storm, flood, terrorism, theft etc				
Damage to Council Chambers building, including Licensee and meeting rooms. Also damage to Torpoint Library & Community Hub	➢ Maintain adequate insurance cover ➢ Fire risk assessment in place ➢ Fire equipment regularly checked, serviced and maintained ➢ Fire emergency alarms checked and serviced with fire drills in place ➢ Fire equipment inspection logs updated and maintained ➢ Gas supply and equipment facilitating use of gas is serviced regularly in accordance with legislation and/or manufacturers recommendations ➢ Storage of chemicals, combustible materials and ignition flash points are rigorously controlled and stored in accordance with legislation and/or manufacturers recommendations ➢ Electrical equipment is subjected to annual inspections ➢ Electrical wiring and other fixed electrical equipment is inspected, checked and findings recorded and defects rectified ➢ Building work to be undertaken by competent tradesmen and artisans. ➢ Security of the building is rigorously maintained.	Emergency services to be contacted in the first instance (fire services, police, ambulance etc.). Clerk to inform insurance company Clerk to advise the Council and staff	Relocate to alternative premises for administrative work (Officers may work from home if possible) Assist with arrangements for Licensees to relocate to alternative premises Arrange for telephone calls to be diverted as appropriate Advise the public of alternative arrangements for accessing services	Review risk assessment

Loss of Council documents due to fire, flood, theft or other causes	➤ Ensure valuable documents stored securely in fire/flood proof cabinets ➤ Provide secure storage of paper documents ➤ Ensure backup copies of paper documents available i.e. electronic version, photocopy stored at an alternative location, copies obtainable from bank etc	Clerk to inform Council Clerk to inform insurance company if necessary Consider security controls – change of locks, passwords	Council to discuss at next meeting Instigate use of stored / backup material or obtain duplicates	Review procedures to ensure improvements implemented where necessary
Loss of Council electronic data due to corruption or damage, fault or breakdown of hardware.	➤ Ensure virus software up to date ➤ Ensure online data protected by robust passwords which are regularly updated ➤ Ensure data is regularly backed up locally to memory sticks which are stored securely ➤ Computers subject to annual electrical test	Clerk to inform Council Clerk to inform insurance company if necessary Update security as required	Instigate use of backups	Review procedures and ensure measures are in place and to research improvements to system
Loss of equipment due to theft, damage, fault or breakdown	➤ Maintain adequate insurance cover ➤ Ensure regular maintenance carried out ➤ Regularly review security arrangements	Report theft / criminal damage to police Report loss to insurance company	Arrange hire of equipment where possible Arrange purchase of new equipment within current financial regulations	Review risk assessment and security of equipment and maintenance schedule
Loss of staff or councillors				

Loss of clerk due to death, sudden/ longer term illness, incapacity or resignation	➢ Ensure staffing team are aware of their responsibilities ➢ Ensure all key tasks listed ➢ Access to log in details, passwords and keys available	Mayor to be informed, who will report it to Council Mayor to advise Cornwall Council Call extraordinary meeting to confirm appointment of temporary cover	Recruit temporary replacement Seek and employ permanent clerk	Review procedures to ensure minimal impact from loss
Death or serious injury to member of staff whilst carrying out Council duties	➢ Ensure staff trained or acquainted with the duties with regard to H&S regulations ➢ Ensure duties/tasks for each member of staff/job role are properly documented with clear task flows and information	Clerk to be informed who will report it to the Council Clerk to inform the insurance company Clerk to inform HSE Clerk to advise other members of staff Clerk or Line Manager to make interim arrangements for duties/tasks to be covered	Seek temporary cover Start recruitment procedures to seek replacement	Review procedures to ensure any necessary improvements implemented
Prolonged absence, resignation or dismissal of staff	➢ Ensure duties/tasks for each member of staff/job role are properly documented with clear task flows and information	Inform the Clerk who will ensure correct legal procedures followed where appropriate Clerk or Line Manager to make interim arrangements for duties/tasks to be covered Clerk to inform the Council	Seek temporary cover Start recruitment procedures to seek replacement	Review procedures to ensure minimal impact from loss

Loss of Councillors due to multiple resignations (causing Council to be inquorate)	➢ Co-option of Councillors who may be in reserve	Clerk to inform remaining Councillors & staff Clerk to inform Cornwall Council's Monitoring Officer.	Cornwall Council to decide on temporary working strategy for Council business to be maintained followed by the instigation of a by election or co-option procedure	Council to review procedures for recruitment of Councillors

KEY PERSONNEL - AREAS OF RESPONSIBILITY

Milly Southworth – Town Clerk (Clerk)
Co-ordinates Emergency Action and leads on specific areas
Contact: - 01752 814165 or 07534 477656 (work mobile) or 07565 755074 (personal mobile).

Phil Griffiths – Operations Manager
Assists with emergency action and leads on specific areas as detailed in the Recovery Plan. Contact: - 01752 814165 or 07949 530320

Paul Smyth – Library and Community Hub Manager
Assists with emergency action and leads on specific areas
Contact: - 01752 812215

Danielle Argrave – Town Council Support Officer
Contact: - 01752 814165

Distribution
All members of the Council will receive a copy of this plan. It will also be available in the Town Clerk's and Operations Manager Offices and uploaded to the website. The plan will be reviewed bi-annually by the Finance and Operations Committee who will make recommendations to Council.

IT SYSTEMS & KEY DATA

Preventative Procedures
➢ Ensure full system backup to external server or portable USB drives has completed successfully for Officers' computers.
➢ Review Council anti-virus controls and ensure latest updates are downloaded and installed. Consult with Western Web 01822 870269.

Server Hardware or Software Failure
➢ Determine nature of fault, rectify immediately if possible
➢ If hardware component failure, source replacement (if available) from Western Web or available supplier.
➢ If data corruption has occurred, contact Western Web 01822 870269 arrange for them to restore latest copy of data affected from the external server or USB backup drive

Note: Other equipment such as printers, faxes etc. are not considered critical to the operation of the business and can be repaired or replaced as required in a timely manner

Virus or Malicious Attack on Systems
➢ Determine nature if Virus/Spyware or Systems Intrusion
➢ Contact Western Web 01822 870269 (or email sales@westernweb.co.uk) to remove the Virus/Spyware, or rebuild the affected systems as required

➢ Investigate source of attack and implement procedure or suitable software fix to prevent any future occurrence.