



## QUENIBOROUGH PARISH COUNCIL

### BUSINESS CONTINUITY PLANNING

#### **SCOPE OF THE BUSINESS CONTINUITY PLAN**

It is not a statutory duty for a Parish Council to continue to provide critical functions and assistance in the event of a disruption. However, it is the intention of Queniborough Parish Council (the Parish Council) to recognise the importance of producing and maintaining a Business Continuity Plan (BCP) for implementation in the event of disruption to the day to day running of the Council.

This plan provides a framework for the Parish Council to mobilise its response and undertake work to prevent or mitigate the severity of potential disruptions. This plan identifies the first reactions, recovery objectives, structure for implementation, monitoring, follow-up procedures and communication process to keep everyone informed of necessary changes to service delivery.

#### **DESCRIPTION OF BUSINESS**

The Parish Council is a local authority that makes decisions on behalf of the people in the parish and has an overall responsibility for the well-being of its local community. It is the level of government closest to the community, with the district authority above it in the hierarchy.

It is consulted on all planning proposals including the Local Plan and Neighbourhood Plan, all licensing applications and has regular requests for opinions on a variety of matters including footpaths, road safety, and trees. In addition, it is responsible for three recreation areas; King George V, Rearsby Road Playing Fields and The Millstones Play Area, as well as Queniborough Cemetery.

#### **OUR COMMUNITY**

As it is the authority closest to the people, parish councils are invariably the first place people will go with concerns or ideas, for this reason it is a vital part of any community.

Its work falls into three main categories:

- representing the local community
- delivering services to meet local needs
- striving to improve quality of life in the parish

## **ROLE OF THE COUNCILLORS**

Parish Councillors have a dual role:

- To represent the views and concerns of residents of the parish to the Parish Council itself and, through it, to the district, county or unitary authority.
- To report back to residents on issues affecting the parish.

## **RECOMMENDED MAINTENANCE**

The BCP should be reviewed annually. Key items that will need updating at this frequency include:

- Responsible persons within the Parish Council
- Insurance provider and contact details
- Internet/telephone provider and contact details
- Other contact details

## **BUSINESS CONTINUITY OVERVIEW PURPOSE**

### **Purpose**

The purpose of this plan is to prepare the Parish Council in the event of extended service outages caused by factors beyond its 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 Parish Council can maintain a good level of service for its residents and the local community.

### **Plan objectives**

- Serve as a guide for those implementing our Business Continuity Plan
- 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

### **Key Roles**

If a disaster occurs staff and Councillors tasked with enacting this plan are;

- Clerk
- Deputy Clerk
- Chairman
- Vice-Chairman

### **Welfare**

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff, Councillors and other members of the community with BCP responsibilities. Those listed with responsibilities in the BCP need to be given clear direction about the priorities of the Parish Council. Those with key roles must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Those with BCP responsibilities should be aware of what their role is when a major disruption occurs. Clear and concise communication is pivotal to having an organised response.

If it is suspected that anyone with BCP responsibilities has suffered undue stress or even trauma from the business disruption, they must be given support accordingly.

### Communicating with Parish Councillors

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

### Communicating with the Public

Communications with the public should be via the Queniborough Parish Council website, social media, local news outlets and notice boards all to be issued by the Clerk.

### BCP Scenarios

#### Scenario 1: Loss of Clerk due to death, illness, incapacity, or resignation/dismissal

Impact minimisation	Immediate action	Continuity
<ul style="list-style-type: none"> <li>• Ensure key tasks are up to date, including Minutes.</li> <li>• Access to logins and passwords to be known by the Deputy Clerk.</li> </ul>	<ul style="list-style-type: none"> <li>• Inform Chairman and Vice-Chairman.</li> <li>• Chairman to inform Council.</li> <li>• Deputy Clerk to take on responsibilities until new Clerk is appointed.</li> <li>• Notice on parish noticeboards or social media, if appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit replacement</li> <li>• Review procedures to ensure minimal impact from loss.</li> </ul>

#### Scenario 2: Loss of Councillors due to multiple resignations (Council inquorate)

Impact minimisation	Immediate action	Continuity
<ul style="list-style-type: none"> <li>• Co-option of Councillors</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk to inform remaining Councillors</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk and Chairman to decide on temporary working strategy for Council business.</li> <li>• By-election or co-option procedure to be instigated.</li> <li>• Longer term: Parish Council to review procedure for recruitment of Councillors.</li> </ul>

### Scenario 3: Loss of Council documents due to fire, flood, or other causes

Impact minimisation	Immediate action	Continuity
<ul style="list-style-type: none"> <li>All documents to be stored on cloud service</li> </ul>	<ul style="list-style-type: none"> <li>Clerk to ensure all documents indexed appropriately for easy retrieval.</li> <li>Clerk to ensure CPC website domain licence is purchased annually.</li> </ul>	<ul style="list-style-type: none"> <li>Review procedures annually to ensure improvements and security</li> </ul>

### Scenario 4: Loss of Council equipment or electronic data due to theft, fault or breakdown

Impact minimisation	Immediate action	Continuity
<ul style="list-style-type: none"> <li>Information security policy in place to ensure no council data is stored on personal devices</li> <li>Appropriate insurance in place to cover loss of equipment</li> </ul>	<ul style="list-style-type: none"> <li>Clerk to inform Chair or Vice Chair</li> <li>Report to Police</li> <li>Report to Insurers.</li> <li>If a personal data breach has occurred Information Commissioners Office (ICO) to be informed and follow GDPR guidance on data breaches</li> </ul>	<ul style="list-style-type: none"> <li>Replace equipment</li> <li>Review security arrangements</li> </ul>

### Scenario 5: Damage to Parish Council Office and / or grounds

Impact minimisation	Immediate action	Continuity
<ul style="list-style-type: none"> <li>Appropriate insurance in place to cover loss or damage</li> <li>Complete risk assessments</li> </ul>	<ul style="list-style-type: none"> <li>Clerk to inform Chair or Vice Chair</li> <li>Clerk to inform Insurers.</li> <li>Clerk to inform third parties using this facility.</li> </ul>	<ul style="list-style-type: none"> <li>Review procedures to ensure improvements</li> <li>Review risk assessments</li> </ul>

### Scenario 6: Local Disaster including rendering Parish Council Office inaccessible (fire, flood, attack)

#### Impact Minimalization

- Maintain up to date risk assessments of all Parish Council property and liabilities.
- Maintain up to date list of emergency contacts (including within the BCP).
- Clerk to ensure awareness of Disaster Planning and key contacts.

## Immediate Action

In office hours

#	Action	Details	Responsible Person
1	Evacuate the building	Follow normal fire drill procedure	Clerk Deputy Clerk
2	Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Clerk Deputy Clerk
3	Verify if incident is real	If false alarm, resume business as normal	Clerk
4	Call emergency services	999	Clerk Deputy Clerk
5	Record details of any injuries sustained in the incident	Use Accident Book	Clerk Deputy Clerk
6	Alert Staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Clerk
7	Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerk Deputy Clerk Chairman Vice-Chairman

Outside of office hours

#	Action	Details	Responsible Person
1	First person on-site to notify Clerk	Do not enter the building	All Parish Councillors
2	Call emergency services	999	All Parish Councillors
3	Alert Staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All Parish Councillors
4	Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerk Deputy Clerk Chairman Vice-Chairman

## Continuity

#	Action	Details	Responsible Person
1	Phones	Staff to use personal mobile phones.	Clerk Deputy Clerk Cemetery Clerk
2	Internet	Staff to use home internet connections to access e-mails in the short term. Contact Computer SOS / 2communue to provide laptops for staff and new server connection	Clerk Deputy Clerk Cemetery Clerk
3	Inform insurance company	BHIB Councils Insurance AGM House, 3 Barton Close, Grove Park, Enderby, Leicester, LE19 1SJ, Tel: 0330-0130036	Clerk Deputy Clerk
4	Post redirection	All Mail to be forwarded to Clerk	Clerk Deputy Clerk
5	Inform suppliers /residents	If disruption is expected, inform customers/supplier via email/ social media	Clerk Deputy Clerk
6	Temporary Premises	Home working until Parish Office is safe and available for use	Clerk Deputy Clerk Cemetery Clerk
7	Mains power	Staff to work from home until power is restored.	Clerk Deputy Clerk Cemetery Clerk

## Recovery

#	Action	Details	Responsible Person
1	Agree and plan the actions required to enable recovery of normal working practices	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Clerk Deputy Clerk Chairman
2	Respond to any long-term support needs of staff	Depending on the nature of the incident, we may need to assess support needs of staff with input from relevant professional support services	Clerk Deputy Clerk
3	Publicise that there is now 'business as usual'	Inform residents through normal channels that our business is operating as normal	Clerk Deputy Clerk
4	Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Full Council
5	Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Full Council

## Appendix 1: Key Contact Details

Contact	Phone Number
Clerk	0780-3096221
Deputy Clerk	07514-098594
Chair	07808-736408
Vice Chair	07900-440202
Parish Council Office	0116-2603313
Insurers	0330-0130036
Emergency Services	999

## Appendix 2: Important documents

Below documents to be stored in a secure location in lockable, fire-proof cabinets in the Parish Office.

- Land registry documents
- Employee contracts
- Standing orders
- Financial regs
- Key policies and procedures

## Appendix 3: IT Backups

The Council's laptops are of varying age, one is new and still under warranty until November 2023, the other two laptops are now over three years old and out of warranty. Both run Windows 10 and are currently operating satisfactorily.

The copy of Windows 11 is backed up once a week to an external hard drive, which is taken home. In addition all documents and files are backed up to Microsoft OneDrive, cloud back-up off site. This is currently done via a personal Microsoft account but Council have agreed to purchase an Office 365 business account.

The Council's website and email are all stored on the 2commune servers.

The Council's laptop is protected by Bitdefender anti-virus software and access from the desktop is password protected.