



# Saltash Town Council

Policy/Procedure:

Annual Business Continuity Plan 2021/22

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June 2021

This is a Policy or Procedure document of Saltash Town Council to be followed by both Councillors and employees.

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# Annual Business Continuity Plan

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## Distribution

1.	Reception Notice Board (hard copy)
2.	Town Clerk
3	Mayor
4	Line Managers
5.	Electronic copy backed up on the server

## **1. Introduction:**

This plan has been developed to assist in minimising the effects of any potential major disruption and to facilitate the recovery or replacement of Saltash Town Council accommodation, administration/financial operations and services.

A major disruption is defined as a significant incident which threatens personnel, buildings or the operational structure of the businesses involved and requires special measures to be taken to restore things back to good working order.

## **2. Functions of Saltash Town Council:**

The Guildhall houses the Saltash Town Council offices from where the day to day administration of the town council is undertaken, this includes regular council meetings.

The Guildhall also provides accommodation on a casual hire basis for community groups, public and private hire functions. Some of these are regular scheduled bookings.

To act as a community care and accommodation building in the event of a civil emergency.

Specifically, the Guildhall is designated as an emergency accommodation centre in the event of a disaster at the Saltash Bridge or tunnel.

Saltash Town Council also owns/leases and has public and staff responsibility for Churchtown Cemetery, Saltash Library, Longstone Depot, Pontoon Office and the Station Building to be operational in 2021.

## **3. Business Risk Analysis:**

The following are recognised as potential major risks for the operations of Saltash Town Council

- Fire
- Gas leak/explosion
- Loss of mains electrical power
- Damage to council offices
- Flooding (Environment agency indicate no risk)
- Loss of council documents due to fire, flood, theft or other causes
- Loss of council electronic data due to fault, damage, corruption, hardware failure or hacking attack
- Damage to park, allotments or other amenity area.
- Loss of council equipment due to fault damage, breakdown or theft
- Loss of Communications (Broadband / Telephones)

- Damage to Asbestos Containing materials
- Loss of Investment Money
- Failure to calculate precept on time
- Failure to account for and recover VAT
- Failure to stay within the agreed budgets/inadequate precept
- Failure to maintain fixed asset register
- Allegation of libel or slander
- Fraud by staff or members
- Loss of Town Clerk/ Key Personnel due to resignation, incapacity, long term illness or death
- Death or serious injury to member of staff whilst carrying out town council duties
- Loss of councillors due to multiple resignations (causing the council to be inquorate)
- Health Pandemic/ Lockdown

Business risk	Impact	Likelihood	Score	Mitigation strategy	Notes and Actions to Manage Risks
<b>Disaster impacting on Town</b>	High 4	Low 2	8		<ul style="list-style-type: none"> <li>• Emergency plan including contact list of resources maintained by all departments.</li> <li>• Key personnel will make themselves available</li> <li>• Common sense used to determine appropriate action</li> <li>• Actively listen for and monitor any communications</li> <li>• Accept instructions from emergency services and Cornwall Council emergency planning team</li> </ul>
<b>Guildhall Unserviceable</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Carry out regular checks and fire risk assessments</li> <li>• Maintain adequate insurance cover</li> </ul>	<ul style="list-style-type: none"> <li>• There are no life critical services provided</li> <li>• Management Team called together to agree priorities</li> <li>• Short- term measure to recover in alternative location – e.g. Library</li> <li>• Medium/ long term plan to return to Guildhall</li> </ul>
<b>Fire.</b>	High 4	Low 2	8	<ul style="list-style-type: none"> <li>• Provision of fire detection and centrally monitored alarm systems, firefighting equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Hire alternative accommodation and equipment to continue council functions and meetings.</li> <li>• Cancel bookings and meetings.</li> </ul>

<p>Damage to part of or loss to any council building.</p> <p>Loss of life.</p>				<ul style="list-style-type: none"> <li>• Fire Risk Assessment reviewed and updated regularly.</li> </ul>	
<p><b>Gas leak</b></p> <p>Loss of heating and hot water facilities in any of the council buildings.</p>	<p>Medium</p> <p>3</p>	<p>Low</p> <p>2</p>	<p>6</p>	<ul style="list-style-type: none"> <li>• Annual inspection of equipment by gas safe registered contractor.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide alternative means of providing heating &amp; hot water.</li> <li>• Call out arrangements with Contractor</li> <li>• Cancel bookings and meetings.</li> </ul>
<p><b>Loss of main electrical power (long term).</b></p> <p>Loss of heating, lighting, communications and alarm systems. Inability to use the building safely during the</p>	<p>Medium</p> <p>3</p>	<p>Low</p> <p>2</p>	<p>6</p>	<ul style="list-style-type: none"> <li>• Internal fault:</li> <li>• The electrical system is inspected and tested every 5 years by competent contractors.</li> <li>• External fault:</li> <li>• Contact with utility provider to provide information.</li> </ul>	<ul style="list-style-type: none"> <li>• Hire alternative accommodation to continue council functions and meetings.</li> <li>• Cancel bookings and meetings.</li> </ul>

hours of darkness in any of the council buildings.					
<b>Damage to Physical assets owned by the council – buildings, furniture, equipment. Complete loss of ICT, etc.</b>	Medium 3	Medium 3	9	<ul style="list-style-type: none"> <li>• An up to date register of assets</li> <li>• Physical verification of assets on register.</li> <li>• Regular safety checks on physical assets</li> <li>• Regular Maintenance arrangements for physical assets.</li> <li>• Insurance regularly reviewed</li> <li>• Buildings re-valued regularly</li> <li>• Computer backups off site</li> <li>• Reputable ICT support contractor/Supplier</li> <li>• Buildings alarmed for security and fire</li> <li>• Staff Training</li> </ul>	<ul style="list-style-type: none"> <li>• Record all information and inform the insurance company of any incident and obtain photographic evidence</li> <li>• Town Council to advise Council and staff of incident</li> <li>• If necessary, relocate to alternative premises or admin team may work from home.</li> <li>• Town Council answer phone to state emergency mobile contact numbers</li> <li>• Review risk assessment</li> </ul>

<b>Harm caused by failure to ensure adequate Health and Safety</b>	Medium 3	Medium 3	9	<ul style="list-style-type: none"> <li>• Risk Assessments carried out</li> <li>• H&amp;S Advisory service provided by Moorepay</li> <li>• Council property properly maintained</li> <li>• Specific training provided as per risk assessment findings inc. First Aid</li> <li>• Regular H&amp;S review meetings</li> <li>• H&amp;S covered in team meetings</li> </ul>	
<b>Loss of council documents due to fire, flood, theft or other causes</b>	High 4	Low 2	8	<ul style="list-style-type: none"> <li>• To operate a clear desk policy:</li> <li>• Ensure important documentation is stored securely in fire/ flood proof cabinets.</li> <li>• Ensure backup copies of paper documents i.e. electronic version is stored.</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk to advise council and staff of the incident.</li> <li>• Inform Police and Insurance company (If necessary).</li> <li>• If appropriate consider security controls i.e. change of locks/ passwords</li> </ul>
<b>Loss of council electronic data due to fault, damage, corruption,</b>	High 4	Low 2	8	<ul style="list-style-type: none"> <li>• Ensure antivirus software is up to date.</li> <li>• Ensure passwords are robust and regularly updated.</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk to advise council and staff of the incident.</li> <li>• Inform insurance company (if necessary)</li> </ul>



<b>hardware failure or hacking attack</b>				<ul style="list-style-type: none"> <li>• Ensure data is regularly backed up and stored securely.</li> </ul>	<ul style="list-style-type: none"> <li>• Update security as required</li> </ul>
<b>Damage to Park/allotments or other Amenity Area</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Maintain adequate insurance cover.</li> <li>• Carry out risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Secure Park</li> <li>• Advise statutory authorities</li> <li>• Access damage and advise insurance</li> <li>• Prepare a recovery programme</li> </ul>

<p><b>Loss of council equipment due to fault, damage, breakdown or theft</b></p>	<p>High 4</p>	<p>Medium 2</p>	<p>8</p>	<ul style="list-style-type: none"> <li>• Maintain adequate insurance cover</li> <li>• Ensure regular maintenance and checks of equipment are carried out</li> <li>• Regularly review security arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Report theft or criminal damage to police.</li> <li>• Inform Insurance Company (If necessary)</li> <li>• Arrange hire of temporary replacement equipment where possible.</li> <li>• Arrange purchase of new equipment.</li> </ul>
<p><b>Loss of communications</b> (Broadband/ telephones).  (Long term)</p>	<p>Medium 3</p>	<p>Low 2</p>	<p>6</p>	<ul style="list-style-type: none"> <li>• Electronic data backed up on line and accessible from other locations.</li> <li>• Use of mobile phones for communications.</li> </ul>	<ul style="list-style-type: none"> <li>• Alternative accommodation hire with broadband access.</li> <li>• Use of mobile phones and laptops.</li> </ul>
<p><b>Damage to Asbestos containing material -</b> release of fibres contamination of affected area.</p>	<p>High 4</p>	<p>Low 1</p>	<p>4</p>	<ul style="list-style-type: none"> <li>• Asbestos register maintained, annual inspections for damage and deterioration, contractors are informed prior to undertaking any work in the building.</li> <li>• A complete copy of the register and survey is held by the Service</li> </ul>	<ul style="list-style-type: none"> <li>• Initial evacuation of premises.</li> <li>• Advise the Consultant Surveyor, H&amp;S consultants &amp; contact specialist asbestos removal contractors to undertake air testing and decontamination.</li> </ul>

				Delivery Manager and the Consultant Surveyor.	<ul style="list-style-type: none"> <li>Hire alternative accommodation as necessary.</li> </ul>
<b>Loss of Investment Money</b>	High 4	Low 2	8	<ul style="list-style-type: none"> <li>Maintain an adequate investment policy.</li> </ul>	<ul style="list-style-type: none"> <li>Quantify loss &amp; understand cause</li> <li>Take any immediate action to minimise the loss.</li> <li>Assess implication of services for remainder of year</li> <li>Review treasury management strategy policy</li> <li>Take action to adjust costs &amp; make provision for any necessary loan/ change of priorities</li> </ul>
<b>Failure to calculate/ precept on time</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>Timetable agenda item for members providing sufficient time for additional meetings if required</li> </ul>	<ul style="list-style-type: none"> <li>Clerk/ RFO to inform members</li> <li>To contact Cornwall Council to make arrangements for late submission.</li> </ul>

<b>Failure to account for and recover VAT</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• VAT Returns are scheduled</li> <li>• Appropriate accounting system in place to account for VAT appropriately</li> <li>• Staff to receive the necessary council VAT training.</li> <li>• To insure update information is received from the council's VAT consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk/ RFO to inform members</li> <li>• To liaise with the council's VAT consultant to rectify the issue.</li> </ul>
<b>Failure to stay within the agreed budgets/ inadequate precept</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• To ensure that all committees have input in to the annual budget setting.</li> <li>• Members to build sound budget, using risk register and known commitments</li> <li>• Insurance in place with insurer (Zurich) to cover major risk</li> <li>• To ensure a sufficient contingency is place to mitigate the risk of unforeseen events. This policy to reviewed each year in conjunction with the rest of the reserves. This is reviewed on annual basis when setting the following year budgets</li> </ul>	<ul style="list-style-type: none"> <li>• RFO/FO to inform the relevant committee Chair &amp; Vice Chair</li> <li>• Clerk to organise an extraordinary Policy and Finance committee if required.</li> <li>• Resort to other funding sources or Public Works Loan Board</li> <li>• Correct deficit via budget planning over subsequent years</li> </ul>

<b>Failure to maintain fixed asset register.</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• That all the necessary fixed asset purchases are recorded and monitored on the asset register.</li> <li>• Appropriate document e.g. invoices are kept for audit purposes.</li> <li>• Internal audit is carried of the fixed asset register</li> <li>• All staff are aware of the responsibilities of the fixed asset register.</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk to inform members and staff as appropriate.</li> <li>• To liaise with the internal auditor as necessary</li> </ul>
<b>Allegation of libel or slander</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Review all press releases or newsletter articles before release.</li> <li>• Press protocol and social media policy in place</li> </ul>	<ul style="list-style-type: none"> <li>• Review insurance cover</li> </ul>
<b>Loss of money through fraud, theft, poor accounting systems</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Ensure adequate internal controls are in place and these are documented</li> <li>• Internal controls are at least checked annually by an internal auditor</li> <li>• Informal monitoring, trust and spot checks</li> <li>• Regular reporting to members through committee</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk to inform members as appropriate</li> <li>• Insurance company is informed as appropriate.</li> <li>• Investigation to take place with appropriate disciplinary action as necessary</li> <li>• Police to be informed if appropriate.</li> </ul>

				<ul style="list-style-type: none"> <li>• Investment strategy and policy priorities security and liquidity of funds</li> <li>• Insurance in place to cover any resulting from financial losses.</li> <li>• Annual review of insurance</li> <li>• Limited cash kept on premises</li> <li>• Only designated staff have keys to any safes</li> <li>• Electronic banking procedure in place with secure passwords</li> <li>• Segregation of Duties</li> </ul>	
<b>Damage to third party property or individuals as a consequence of the council providing services or amenities to the public (Public Liability)</b>	Medium 3	Medium 3	9	<ul style="list-style-type: none"> <li>• Regular health and safety risk assessments</li> <li>• Regular safety checks</li> <li>• Adequate insurance</li> <li>• Training</li> </ul>	
<b>Loss of Town Clerk/ Key Personnel due to resignation, incapacity, long</b>	High 4	Medium 3	12	<ul style="list-style-type: none"> <li>• Ensure staffing team are briefed, made aware of interim measures and aware of their responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Mayor to contact next of kin</li> <li>• Mayor to be informed, who will advise council and staff</li> <li>• Mayor and Chair of Personnel to consider</li> </ul>

<b>term illness or death</b>				<ul style="list-style-type: none"> <li>• Ensure all key tasks are prioritised.</li> <li>• Access to log in details, keys and passwords are made available as necessary</li> </ul>	<p>appointment of temporary cover</p> <ul style="list-style-type: none"> <li>• Recruit temporary replacement</li> <li>• Carry out recruitment process to appointment permanent replacement</li> </ul>
<b>Death or serious injury to member of staff whilst carrying out town council duties</b>	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Knowledge of duties with regard to Health &amp; Safety</li> <li>• Knowledge of duties with regard to employment law and staff supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk inform council and other members of staff</li> <li>• Insurance company informed (if appropriate)</li> <li>• Health &amp; Safety Executive informed (if necessary)</li> </ul>
<b>Employers Liability</b>	Medium 3	Medium 3	9	<ul style="list-style-type: none"> <li>• Ensure compliance with Employment Law through use of consultants (Moorepay)</li> <li>• Comply with Inland Revenue requirements</li> <li>• Legal compliance with council activities ensured through advice from staff, SLCC, NALC and solicitors when necessary. Advice recorded in the minutes.</li> </ul>	

<b>Loss of Councillors due to multiple resignations (causing the council to be inquorate)</b>	High 4	Low 2	8	<ul style="list-style-type: none"> <li>• Co-option of Councillors from waiting list/ reserves by Cornwall Council if necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk to inform remaining councillors and employees of the council</li> <li>• Clerk to inform Cornwall Council Monitoring Officer</li> <li>• Council to review procedure for recruitment of councillors.</li> </ul>
<b>Lack of public consultation by the council</b>	Low 2	Low 2	4	<ul style="list-style-type: none"> <li>• Ensure meetings publicised on notice boards &amp; website.</li> <li>• Use of Annual parish meetings</li> <li>• Place articles in newsletters</li> <li>• Include public participation on all council meeting agendas</li> <li>• Ensuring seating available at meetings for the public</li> <li>• Provide advice for members of the public attending</li> <li>• Publish agenda and minutes on website/ notice boards</li> <li>• Hold monthly meet your councillor sessions</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk to inform appropriate members and staff</li> <li>• Appropriate action to be taken to rectify the issue.</li> </ul>



<p><b>Health Pandemic</b></p> <p>A pandemic occurs when a new influenza virus, which people have no immunity to, emerges and starts spreading.</p> <p>Loss of life.</p>	<p>High</p> <p>4</p>	<p>Medium</p> <p>3</p>	<p>12</p>	<ul style="list-style-type: none"> <li>• Town Clerk / Assistant Town Clerk to provide staff Government Guidelines and updates from Public Health England.</li> <li>• Ensure regular deep cleaning is in place to try and slow the spread of the virus.</li> <li>• Provide hand sanitiser, soap, warm water and paper towels to avoid spreading the virus.</li> <li>• Replace crockery with disposable paper cups and plates to mitigate the spread of germs whilst operating.</li> <li>• Staff to inform their line manager if they start to feel unwell.</li> <li>• Risk Assessments reviewed and updated regularly.</li> <li>• Town Council to provide suitable materials and PPE to operate. Where this is not possible or due to none supply service to be shut down.</li> <li>• Staff to shield / self-isolate.</li> </ul>	<ul style="list-style-type: none"> <li>• Close all public buildings.</li> <li>• Reduce services to all STC business.</li> <li>• Until full Government guidance is given suspend all Full Town Council and Committee meetings and accept a blanket apology to protect staff and councillors until further notice.</li> <li>• Cancel bookings / events / activities.</li> <li>• Review the Scheme of Delegation to ensure minimal disruption to the operations of the Town Council and its decision making.</li> <li>• Notices displayed on buildings, website and social media to inform members of the public &amp; signpost were possible.</li> <li>• Divert switchboard to Town Clerk / Assistant Town Clerk work mobiles &amp; setup of automated system.</li> </ul>
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					<ul style="list-style-type: none"><li>• Where possible staff to operate remotely.</li><li>• Determine appropriate lunch breaks and location for staff that remain working.</li><li>• Finance Office to ensure payroll is processed and automatic setup of payments released.</li></ul> <ul style="list-style-type: none"><li>• Finance Officer to contact suppliers if there is to be a delay with payments.</li><li>• Emergency 999.</li><li>• Summon agency staff.</li></ul>
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<b>Health Pandemic Lockdown</b>	High  4	Medium  3	12	<ul style="list-style-type: none"> <li>• Staff and councillor welfare is paramount.</li> <li>• Safety of the community.</li> <li>• Town Clerk / Assistant Town Clerk to provide staff and councillors Government Guidelines and updates from Public Health England.</li> <li>• Staff to shield / self-isolate.</li> </ul>	<ul style="list-style-type: none"> <li>• Where possible staff to work from home adhering to Government guidelines.</li> <li>• Service Delivery Team to operate where possible adhering to social distancing subject to risk assessments, Government guidelines and the Town Council's approval.</li> <li>• Determine appropriate lunch breaks and location for staff that remain working.</li> <li>• Until full Government guidance is given suspend all Full Town Council and Committee meetings and accept a blanket apology to protect staff and councillors until further notice.</li> <li>• To agree delegated authority powers by consensus to the Mayor, Deputy Mayor and Officers including closing or opening services as required and only spending on budget unless a matter of public or staff safety.</li> </ul>
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					<ul style="list-style-type: none"> <li>• Any other items requiring decisions to be by the democratic online voting of all Councillors.</li> <li>• No policies to be made.</li> <li>• All Councillors to be informed at all times, require consensus of the Town Council approval or not.</li> <li>• Potential for Town Council facilities and vehicle to be requisitioned to provide community food supply.</li> <li>• All staff to have their ID cards with them in the event of a lockdown. To hold council meetings via zoom platform whilst the council has been given approval from the government to do so. To be reviewed May 2021.</li> <li>• Terminate as may be necessary temporary employment contracts with immediate effect.</li> </ul>
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**4. Responsibilities:**

The Town Clerk will take the lead in the event of a major disruption advising the Mayor and Chairman of Personnel and summoning additional resources/personnel as required. In the absence of the Town Clerk the Assistant Town Clerk will take lead on this.

**5. Insurances:**

Saltash Town Council has insurance that covers employer’s liability, public liability and risks to buildings a content. Full insurance details are held at the Guildhall.

**6. Key/Alarm Fob holders contact list:**

Saltash Town Council maintain a Key/Alarm holder contact list that is held internally and by the alarm monitoring company and police.

**Main contacts list:**

Function	Company	Contact number (s)
<b>Gas</b>		
Mains supply	National Gas Helpline	0800 111999 Emergency
Gas Safe Contractor	Jackman Peckover	01752 727999
<b>Electric</b>		
Mains supply	Western Power Distribution	105 Emergency
Electrical contractor	Pyramid	07828492597
<b>Water</b>		

Mains supply	South West Water	0344 3462020 Emergency
Plumber	Cormac	01872 324350 Emergency
<b>Insurance</b>		
Insurance Company	Zurich	01243 832116
<b>Health and Safety</b>		
H&S Consultant	Moorepay	Health and Safety Advice Line 0345 073 0240 Option 1.
HSE	HSE	01752 276300
<b>Maintenance contractors</b>		
Fire alarm	ASG	01752 848558
Fire extinguishers	Chubb	0844 8791666 / 0344 8791739
Building Consultant	Geoff Peggs	01752 847706 / 07712 797887
Air Conditioning	Cube Services	01752 696547
IT, Broadband and Landlines	IRQ	07801 930486 079 705 12349

Staff and Public Health		
	Government Guidelines	<a href="https://www.gov.uk/">https://www.gov.uk/</a>
	Public Health England	0121 424 3236 <a href="https://www.gov.uk/government/organisations/public-health-england">https://www.gov.uk/government/organisations/public-health-england</a>
	NHS	111