Nantwich Town Council Business Continuity Plan 2022

Approved April 2022

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Introduction

1.1   The Council is a major business in the Town, and must ensure that it can recover quickly from a disaster which affects its ability to deliver services and continue to function as far as is reasonably practicable in the meantime.

1.2   The Council's Business Plan is produced annually and includes an assessment of business risks and actions to lower identified risks. This Plan has been developed to compliment the overall risk arrangements, help maintain critical servies during and afer any major disruption and promote recovery.

1.3   The Council is also the most accessible tier of local government and community leader, and as such would have a key role in helping the Town deal with and recover from a major incident. The statutory responsibility under the Civil Contingencies Act 2004 to report a Major Emergency Plan lies with Cheshire East Council in conjuntion with various other agencies, including the emergency services. The Town Council will support Cheshire East Council in implementing their Major Emergency Plan and make its resources available to them.

Organisation

2.1   The Council has overall responsibility for both disaster recovery and emergency planning, but has delegated all powers in both cases of civil emergency and other cases of urgency to the Town Clerk in consultation with two members, either: The Mayor, Deputy Mayor, Chair of Policy Committee, subject to reporting to the next meeting of the Town Council.

2.2   The Policy Committee has the responsibility for working with the principal authority in preparing and implementing Major Incident Plans.

Plan Objectives

3.1   The plans objectives will be to:

- Serve as a guide to those implementing our business continuity plan;
- Assist in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures;
- Reference and point to the location of critical data;
- Provide procedures and resources needed to assist in recovery.

Key Staff

4.1   If a disaster occurs the members of the teams tasked with enacting this plan are:

- The Town Clerk
- Deputy Clerk

- Facilities Manager

Staff Welfare

5.1 It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the council. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

5.2 Staff should be aware of what their role is when a major disruption 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.

5.3 Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider helping those staff who have been affected.

Communicating with Staff/Councillors/Public

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

6.2 Thereafter, all communication with the press will be through the Deputy Clerk and Marketing Manager

6.3 The Clerk shall, in the first instance, notify all Councillors of any updates and news regarding an emergency incident.

6.4 Communication with the public should be via the website, social media, local press and notice boards all to be issued by the Deputy Clerk

Business Continuity Plan

7.1 The purpose of this plan is to prepare the council 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.

7.2 Responsibility for maintaining services is primarily the responsibility of the relevant section manager, with overall responsibility lying with the Town Clerk.

7.3 The outcome of this plan is to ensure that the council can maintain a good level of service for our residents and stakeholders.

7.4 The Business Continuity Plan identifies the critical service areas and details actions to be taken to continue or recover delivery of the services within identified timescales. **Priority1. (0-24 hours), Priority 2. (3 days) and Priority 3. (14 days).**

7.5 Each member of staff will have a list of contact details of members, other staff, and key consultants. On discovering or being advised of a disaster which

might affect business continuity or a major civil emergency, the officer of member of staff will contact the Town Clerk or most senior officer available.

7.6   The most senior officer will then: -

- Ensure all members of staff are contacted, advised of the situation and either put on standby or advise of the action required.
- Convene any necessary meetings of staff and or Members.
- Consider staff welfare issues and take necessary action.
- Deploy staff in non-critical service areas as required.
- Advise statutory authorities (e.g. emergency services, HSE etc.) and insurance company, as necessary.
- Advise the named Councillors above and any other committee Chairs
- Advise other members by cascade system/email.
- Keep staff informed.
- Invoke process of determining loss or damage and minimising it.

Disaster Recovery – Specific Losses

8.1   Early tasks of Key Staff, after damage has been assessed, will be:

- Determine any short-term training needs for re-deployment
- Request consultant to assess any additional health and safety risks and actions to be taken.
- Keep a log of actions taken by staff.
- Issue any immediate press statements deemed necessary.

Premises Incident

9.1   A premises incident can include flood, fire or any other disaster that renders the building inaccessible. The Council's main buildings are:

- The Civic Hall, Market Street
- The Market Hall, Market Street
- The Market Public Toilets
- Brookfield Hall, Shrewbridge Road
- Storage Units at Barony Park and behind Chatwins Bakery

Location of incident	Action	Priority
All locations listed	Notify insurance and any statutory authorities (e.g.HSE)	1
Civic Hall, Market Hall	IT recovery – below table	1
Civic Hall, Market Hall	Establish temporary office and telephone and advise public and stakeholders	2
Civic Hall, Market Hall, Brookfield Hall	Salvage any physical records/files and make a list of actions with priorities	2

Storage Units	Salvage any stored items not destroyed and arrange temporary storage facilities	**2**
Civic Hall, Market Hall, Brookfield Hall, Public Toilets	Advise clients/traders that facility is unavailable	**2**
Civic Hall	Advise bank and ensure key banking services are protected	**1**
All sites	Request support from principal authority and other partners	**1**
Civic Hall	Re-establish Council meetings	**2**
Civic Hall	Re-establish committee meetings	**3**
All sites	Prioritise service recovery actions	**2**
Civic Hall, Market Hall, Brookfield Hall	Assess financial loss, income etc. for insurance claim	**3**
Civic Hall, Market Hall, Brookfield Hall, Public Toilets	Issue press release	**1**
Civic Hall	Re-establish internal key financial procedures	**2**
Civic Hall, Market Hall, Brookfield Hall	Assess any contractual obligations	**2**
Civic Hall, Market Hall, Brookfield Hall	Can alternative venues be found for hirers/traders	**3**
Civic Hall, Brookfield Hall	Redirect all post to suitable site	**2**
Civic Hall	Establish working from home arrangements for Civic Hall Staff	**2**
Market Hall	Establish temporary stalls for internal traders outside ensuring trading licence is adequate	**2**

Loss of IT system

10.1   The loss of IT support can be either as a direct result of premises damage or a system failure, theft, or power cut

Action	Priority

Notify Insurance, police in the event of theft	**1**
Contact support contractors to get systems operational and provide alternative hardware in the event of theft	**2**
Re-establish cloud-based files onto hardware	**1**
If theft, consider potential security issues such as bank details and confidential information	**1**
If necessary, obtain latest Omega information from RBS	**3**
Advise clients and stakeholders of loss of service/information	**2**
If there is a breach of GDPR through theft report incident to ICO	**2**

Loss of Key personnel

Action	Priority
Assess implications to services	**1**
Consider succession planning, either permanent or temporary	**1**
Consider other agencies that can provide personnel if a priority	**2**
Use consultancy	**3**
Look at permanent alternatives if necessary	**3**

Plan Review

12.1   The Council will periodically review the plans effectiveness in consultation with Health and Safety Consultants.