

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 can 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 Definitions

In national and regional critical situations, for larger local councils such as District, County and 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 (CCU) 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 Councils 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.

In the event of an incident specifically affecting the Town Council, key business functions are dealt with in later sections of this document

4 GATC Plan Activation

The Town Council does 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. In the event of an interruption to the IT system, a call will be made to the Council's IT support company.

In response to any **major** interruption to business the Town Clerk will notify the Corporate and Policy Officer, Finance Manager, chairmen and vice chairmen, spokespeople for the Council's political groups, and 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 and Policy Officer and Finance Manager (Corporate Management Team) 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 Council's overall strategic response to the business interruption. The Town Clerk will inform any other relevant bodies such as the Emergency Services and chairmen and vice chairmen and spokespeople for the Council's political groups.

A contact list of telephone numbers for key staff, members, advisors and other key stakeholders such as the I.T. support company, insurance company and health and safety advisor is maintained by the Corporate Management Team.

In the absence of the Town Clerk, the Corporate and Policy Officer or Finance Manager will assume responsibility and act on behalf of the Town Clerk.

Where an incident involves the disruption of IT services advice will be sought from the Council's IT support company.

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 Business Interruption Classifications

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 has:

- One, ‘class one function’ – burials; and
- Three ‘time sensitive functions’ – information technology systems, payroll and payment of creditors

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 guidance from the County Durham and Darlington Civil Contingencies Unit, Durham County Council, Prefere Resins or INOVYN ChloroVinyls Limited, depending on the nature and location of the incident.

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

Location	Services	Tel Number	No of Staff	Alternative Location
				Working from home, where appropriate
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 Working from home where appropriate
Depot School Aycliffe Lane Newton Aycliffe DL5 6QF	Storage of equipment and plant Changing and toilet facilities	(01325) 304268	21	Hire alternative depot 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	(01325) 319880 07968 379009 - 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
Oakleaf Golf	Golf Driving Range Shop Changing facilities	(01325) 310820	3	None – cease service
Moore Lane Environmental Centre (Green Arts – tenant)	Environmental facilities Meeting facilities Office accommodation	(01325) 304659	0	Council Offices

The Town Council owns a number of other buildings such as football changing facilities and park pavilions. 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 policy.

9.1 Council Offices

The Great Aycliffe Town Council offices are the central point for the service provision of IT, corporate services, finance, civic and administrative support and the main meeting facilities for the Council.

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. If required, key staff may be able to work from home.

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 such as grounds maintenance, allotments, parks and football pitches would be resumed as and when ready.

9.3 Pre-Schools

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

The pre-school's facilities must be registered by Ofsted; therefore the service provision could not be undertaken from an alternative location in the short term.

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 could be easily replicated in another facility, and would not be considered essential for business continuity. Key staff may be able to work from home, where appropriate.

9.5 Oak Leaf Golf Complex

The Oakleaf Golf Complex provides an 18-hole golf course and driving range.

This service could not be replicated in another facility and would not be considered essential for business continuity.

9.6 Moore Lane Environmental Centre

The Environmental Centre is currently occupied by local charity Green Arts.

This is not an essential service for business continuity.

10 Insurance

As soon as practical a member of the Corporate Management Team will contact James Hallam, Insurance Brokers. 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 £2,639,211 for a period of up to 24 months, which would provide reimbursement of lost income, plus £100,000 for incidental costs for the same period.

Vehicle Insurance is covered by James Hallam, Insurance Brokers.

Risk and 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 off Oakleaf Sports Complex</p> <p>Including fire, theft, malicious damage or incident at any nearby large industrial facility</p>	<p>Staff, users of service/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 IT equipment and networks, other equipment and leisure management system as soon as possible, or source replacement IT and other equipment and leisure management system as soon as possible</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>Staff, users of service/facilities, visiting teams</p>	<p>Salvage as much equipment as possible and transfer to other Council-owned locations</p>

Incident	Who is affected	Recovery Actions
Including fire, theft, malicious damage or incident at any nearby large industrial facility		<p>Reinstate IT equipment and networks, other equipment and leisure management system as soon as possible, or source replacement IT and other equipment and leisure management system as soon as possible</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>Including fire, theft, malicious damage or incident at any nearby large industrial facility</p>	Staff, users of service/facilities, visiting schools	<p>Liaise with Green Arts</p> <p>Salvage as much equipment as possible and transfer to other Council-owned locations</p> <p>Pursue insurance claim/repair</p> <p>Inform public of potential non-availability</p> <p>Notify staff</p> <p>Notify local media</p> <p>Place information on website</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 locations</p> <p>Reinstate IT equipment and networks, and other equipment as soon as possible, or source replacement IT and other equipment as soon as possible</p> <p>Pursue insurance claim/repair</p> <p>Close building</p> <p>Notify staff</p>

Incident	Who is affected	Recovery Actions
		<p>Inform parents</p> <p>Notify Ofsted</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 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 under significant loss or damage section)</p>
Loss of gas supply	Staff, customers	<p>Council Offices – hire temporary heaters</p> <p>Oakleaf Sports Complex – close catering, 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 the time of year (depending on severity, see actions under significant loss or damage section)</p> <p>Moore Lane – Green Arts to hire temporary heaters</p>

Incident	Who is affected	Recovery Actions
		<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>Work from home, where appropriate</p> <p>Depot – purchase bottled water for 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 Sports Complex facilities</p> <p>Moore lane – Green Arts to hire temporary toilets</p> <p>Pre-School – close building (depending on severity see actions under significant loss or damage section)</p>
Pandemic/epidemic affecting service delivery	Staff, customers, members	<p>Follow CCU advice and guidance</p> <p>Depending on nature and severity, follow government or local health authority advice</p>
Industrial action affecting service delivery	Staff, customers	<p>Inform staff</p> <p>If required, use outside contractors</p> <p>Inform media and place information on website</p>
Withdrawal of Ofsted registration at Pre-School	Staff, children, parents	<p>Implement any actions</p> <p>Close Pre-School</p>

Incident	Who is affected	Recovery Actions
		<p>Inform parents</p> <p>Notify local media</p> <p>Place information on website</p>
<p>Loss of IT services</p> <p>*see further guidance, below, under Cyber Attack</p>	<p>Staff, customers</p>	<p>Council Offices, Oakleaf Sports Complex, Oakleaf Golf Complex – in first instance, contact IT support company for advice and assistance</p> <p>If infrastructure is damaged, ie fibre optic cable cut through, implement paper systems where necessary and practicable until connectivity can be restored</p>
<p>Loss of Town Clerk</p>	<p>Staff</p>	<p>Corporate and Policy Officer and Finance Manager to assume duties</p> <p>Mayor, chairmen and vice chairmen and spokespeople of political groups to be informed and an action plan drawn up</p>
<p>Cyber Attack</p>	<p>Council leisure facilities and finance and administrative functions</p> <p>Staff</p> <p>Public</p>	<p>Senior Management Team to seek immediate advice from IT support company and/or police</p> <p>All Council staff instructed to stop using PCs/laptops immediately when any issue is identified, pending advice – switching off may not be recommended</p> <p>Staff to be informed if payroll affected or personal information has been accessed</p> <p>Public may need to be informed if personal information has been accessed</p> <p>ICO to be informed if there is a potential data breach</p> <p>Leisure management system – advise public via social media etc that systems are unavailable It may be necessary to close the Sports/Golf Complex depending on the nature and severity of the attack</p>

Incident	Who is affected	Recovery Actions
		<p>Depending on the nature and severity of the attack, it may be necessary to arrange an emergency meeting of the Council to agree further actions to deal with the attack and restore systems</p> <p>Limited administrative works may be possible using paper or offline systems</p> <p>Works and Pre-School functions should be able to continue, including the burial service</p>