



WOMBOURNE PARISH COUNCIL

Business Continuity Plan

Introduction

Wombourne Parish 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. This plan identifies instances of disruption, the immediate responses, and the procedures to follow to maintain continuity of service and follow up procedures and necessary changes to service delivery, where such services are disrupted by factors within Wombourne Parish Council's area of responsibility.

Purpose

The purpose of this policy is to prepare our business 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.

Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers and residents.

Core business of Wombourne Parish Council

The Council provides local services to its electorate which includes the provision of:

- Website, noticeboards, use of social media to communicate important and relevant matters
- Parks and open spaces including Bratch Park, Brickbridge Playing Fields and changing rooms and Poolhouse Play Area
- Waste bins in play areas
- Windmill Bank Public Toilets
- Bus shelters including Bull Lane and Penn Common
- Christmas lighting
- Planters with summer and winter bedding in various locations around the village
- Support to local community groups such as Wombourne BKV, Wombourne Carnival Committee and Friends of Wombrook
- Management of Wombourne Civic Centre which provides discounted facilities for local residents as well as offices for the Police, Citizens Advice and other businesses
- Acting as a statutory consultee on planning applications
- Managing the finances of the Council and using the precept for the benefit of the community
- Liasing with the District and County Council and other partner organisations on issues that affect the Parish

Policy objectives

This policy will:

- Serve as a guide for those implementing the policy
- Assist 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
- Ensure Councillors and staff are kept up to date as the policy is activated

Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:

- The Clerk to the Council
- The Assistant Clerk to the Council
- Administrative Assistant
- Civic Centre Superintendent
- Part Time Civic Centre Superintendent

Staff welfare

It must be recognized that an incident that results in the enacting of this policy may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. The Clerk 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 disaster 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, if they are going to be working from a different location than normal.

If the Clerk suspects that staff members have suffered undue stress or even trauma from the business disruption they must consider providing assistance for those staff who have been affected.

Communicating with staff

The Clerk will communicate with staff all updates and news regarding an emergency incident.

All communication with the press will be through the Clerk.

Any interviews with the press will be undertaken by the Chairman.

Communicating with Councillors

The Clerk, or designated officer, shall, in the first instance, notify the Chairman of any updates and news regarding an emergency incident followed by communication to all Councillors.

Communication with the public

Communication with the public should be via the Wombourne Parish Council's website, social media, local news outlets and noticeboards.

Potential causes of disruption

Damage caused by –

- a) Storm, flood and snow
- b) Fire
- c) Terrorism

Failures to –

- a) Equipment
- b) Public services

Losses of –

- a) Staff through death, illness, injury or resignation whilst on or off Council duty

b) Councillors by any reason which leaves the Council inquorate

Event	Minimise impact	Immediate action	Continuity	Longer term
Loss of Clerk due to death, sudden and long term illness, incapacity or resignation.	<p>a) Ensure staffing team are aware of their individual responsibilities</p> <p>b) Ensure key tasks are listed</p> <p>c) Access to log ins and passwords are available via the Assistant Clerk</p>	<p>Chairman and Vice Chairman to be informed.</p> <p>Chairman to inform Council</p> <p>Call extraordinary meeting to confirm appointment of temporary cover</p>	<p>Recruit temporary replacement – seek assistance from SPCA if required.</p> <p>Seek and employ permanent Clerk</p>	Review procedures to ensure minimal impact from loss.
<p>Death or serious injury to member of staff whilst carrying out Council duties</p> <p>Or</p> <p>Prolonged absence or resignation or dismissal of staff</p>	<p>Have other staff trained or acquainted with duties of all members of staff.</p> <p>Written procedures in place for tasks</p>	Clerk to inform insurance company and HSE if necessary	<p>Seek temporary help – seek assistance from SPCA if required</p> <p>Start recruitment procedures to seek replacement</p>	Review procedures to ensure improvements
Loss of Councillors due to multiple resignations (causing the Council to be inquorate)	Co-option of Councillors if no election is called	<p>Clerk to inform remaining Councillors and employees of the Council</p> <p>Clerk to inform Monitoring Officer at South Staffordshire County Council</p>	South Staffordshire Council to agree temporary working strategy until election or co-option	Council to review procedures for recruitment of Councillors
Loss of Council documents due to fire, flood or other causes.	<p>Scan important documents and store on computer.</p> <p>Provide secure storage of paper documents.</p>	<p>Clerk to inform Council and insurance company if necessary.</p> <p>Assess if any GDPR implications and appoint DPO at SSDC.</p>	Council to discuss at next meeting.	Review procedures to ensure improvements and security.
Loss of Council electronic data due to fire, fault or breakdown	The regular back up is carried out by MBM Ltd.	<p>Clerk to inform Council and insurance company if necessary.</p> <p>Assess if any GDPR implications and appoint DPO at SSDC.</p>	Instigate use of stored material	Review procedures to ensure policy in place and research to improve the system

Event	Minimise impact	Immediate action	Continuity	Longer term
Loss of equipment due to theft, fault or breakdown	Back up the data to the server – contact MBM Ltd Clerk has laptop for use if required.	Report theft to the Police and insurance company Decide on immediate replacement in consultation with Chairman of the Council Assess if any GDPR implications and appoint DPO at SSDC.	Replace in accordance with current financial regulations	Review procedures to ensure improvements
Damage to Parish Office	Maintain adequate insurance cover Carry out risk assessments	Clerk to inform insurance company	Use alternative premises for administrative work e.g. Council Chamber or work from home	Review procedures to ensure improvements
Damage to Civic Centre	Maintain adequate insurance cover Carry out risk assessments Ensure maintenance is up to date and repairs carried out Refund policy in place	Clerk to inform insurance company Call extraordinary meeting to discuss loss of income through functions/hire of room Agree contact with hirers	Provide alternative list of venues to hirers Arrange emergency payments via BACS to refund hirers	Council to review procedures for recruitment of Councillors
Damage to Council Chamber (meeting place)	Maintain adequate insurance cover Carry out risk assessments	Clerk to inform insurance company	Use alternative premises for meetings	Review risk assessment
Staff unable to get to work due to adverse weather conditions	Staff that live locally can walk to work All staff have contact details for one another Office staff have access to emails from home	Clerk to update website and social media to advise residents the office may be closed. Staff to contact Clerk if they are unable to get to work.	Clerk to carry out any urgent work	Review procedures

		Clerk to advise Chairman of the situation		
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