Leigh-on-Sea Town Council

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Chair: Cllr B Arscott / Vice Chair: Cllr C Mulroney
Town Clerk: Clare Milligan

LOCAL COUNCIL AWARD SCHEME QUALITY GOLD
LOCAL COUNCIL AWARD SCHEME QUALITY
LOCAL COUNCIL AWARD SCHEME FOUNDATION

BUSINESS CONTINUITY ACTION PLAN (BCAP)

1. General Statement

1.1 The Council has a Business Continuity Strategy (BCS) for responding to an unplanned disruption that affects the Community Centre which includes the provision of a recovery site. Following disruption, the Town Clerk will contact all members of the Recovery Team who will then take responsibility for the co-ordination for the Council's response. The Recovery Team throughout the disruption will:

- Provide direction and assistance to service areas with regard to the recovery of service activities
- Make decisions on the Council's priorities
- Co-ordinate resource requirements across the organisation

1.2 This BCAP will support the agreed recovery strategy as well as the recovery of business activities.

2. Initial Response

2.1 Once notification of a disaster or disruption has been received, it may be necessary to contact the emergency services and evacuate the Community Centre. The Town Clerk will notify the Recovery Team and will ensure the following procedures are undertaken.

Activity	Completed	By Whom	When
Call Emergency Services			
Evacuate the premises			
Direct everyone to the Assembly point (rear of public car park)			
Pick up 'Grab Bag'			
Roll Call			
Ensure all staff and visitor areas are safe. Restrict access to affected incident officers at the scene			
Liaise with emergency services			
Record details of any casualties			

Inform next of kin of any staff casualties			
Execute any relevant media communication			

2.2 The key actions immediately following a disruption are outlined in the following table. Against each objective are the actions to be followed to ensure the objective is met, together with a tick box to record when the action is completed.

2.3 IT Only Incident:

Objective	Action	Assigned to:	✓
Assess the situation	**Assess** the likely impact on Council. If **minor**, the Town Clerk will work with Council's IT provider to discuss & agree action. If **major**, assess whether need to relocate to the recovery site	Town Clerk	
Invoke the BCAP	**Confirm** whether new PC's /Laptops are required. **Confirm** set up of new PC's/Laptops.	Town Clerk	
Contact Recovery Team	**Brief** the Recovery Team	Town Clerk	
Notify staff	**Inform** Council staff of disruption & advise of current situation	Town Clerk	
Move to recovery stage	**Decide** whether new PC's/Laptops are required.	Town Clerk	

2.4 Building Related Incident

Objective	Action	Assigned to:	✓
Notification during office hours	**All staff** will be notified of an incident and advised of any action required **If instructed** to do so, all staff should evacuate the building and report to the assembly point	Caretaker /Town Clerk	
Notification of incident outside office hours	**The Town Clerk** will decide what message should be given to staff **Initiate** a call cascade, contacting all staff using Appendix A2 **Follow** the contact procedures in Appendix B **Tell** staff what has happened and what they are required to do (e.g.	Town Clerk	

	make way to designated recovery site) **Advise** how and when future updates will be communicated. Log all calls using Appendix B2		
The Recovery Team	**Recovery Team will:** **Provide** direction and guidance during the disruption **Implement** the Action Plan **Agree** how updates/progress will be reviewed and communicated to all staff and councillors **Review** critical activities and confirm recovery requirements listed in Appendix C2 (people workplace systems and other resources)	Recovery Team	
Move to Recovery Phase	If the Recovery Team decides to invoke business recovery arrangements, follow the Business Recover Actions in Section 3	Recovery Team	

3. Business Recovery

This section provides details of the actions required to recover the critical activities undertaken by Council staff. In the event of a disruption, the Recovery Team will relocate to a Recovery site. The BCS includes the provision of workspace accommodation for staff, new office furniture and equipment, IT equipment and telephony equipment.

3.1 Assessing the Impact

Objective	Action	Assigned to:	✓
Access the impact of the disruption	**Assess** any impact the disruption will have on the Council's critical activities and any current issues to be considered. **Develop** a prioritised Action Plan, incorporating the objectives and actions outlined in 3.2 and 3.3 below. **Any** issues/concerns must be discussed by the Recovery Team	Recovery Team	

3.2 Critical Activities

The Recovery Team will provide direction and guidance to assist the recovery of the Council's critical activities. The actions below must be followed and

recorded when they have been completed or when services have been reinstated.

Objective	Action	Assigned to:	✓
Review Critical Activities	**Review** responses necessary to carry out critical activities. **Arrange** for the retrieval of any vital records Appendix D	Recovery Team	
Arrange for staff to relocate to the recovery site	**Staff** to go to the recovery site **Establish** which staff will relocate to the Recovery site and when that will be **Contact** the appropriate staff members and brief them on: • When they should go to the recovery site • Any special arrangements	Recovery Team	
Establish VOIP connection with existing telephony equipment at recovery site	**Confirm** if more telephone lines are required. **Contact** the Council's telephone system provider to provide emergency telephony and arrange for an engineer to visit the recovery site if necessary	Recovery Team	
New IT Equipment	**New** computers/Laptops may need to be obtained if the ones at the Community Centre are rendered unusable. The Council's IT supplier will advise and will purchase new hardware accordingly. New software will also be purchased	Recovery Team	
Establish IT capability	**Connect** to the cloud **Establish** reconnection of Council's website over the internet	Recovery Team	
Test Systems	**Once** tests are complete, staff may use their computers at the recovery site	Recovery Team	
Provide an ongoing IT support at the recovery site	**Confirm** with IT provider that relocation is advised	Recovery Team	
Review issues and priorities	**Reassess** issues and priorities at regular intervals • Status of Community Centre • Status of Critical activities • Resource issues • Insurance status • Media attention/reaction	Recovery Team	

Objective	Action	Assigned to:	✓
	Communicate relevant daily updates to staff and councillors		
Confirm work space requirements	**Identify** which area of SCC Civic Centre will be allocated as the recovery site **Consider** whether workspace away from the recovery site could be utilised **Be** aware of any other options required	Recovery Team	
Contact Council's Insurance Company	Contact Zurich to log the incident. Record what damage has occurred. Establish any disaster recover opportunities within current insurance policy.	Town Clerk	

3.3 Maintaining Communication

Objective	Action	Assigned to:	✓
Maintain communication	**Use** the status report in Appendix E1 to record information on the current operational situation for: • Staff issues • Service issues • Other resource issues **Confirm** how any IT, HR, etc. issues should be dealt with **Agree** any messages to be cascaded to staff **Agree** any messages to be given to external organisations, other councils, as well as the media. Use Appendix E2 to keep a log of events	Recovery Team	
Update external organisations as necessary	**Review** external contacts in Appendix A5 **Identify** which external organisations should be contacted including the media **Ensure** all Recovery Team members are clear what message to be given to external organisations **Establish** contact points for each external organisation **Contact** and update external organisations including the media when necessary	Recovery Team	

Ensure effective ongoing communication with staff and councillors	**Ensure** the Recovery Team are clear about the message to be given to staff **Review** the contact procedures and contact all staff using the staff and councillors contact list in Appendices A2 and A4 and update them on the situation. If next of kin need to be contacted, Appendix 3 is to be used **Be** aware of any staff welfare issues that need to be discussed **Communicate** regularly with staff to provide reassurance and to keep them informed of what might be expected of them	Recover Team	
Establish Timeline	**Establish** a timeline with regard to reoccupation of the Community Centre **Discuss** with SCC and Town Council's insurance company, the necessary cover and how this will be effective **Reinstate** standing orders, financial procedures and council protocols **Decide** when future Council meetings will be held		

3.4

Appendix A: Contact Details

A.1   The Recovery Team

Name	Job Title / Role	Email
Clare Milligan	Town Clerk	Clerk@leighonseatowncouncil.gov.uk
Bernard Arscott	Chair	cllrarscott@leighonseatowncouncil.gov.uk
Carole Mulroney	Vice Chair	cllrmulroney@leighonseatowncouncil.gov.uk
Paul Gilson	Chair of Culture and Community Committee	cllrgilson@leighonseatowncouncil.gov.uk
Luke Russel	Caretaker	Caretaker@leighonseatowncouncil.gov.uk
Paul Fitzgerald	Caretaker	Caretaker@leighonseatowncouncil.gov.uk

A.2 Staff List

Name	Job Title	Status
Clare Milligan	Town Clerk	F/T
Sandra Mink	Finance Officer	F/T
Elle Tekiner	Bookings and Events Officer	F/T
Joe May	Allotment and Planning Officer	F/T
Susie Lo Turco	Receptionist and Administration Assistant	P/T
Luke Russell	Caretaker	F/T
Paul Fitzgerald	Caretaker	P/T
Samee Khan	Caretaker	F/T
Gary Dillon	Caretaker	P/T
David Palmer	Caretaker	P/T
Andy Knowles	On call Caretaker	

A.4 Councillors All emails are cllrsurname@leighonseatowncouncil.gov.uk

Name	Telephone	Email
Bernard Arscott		cllrarscott@leighonseatowncouncil.gov.uk
Paul Barber		cllrbarber@leighonseatowncouncil.gov.uk
David Bowry		cllrbowry@leighonseatowncouncil.gov.uk
Keith Evans		cllrevans@leighonseatowncouncil.gov.uk
Jonathan Garston		CllrGarston@leighonseatowncouncil.gov.uk
Paul Gilson		cllrgilson@leighonseatowncouncil.gov.uk
Alan Hart		cllrhart@leighonseatowncouncil.gov.uk
John Lloyd		CllrLloyd@leighonseatowncouncil.gov.uk
Carole Mulroney		cllrmulroney@leighonseatowncouncil.gov.uk
Owen Richards		cllrrichards@leighonseatowncouncil.gov.uk
Judith Suttling		CllrSuttling@leighonseatowncouncil.gov.uk
Craig Watt		cllrwatt@leighonseatowncouncil.gov.uk
Peter Wexham		cllrwexham@leighonseatowncouncil.gov.uk
Cate Willoughby		cllrwilloughby@leighonseatowncouncil.gov.uk

A.5   External Contacts

Payroll	James Todd & Co Carol Robey 01243 534280	carol@jamestoddandco.co.uk
Insurance - Zurich	Policy No. YLL- Chris Byrn 0800 9179531	Chris.byrne@uk.zurich.com
IT	ICE Connect	Support@iceconnect.com 01245 323900
EALC	01371 879722	info@ealc.gov.uk
Alarm	SECOM 0800 023 4832	
Security	SECOM 0800 023 4832	
Telecom (Phone & wifi)	BT Cloud Voice 0800 3890537	
Lift	Quantum Services 01268 511207	tracey@qlift.co.uk
Website	Phuse Media 01702 482011	info@phusewebdesign.co.uk
Media	The Echo – 01702 321159	Gary.pearson@newsquest.co.uk
SCC Emergency Officer	Garry Cullen – Gavin –	garrycullen@southend.gov.uk

Appendix B: Communicating with Staff

B.1   Call Procedures

Use the following guidelines when notifying staff of an incident. Before making any calls, decide what you want to say and what you want the person you are calling to do. Update the Telephone Log (B.2) after each call to confirm whether or not contact has been made, with any relevant comments.

- Give a brief report of the current situation, speaking calmly and clearly
- Provide details of the location from where the recovery process will be co-ordinated, together with a contact telephone number then can call
- Check that the person you are calling is fit, able and available for work
- Ask the person to stand by and await further instructions, work from home or go to a specified recovery site as required (confirm arrangements and timescales)
- Tell staff not to discuss the situation with anyone external to the Council

Staff Unavailable

- If the phone is engaged or there is no reply, call again later or try another contact number
- If someone else answers or your reach an answering machine, leave a message asking the person to call you as soon as possible. Try another number.

B.2   Telephone Log

This log should be updated for EACH telephone call made

Name	Telephone No.	Time of Call	Response /Comments

Appendix C:

C.2   Recovery Requirements

What	How soon needed	Current recovery estimate	Comments
Telephones + numbers			
IT Equipment			
Furniture			
Payroll			
Insurance			

Appendix D: Vital Records

D.1

Copies of the document below are held by the following persons, or kept in the following locations:

Item	Medium	Person Responsible	Location	Retrieval Instructions
Personnel Files	Hard Copy	Town Clerk	Town Clerk's Office	
Payroll Details	Hard Copy	Town Clerk	Town Clerk's Office	
Financial Records	Hard Copy	FO	FO files	
Council Records	Hard copies	Town Clerk	Main Office	
Documents Fire Proof Safe	Hard copies	Town Clerk	Main Office	

The website and the cloud have IT versions of many of the documents. Additionally, Edge IT used for the bookings and financial information is a cloud-based programme.

Appendix E: Forms

E.1.   Community Centre Status Report   Date/Time:

Issues	Comments
Overall situation	
Staff (include health & safety, welfare and communication issues)	
Activities/Services	
IT & Telecoms	
Building & Facilities	
Additional Resources Required	
External Organisation	

Appendix E: Forms

E.2.   Log of Events

Name:

Date/Time	Occurrence	Action Taken – Comments