

The background features a large, light purple watermark of the Stotfold Town Council crest. The crest is a shield divided into four quadrants. The top-left quadrant contains a cow, the top-right a ram, the bottom-left a quill pen, and the bottom-right a lion passant guardant. The word 'STOTFOLD' is written across the top of the shield.

**STOTFOLD TOWN
COUNCIL**

**BUSINESS
CONTINUITY PLAN**

STOTFOLD TOWN COUNCIL
BUSINESS CONTINUITY PLAN

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Introduction

Stotfold Town Council has recognised the importance of producing and maintaining a Business Continuity Plan (BCP) for implementation in the event of disruption to the day-to-day operation of the Council. This plan identifies the instances of disruption, the immediate responses, the procedure to follow to maintain continuity of service and the follow up procedures necessary to service delivery where such services are disrupted by factors within the control of the Council.

The Civil Contingencies Act 2004 places a duty on a local authority to ensure that it is prepared as far as reasonably practical to continue to provide important functions and services in the event of a disruption. This plan identifies the instances of disruption, the immediate responses, the procedures to follow to maintain continuity of service and the follow up procedures and necessary changes to service delivery, where such services are disrupted by factors within the Council's area of responsibility.

Objectives

The objectives of a BCP are:

- To provide guidance, establish actions to be taken and develop procedures that will allow the Council to manage any incident.
- To ensure the continued operation of key services.
- To keep the organisation working effectively.
- To inform the community and customers of the Council.

The BCP should cover all areas of the Council's business, including issues for the:

- Staff – operational issues; to ensure their ability to undertake their day-to-day duties.
- Council – statutory requirements, Councillors' business, service provider to customers (residents, visitors); to ensure they are undertaken with minimal disruption, stakeholders kept informed, and details and updates are well communicated.

In doing so the BCP should cover the:

- Potential Causes – albeit difficult to predict:
 - the reasons and timing why they occur.
 - identify the cause to help prevent or reduce the risk of an incident.
 - to help save resources in the longer term.
- Impact – how do you:
 - reduce the impact of an incident.
 - plan for the prompt recovery of key services or systems.
- Assessment – if an incident occurs, considering:
 - low to high importance.
 - short to long term implications.
 - small scale or major incident.

Roles & Responsibilities

It is the responsibility of the Town Council, through the Town Clerk and Establishment Committee to ensure the BCP is in place, reviewed, up-to-date and functional. The BCP should be presented to Council for approval and adoption. In all the event of an incident the Town Clerk or Democratic Services Manager/Public Realm Manager will ensure full details are recorded and where applicable photographed, as evidence in the event of a loss claim.

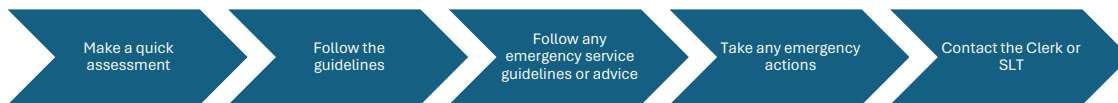
Incident Procedure

The responsibility for the co-ordination overall and ensuring recovery lies with the Town Clerk. To facilitate this, all incidents should be reported to the Town Clerk, or in their absence, the Democratic Services Manager or Public Realm Manager. The Town Clerk will then contact the key contacts who will in turn contact the respective service responsible officer to implement the operational issues. This cascade approach must be adopted to assist the process and ensure prompt dissemination of information.

Communication

Communication is critical to a successful recovery of services or systems to ensure everyone is aware and to avoid duplication of effort. The cascade approach will assist in effectively communicating information in a timely manner. The following information must therefore be carried out ensuring:

- Clear instructions are provided to all staff upon discovering an incident or receiving a malicious threat, including:
 - making a quick assessment or value judgement.
 - Follow the guidelines.
 - follow any emergency service guidelines, i.e., fire (evacuate), smell gas (turn off).
 - take any emergency actions felt required, i.e., emergency services.
 - contact the Town Clerk or other member of the senior leadership team in their absence, who will then take control of the situation unless the emergency services are involved.
 - under no circumstances should staff or others be put at risk



- All staff are briefed and made aware of what actions have or will be taken, preferably at one large group meeting so that any questions or issues are discussed collectively.
- All Councillors, in particular the Chairman and/or Vice Chairman, are briefed on the issues and what actions have or will be taken and any requirement to use their support.
- The service responsible officer is given support as required.
- Adequate resources are input to assist the recovery of the service.
- Constant reviews of the situation are undertaken, through regular updates and officers, Councillors and customers are kept updated and informed.
- Officers are utilised effectively and efficiently, particularly in the event of providing cover, to expedite a prompt return to normal service.
- Adequate checks are carried out when the services and systems are recovered, when systems are restored from back-up records, so that they are fully restored and reinstated and operating correctly.
- All details, i.e., resources, additional costs etc, are recorded and where applicable photographed, and any loss claim submitted.
- Regular training sessions are undertaken for all officers on their roles and responsibilities, on emergency procedures and use of emergency equipment.

Business Impact Assessment (BIA)

To assess these issues and ensure the BCP covers them it should include a BIA which will:

- Review the services and systems.
- Analyse these into the critical components or issues that could arise.
- Assess the affect and importance on the service, i.e., high, medium, or low impact.
- Provide guidance/actions for their recovery.
- Identify measures to minimise the disruption/delay of providing these services. These will include recovery strategies such as restoring data, repairs, replacements, relocation, reciprocal arrangements, workarounds.
- Identify a responsible officer and support officer for the service or system in order to co-ordinate the retrieval.
- Identify recovery deadline periods for loss of respective service based on the impact assessment and importance of the service:

- 1 - 1-4 Hours
- 2 - 4-8 Hours
- 3 - 1-3 Days
- 4 - 1 Week
- 5 - 1 Month
- 6 - 2-3 Months

Review and Testing

It is good practice to test the contents of the BCP to assess its content, suggest alternative or additional procedures and raise any logistical issues, which can then be reflected in the updates. The BCP should be reviewed at least annually by the Establishment Committee as part of the Risk Management Strategy and where necessary measures put in place to safeguard the future operation of the key services and systems. Part of this review would also ensure any supporting documentation, i.e., manual records, key contacts, are kept up-to-date and amended accordingly.

Emergency Plans

The BCP is intended as an internal document for use when there is an incident with a Council service or system. In the event of a serious emergency the Emergency 'Blue Light' Services will generally be involved, and they will take control of the incident. They will liaise with and inform the CBC Emergency Planning Team

In the event of all other major emergencies affecting all or part of the town i.e., flooding, traffic, the co-ordination will fall within the CBC Emergency Plans. These contact details are included in the Appendices. These authorities will take control of the incident and inform the Council who will be part of the support by contributing to and providing assistance.

Confidentiality

Due to the content required in the BCP it must always remain a Confidential document and only held in full or part by those requiring to do so.

Appendices

Appendix A - Business Impact Analysis – guidance/actions for the recovery of services or systems.

Appendix B – Emergency Contact details

Appendix C – Councillor Contact details

Appendix D – CBC Emergency Planning contact details.

Appendix E – Communication Flow

Appendix F – All Officer contact details.

Appendix G – Media & Stakeholder contacts

Appendix H – Bank & Insurance contacts

Stotfold Town Council
Business Continuity Plan

Date Adopted: March 2024
Date to be reviewed: Annually

Appendix I – Utilities & Alarms contacts

APPENDIX A - STOTFOLD TOWN COUNCIL – BUSINESS IMPACT ASSESSMENT

Guidance on actions for the recovery of services or systems.

Recovery Deadline

- 1 1-4 hours
- 2 4-8 hours
- 3 1-3 days
- 4 1 week
- 5 1 month

Abbreviations used: TC – Clerk, DSM – Democratic Services Manager, PRM – Public Realm Manager, FO – Finance Officer, AM – Amenities Officers, -TR – Town Rangers, PO – Project Officer, CEO – Community Engagement Officer, MAY – Mayor, VMAY – Vice Mayor of Town Council

Service Area	Loss of Service	Service Impact	Recovery Deadline	Impact	Level 1 Recovery	Level 2 Recovery	Mitigating Arrangements	Issues	Lead Officer
Technology	Computers	High	1	Loss of access to network files	Contact IT provider		Files cloud based through SharePoint. These would also be inaccessible if there was to be a loss of internet connection	No issues to computer files	DSM
		High	1	Loss of email to communicate	Contact IT provider	Arrange for emails to be redirected to another email address. Create an alternative	Access to emails through cloud-based system. Create a non-365 account	Inability to pick up email, respond to residents and make key decisions	DSM

Service Area	Loss of Service	Service Impact	Recovery Deadline	Impact	Level 1 Recovery	Level 2 Recovery	Mitigating Arrangements	Issues	Lead Officer
						public email address			
		High	2	Computer Virus	Contact IT provider		IT security and firewall in place	No access to computer files	DSM

		High	2	Inappropriate access – hacking/ ransom demand	Contact IT provider Contact Police Contact Insurance Company	IT provider to help check recovery status	Suspend all working on computers		DSM
		High	2	Theft of IT equipment	Contact Police, Insurance Company, IT provider	IT provider to prevent unauthorised access and arrange to replace equipment		Financial implications	DSM
		High	1	Breakdown of IT equipment	Contact website provider to arrange replacement		Funds built up to for rolling programme of IT upgrades	Financial implications	DSM
	Website	Medium	3	Loss of website, unable to communicate information	Contact website provider to have system reinstated or restored	Contact alternative provider to install temporary website for information purposes		Recovery timescale	DSM
		Medium	2	Inappropriate access	Contact website provider to check content and user's details				DSM

	Social Media	Medium	3	Inappropriate messages	Suspend all postings	Respond to posting			CEO
	Officer Machinery	Medium	3	No printing or scanning of letters, documents, reports, statutory agendas	Contact provider to get service engineer visit. Contact adjoining parish/town council, library, local business to use their machinery	Arrange new lease equipment	Maintenance agreement in contract	Cost implications Copying larger volumes of documents, agendas etc	DSM
	Alarms	Medium	3	Intruder – no security in building Fire – no warning to emergency services	Contact alarm company Contact alarm company		Maintenance agreement and budget in place for call out charges	No insurance cover	FM
Paper records	General	Low	4	Loss of comprehensive records of details held	Review master list of all files and records held.	Recover from electronic versions		Accessibility of retrieval, software may be required on all PCs. Cost and resource implications.	DSM
	Legal Documents	High	5	Loss of statutory records – requirement to maintain	Contact third parties from register to obtain copies of documents	Recover from electronic versions	Consider electronic copy kept in cloud.	Feasibility of storing in suitable safe – cost implications	DSM

				records for certain period			Original documents kept with Council solicitors. Register of all documents held by solicitor kept electronically		
		High	5	Loss of records for contracts, agreements, leases	Contact third parties from register to obtain copies of documents	Recover from electronic versions	Consider electronic copy kept in cloud. Original documents kept with Council solicitors. Register of all documents held by solicitor kept electronically.		DSM
		High	5	Loss of financial records – accounts, receipts, and payments	Contact third parties from register to obtain copies of documents	Recover from electronic versions	Consider cloud-based storage for all paper records		FO
		Medium	5	Loss of insurance records, risk records	Contact insurance provider to obtain copies of policies	Recover from electronic versions		Details of policy number will be required	FO
	Unique Records	Medium	5	One off records (maps, historical data)	Lodged to archive office		Copy kept on cloud-based system		DSM

				unlikely to be replaced					
	Files	Medium	5	Copies of paperwork produced are generally electronic, but information received is not stored electronically	Retrieve files through reproducing electronic versions			No guarantee all paperwork can be reproduced	DSM
	Archives	Medium	5	Older files kept for reference (see files)				Scan all archived files. Cost implications	DSM
Staff	Resignations	High	6	Clerk – loss of Proper Officer Need to ensure Council business continues	DSM delegates for Clerk. Contact BATPC/SLCC and other providers for locum clerk	Recruitment procedure through HR consultant	DSM or locum clerk delegates for Clerk	Provides immediate continuity. Time delay in making selection, appointment, and commencement date. Learning period from commencement. Cost implications Consider EMR staff contingency	MAY/ VMAY

	Illness or leave	Medium	5	Long term, serious illness, epidemics, maternity, or paternity	Assess in-house coverage and/or change staff working practices to cover duties or priority areas. Buy in specialist cover from Rialtas to cover Finance Officer. Other agencies specialise in local government short term staffing solutions.	Assess working practices and rearrange duties/responsibilities	Procedure notes to be up to date. Knowledge from wider team	Other duties/responsibilities may be delayed. Time delay in making selection and appointment and commence date. Cost implications	TC/DSM
		Low	5	Short term absences	Assess in-house cover for key and priority areas		Knowledge from wider teams		TC
	Unforeseen circumstances	Medium	3	Adverse weather conditions, staff unable to get into office, temporary or short-term loss	Cascade arrangements informing staff and key holders.	Assess in-house cover for key or priority areas. Close office for a period	All staff are key holders. Mayor/Vice Mayor also key holders	Length of time for cover may need to be assessed on a day-to-day basis.	DSM

				or disruption to business	Facilitate home working. Only local staff and/or councillors able to Town Council offices.	e.g. day or week.		Access to office files, records to undertake work not available. Cloud based storage system to be utilities.	
Governance	Council not quorate	High	5	Loss of Members due to multiple resignations (causing council to be inquorate)	Clerk to informing remaining Members and staff. Clerk to inform CBC electoral services and follow election regulations if required.	Adopted Co-Option Policy in place	CBC will appoint temporary Town Councillors until elections/co-option can be held.	Inability to process payments, make decisions	TC
Buildings	Greenacre Centre	High	1	Unable to access building	Contact alarm and security provider	Contact locksmith to gain access In event shutter malfunction, TRs have ability to override shutters		Power, access to tech, internet access	FM

		High	1	Damage to premises	Depending on level of damage to building consider relocating to other rooms within the building, staff to WFH if possible. Relocate to other building if applicable.				
	All buildings	High	2	Damage to buildings	Assess areas unusable and re-arrange building for temporary office space if applicable or contact hirers to rearrange bookings or accommodate in other buildings	Contract contractors to carry out remedial works			TC/FM/AO
		Medium	1	Unable to hold meetings	Relocate meetings to other location depending on timeframe or hire space in alternative venue				TC/DSM

		High	3	Loss of hire facility – hirers	Source alternative venues for hires. Contact hirers and advise alternative locations and provide details of venues.		Regular maintenance, condition survey	Cancel bookings, loss of income, suitability of alternative venues Loss of income	FM/AO
Utilities	Gas	High	1	Leak	Evacuate the building Contact gas provider		Regular maintenance Maintenance agreement	Cancel bookings, loss of income	FM
		Medium	3	No supply	Contact gas provider			Is loss of supply to building or wider area?	FM
		Medium	3	No heating	Contact boiler engineer	Use temporary heating	Regular service		FM
	Electricity	High	1	No power to building	Contact UKPN			Regular maintenance, condition survey	FM
		High	1	No power for alarm, IT	See technology				FM
	Water	High	1	No toilet facilities (staff or hirers)	Contact water provider	Staff WFH Hirers relocate		Is loss of supply to building or wider area?	FM
		Medium	2	No drinking facilities	Contact water provider	Purchase hot drinks/ bottled water			FM

		Medium	2	No kitchen facilities	Contact water provider	Staff WFH Hirers relocate		Is loss of supply to building or wider area?	FM/AO
Assets	Money	High	2	Loss of money	Contact police Contact insurance company Compile list of receipts from receipt book, card payments etc	Contact payees to check their records (not processed) and provide another payment	Regular banking of monies, bank reconciliation Internal control measures in place and reviewed regularly	Different issues with cash and car payments	FO
		High	3	Fraud/Theft	Contact police/ insurance company		Regular banking of monies, bank reconciliation Internal control measures in place and reviewed regularly		TC/FO
	Vehicles	Medium	4	Vehicle Theft	Report to police, insurance company		Vehicles are locked overnight and secured in rear car park		FM
		Medium	4	Vehicle damage or breakdown	Contact garage to arrange transportation	Hire a vehicle Use personal vehicles and	Frequent service	Cost implications Extent of damage may	FM

					to garage for investigation	recoup fuel expense	Driver checks and assessments	not be economic to repair EMR for vehicle replacement	
	Play equipment	Medium	1	Damage to equipment	Secure and/or repair equipment or area Advise Police if relevant Contact insurance company	Close play area	Regular inspections	Cost implications	PRM
	Land	Low	4	Unable to access				Each site has different issues	PRM
		Medium	5	Contaminated land	Contact Environment Agency for advice	Contact specialist contractor	Undertake testing of sites	Each site has different issues Cost implication	PRM

Recovery Deadline

6	1-4 hours
7	4-8 hours
8	1-3 days
9	1 week
10	1 month

Appendices:

Appendix B	Emergency Contact Details (confidential)
Appendix C	Councillor Contact Details (confidential)
Appendix D	CBC emergency planning contact details (confidential)
Appendix E	Bank and insurance contact details (confidential)
Appendix F	Utilities and Alarms contacts (confidential)