

Great Aycliffe Town Council



BUSINESS CONTINUITY PLAN

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BUSINESS CONTINUITY PLAN

1 Introduction

This document will form the basis of business continuity for Great Aycliffe Town Council in the event of an interruption to business.

The Plan will outline procedures to be taken in the event of a business interruption which may affect service areas located at different sites. This is an operational document which will be monitored and updated.

This Plan contains a number of appendices which contain details required by Great Aycliffe Town Council to ensure the continuity of business.

Any personal information collected in relation to business continuity will only be used for that purpose.

2 Aim of the Plan

The aim of this Business Continuity Plan (BCP) is to ensure the Town Council are able to continue business with as little disruption as possible, no matter what the location, and to ensure that any critical business functions are re-established as soon as possible.

3 Plan Activation Sequence

For larger local councils such as Districts, Counties, Unitary Councils, the Fire Service and Police the following activation sequence is used. However, Great Aycliffe Town Council's only critical business function is the burial service. In the event of any major disaster or terrorist act the Town Council would follow the instructions of the County Durham and Darlington Civil Contingencies Unit and emergency services as required. It is therefore important that all staff understand the activation sequence.

“Standby” phase – Standby will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan. A standby phase allows key officers time to think, brief staff, start a business interruption log and prepare for the deployment of resources should an implementation message be received. Resources are not normally deployed at this stage. It is possible that Stand Down may follow this type of alert.

“Implementation” phase – Implementation will be used to request the immediate utilisation of the Council's officers and resources in the activation of the plan.

“Stand Down” phase - Stand Down will be used to signify the phased withdrawal of any services provided due to the activation of the plan.

The Town Council will support and provide assistance to other organisations in the event of a major disaster.

4 GATC Plan Activation

The Town Council do not require such a detailed activation sequence. In the event of a business interruption, an immediate notification will be given to the most appropriate service manager. A call will then be made to the Town Clerk for general matters and if there is an interruption to the IT system a call will be made to the Leisure and Environment Assistant.

In response to any **major** interruption to business the Town Clerk will notify the Corporate & Policy Officer, Finance Manager, the Leader and any emergency services.

It is generally accepted that most business interruptions will be able to be dealt with in a relatively short space of time without the need to contact any other organisation or persons.

The Town Clerk and Corporate Management Team will be provided with feedback regarding any significant business interruption.

5 Notification of a Business Interruption

Notification of a business interruption will most likely come from Town Council personnel who occupy the sites identified within the plan or in the case of a major emergency the County Durham and Darlington Civil Contingencies Unit. In any situation it is essential that the Town Clerk is contacted as soon as possible.

The Town Clerk, Corporate & Policy Officer and Finance Manager have the authority to activate the Plan and will act as the co-ordination unit to assist the quickest return to normal business.

The Town Clerk will assume the role of the Business Continuity Manager. The primary role of the Business Continuity Manager is to formulate the Councils overall strategic response to the business interruption. The Town Clerk will inform any other relevant bodies such as the Emergency Services and the Leader.

In the absence of the Town Clerk a senior officer will assume responsibility and act on behalf of the Town Clerk.

Where an incident involves the disruption of IT services the Leisure and Environment Assistant must also be informed.

6 Business Function Importance

Business Critical Functions are defined as follows:

A **“Class One Function”** is an essential function needing to be restored within 0-24 hours.

A **“Class Two Function”** is an important function needing to be restored within 3 days.

A **“Class Three Function”** is a function which can be restored progressively after 14 days.

“Time Sensitive Functions” are identified as being functions which become more important to re-instate depending upon the time of the week, month or year etc.

7 Definitions

A Business interruption is any unwanted incident which threatens personnel, buildings or the operational procedures of the organisation and requires special measures to be taken in order to restore daily activities. For the purpose of the plan the following scales of business interruption have been determined.

The term **“Minor Business Interruption”** is defined as a business interruption which affects part of a service area.

The term **“Significant Business Interruption”** is defined as a business interruption which affects a number of service areas but not in their entirety which may be located over a number of sites, or one specific site.

The term **“Major Business Interruption”** is defined as a business interruption which affects a number of service areas in their entirety or more than one specific site.

8 Business Summary

Great Aycliffe Town Council have:

- one, ‘class one function’ – burials and
- ‘time sensitive functions’ such as the payment of wages and accounts.

All other services are likely to be ‘class three functions’.

Generally speaking any business interruptions are likely to be minor. In the event of a major business interruption the Council would follow the County Durham and Darlington Civil Contingencies Unit, Durham County Council, Prefere Resins or INOVYN ChloroVinyls Limited BCP’s.

9 Service Locations

Location	Services	Tel Number	No of Staff	Alternative Location
Council Offices School Aycliffe Lane Newton Aycliffe DL5 6QF	Finance Corporate Administrative Meeting Facilities	(01325) 300700	11	Oakleaf Sports Complex Demountable buildings
Oak Leaf Sports Complex School Aycliffe Lane Newton Aycliffe DL5 6QF	Leisure facilities Bar and Catering Changing and toilet facilities	(01325) 300600	25	Council Offices for administrative purposes only Any other provision would cease
Depot School Aycliffe Lane Newton Aycliffe DL5 6QF	Storage of equipment and plant	(01325) 301268	21	Hire alternative depot facilities

	Changing and toilet facilities			Lease or hire equipment
Stephenson Way Cemetery Newton Aycliffe	Burials Toilets	-----	0	West Cemetery
West Cemetery School Aycliffe Lane Newton Aycliffe	Burials	-----	0	Stephenson Way Cemetery
St. Oswald's Pre-School	Three-year old Pre-school provision	07974 704213 – Deputy Manager	5	None – cease service
St Oswald's Pavilion 'Tots in the Park' Building	Two-year old Pre-school provision	(01325) 319880 07968 379009 - Manager	3	Move to Pre-School facility or cease service
Oak Leaf Golf	Golf Driving Range Shop Changing facilities	(01325) 310820	3	None – cease service
Moore Lane Environmental Centre	Environmental facilities Meeting facilities Office accommodation	(01325) 301659	0	Council Offices

The Town Council owns a number of other buildings such as football changing facilities, however these are not essential to the running of the Council and have not been included in this plan. These buildings are covered under the Asset Management Plan and council insurance.

9.1 Council Offices

The Great Aycliffe Town Council offices are the central point for the service provision of IT; financial; administrative support and the main meeting facilities.

In the event of the loss of the building the services would be transferred to the sports complex in the short term and demountable buildings would be hired in, if required. The main business re-instatement, as a time sensitive business requirement, would be the financial systems and IT, followed by office and meeting accommodations.

9.2 Depot

The depot facilities are key to the provision of many services for the residents of Great Aycliffe.

The main area and class one function would be to ensure the continuation of burials. All other services could be resumed as and when ready.

9.3 Pre-Schools

The Town Council currently run a pre-school facility in two stand-alone units at St. Oswald's Park.

The pre-schools facilities must be registered by Ofsted therefore the service provision could not be undertaken from an alternative location.

9.4 Oak Leaf Sports Complex

The Oakleaf Sports Complex provides a range of leisure facilities as well as special events, functions and bar and catering facilities. None of these facilities would be essential for business continuity.

9.5 Oak Leaf Golf Complex

The Oakleaf Golf Complex provides an 18 hole golf course and driving range. This is not an essential service.

9.6 Moore Lane Environmental Centre

The Environmental Centre provides a classroom type facility for schools and organisations to use. This is not an essential service.

10 Insurance

As soon as practical the Finance Manager will be appraised of the circumstances and all losses and contact the Council's insurers, Aviva, (tel. 08000686347). Where possible, loss mitigation and salvage should be identified and reported accordingly.

Business Interruption Insurance is also in place in respect of the Council's two major income areas, the Oakleaf Sports Complex and Oakleaf Golf Complex to a value of £900,000 for a period of up to 24 months, which would provide reimbursement of lost income.

Vehicle Insurance is covered by Equity Red Star (tel: 08456025428)

Risk & Action Plan

The following is a risk based action plan of potential business disruption causes. The Town Council has developed this list in conjunction with the Corporate Risk Register.

Incident	Who is affected	Recovery Actions
<p>Significant damage to/loss of Council Offices</p> <p>Inc - fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, Members, customers</p>	<p>Salvage as much IT and office equipment as possible and set up alternative base in Oakleaf Sports Complex function room.</p> <p>Recover computer data back-up tapes from off site facility.</p> <p>Notify staff.</p> <p>Contact TSG to arrange emergency IT support.</p> <p>Source replacement IT and office equipment.</p> <p>Contact BT to install additional telephones.</p> <p>Notify local media of re-location and display appropriate signage.</p> <p>Place information on website.</p> <p>Pursue insurance claim/repair.</p> <p>If required, source demountable/temporary office accommodation.</p>
<p>Significant damage to/loss of Depot</p> <p>Inc - fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, customers</p>	<p>Salvage as much equipment as possible and transfer to other Council-owned locations.</p> <p>Notify staff.</p> <p>Source alternative depot locations on industrial estate.</p> <p>Source replacement or hire of new equipment – prioritised by need.</p> <p>Pursue insurance claim/repair.</p> <p>Contact DCC regarding any emergency outstanding work.</p> <p>Place information on website and in local press if needed.</p>

<p>Significant damage to/loss of Oakleaf Sports Complex</p> <p>Inc - fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, users of services/facilities, sports teams, public</p>	<p>Salvage as much equipment as possible and transfer to other Council-owned locations.</p> <p>Pursue insurance claim/repair.</p> <p>Inform hirers of position of potential non-availability.</p> <p>Reinstate ICT equipment and networks as soon as possible. Or source replacement IT and office equipment.</p> <p>Notify staff.</p> <p>Notify local media.</p> <p>Place information on website.</p>
<p>Significant damage to/loss of Oakleaf Golf Complex</p> <p>Inc - fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, users of services/facilities, visiting teams</p>	<p>Salvage as much equipment as possible and transfer to other Council-owned locations.</p> <p>Reinstate ICT equipment and networks as soon as possible. Or source replacement IT and equipment.</p> <p>Pursue insurance claim/repair.</p> <p>Inform customers of potential non-availability.</p> <p>Notify staff.</p> <p>Notify local media.</p> <p>Place information on website.</p>
<p>Significant damage to/loss of Moore Lane building</p> <p>Inc - fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, users of services/facilities, visiting schools</p>	<p>Salvage as much equipment as possible and transfer to other Council-owned locations.</p> <p>Reinstate ICT equipment and networks as soon as possible. Or source replacement IT and equipment.</p>
		<p>Pursue insurance claim/repair.</p> <p>Inform customers of potential non-availability.</p> <p>Notify staff.</p> <p>Notify local media.</p>

		<p>Place information on website.</p> <p>Move to Council Offices.</p>
Significant damage to/loss of any Pre-school facility	Staff, children, parents	<p>Salvage as much equipment as possible and transfer to other Council-owned location.</p> <p>Pursue insurance claim/repair.</p> <p>Close building.</p> <p>Notify staff.</p> <p>Inform parents.</p> <p>Notify local media.</p> <p>Place information on website.</p>
Loss of electricity supply	Staff, customers	<p>Council Offices – hire generator.</p> <p>Inform IT supplier (TSG).</p> <p>Depot – hire generator.</p> <p>Oakleaf Sports Complex – close building; (depending on severity see actions as under significant loss or damage section). Implement manual procedure for cash and banking in the event of a power cut, if the building remains open.</p> <p>Oakleaf Golf Complex – hire generator. Implement manual procedure for cash and banking in the event of a power cut, if the building remains open.</p> <p>Moore Lane – Close building.</p> <p>Pre-school – close building (depending on severity see actions as under significant loss or damage section).</p>

Loss of gas supply	Staff, customers	<p>Council Offices – hire temporary heaters.</p> <p>Oakleaf Sports Complex – cancel meals; advise hirers showers are unavailable pending repair. In extreme weather conditions the building would be closed as there would be no heating.</p> <p>Pre-school – close building (depending on severity see actions as under significant loss or damage section).</p> <p>Moore Lane – close building.</p> <p>Depot – hire emergency heaters and use Oakleaf Sports Complex facilities</p> <p>Golf Complex – hire emergency heaters and use Oakleaf Sports Complex facilities.</p>
Loss of water supply	Staff, customers	<p>Depending on severity:-</p> <p>Council Offices – hire temporary toilets.</p> <p>Depot – Purchase bottled water for drinks and washing; hire temporary toilets.</p> <p>Oakleaf Sports Complex – close kitchen, advise hirers showers are unavailable pending repair; hire temporary toilets.</p> <p>Oakleaf Golf Complex – use Sport Complex facilities.</p> <p>Moore Lane – close building.</p> <p>Pre-school – close building (depending on severity see actions as under significant loss or damage section).</p>
Pandemic/epidemic affecting service delivery	Staff, Members, customers	Follow CCU BCP.
Industrial action affecting service delivers	Staff, customers	<p>Inform staff.</p> <p>If required use outside contractors.</p> <p>Inform the media and place information on the website.</p>

Withdrawal of Ofsted registration at pre-school	Staff, children, parents	<p>Implement any actions.</p> <p>Close pre-school.</p> <p>Inform parents.</p> <p>Notify local media.</p> <p>Place information on website.</p>
Loss of IT services	Staff, customers	<p>Council Offices; Oakleaf Sports Complex; Oakleaf Golf Complex –. In first instance contact Leisure and Environment assistant.</p> <p>Obtain latest backup disks from storage and reinstall.</p> <p>Inform TSG.</p> <p>If infrastructure is damaged ie fibre optic cut though - implement paper systems where necessary.</p>
Loss of Town Clerk	Staff	<p>Corporate & Policy Officer to assume duties</p> <p>Leader and Mayor to be informed and an action plan drawn up</p>