

# Annual Business Continuity Plan

RESPONSIBLE COMMITTEE: P&F

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This is a policy/procedure document of Saltash  
Town Council to be followed by both  
Councillors and Employees.

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### Document Retention Period

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## Distribution

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

# **Annual Business Continuity Plan**

## **1. Introduction**

The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide functions/ services in the event of a disruption by whatever cause.

Whilst this is not a statutory duty for a Parish or Town Council, Saltash Town Council recognises the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruptions to the day to day running of the council.

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 and finance 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 Cabin, Isambard House (Station Building) and the Maurice Huggins Room.

In the event of a major disaster the Town Council will maintain as many services as practicable.

To facilitate services and facilities the Town Council employ around 25 members of staff.

Customers include residents and visitors to Saltash and any other individual who qualifies to use the services the Town Council provides.

Councillors are democratically accountable to residents of Saltash and collectively are the ultimate policy-makers by carrying out strategic and corporate management functions; contribute to the good governance of the area by actively encouraging and responding to citizen involvement in decision making processes having regard to the interests of the whole local community; maintain the highest standards of conduct and ethics, and act as a responsible employer and ensure the safety of all staff.

### **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 Town Council documents due to fire, flood, theft or other causes

- Loss of Town Council electronic data due to fault, damage, corruption, hardware failure or hacking attack
- Damage to park, allotments or other amenity area.
- Loss of Town 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 councillors
- 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 Town Council to be inquorate)
- Health Pandemic/ Lockdown

The objectives of this document are:

- To provide guidance, establish actions to be taken and develop procedures that will allow the Town 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 Town Council

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>• Work with and support key stakeholders in the town</li> </ul>	<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> </ul>



					<ul style="list-style-type: none"> <li>• Medium/ long term plan to return to Guildhall</li> </ul>
<b>Fire</b>  Damage to part of or loss to any Town Council building.  Loss of life.	High  4	Low  2	8	<ul style="list-style-type: none"> <li>• Provision of fire detection and centrally monitored alarm systems, firefighting equipment.</li> <li>• Fire Risk Assessment reviewed and updated regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Hire alternative accommodation and equipment to continue Town Council functions and meetings.</li> <li>• Cancel bookings and meetings.</li> </ul>
<b>Gas leak</b>  Loss of heating and hot water facilities in any of the Town Council buildings.	Medium  3	Low  2	6	<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> <li>• If required, staff work from home</li> </ul>
<b>Loss of main electrical power (long term)</b>  Loss of heating, lighting,	Medium  3	Low  2	6	<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> </ul>	<ul style="list-style-type: none"> <li>• Hire alternative accommodation to continue Town Council functions and meetings</li> <li>• Cancel bookings and meetings</li> <li>• If required, staff work from home</li> </ul>

communications and alarm systems. Inability to use the building safely during the hours of darkness in any of the Town Council buildings.				<ul style="list-style-type: none"> <li>• External fault:</li> <li>• Contact with utility provider to provide information</li> </ul>	
<b>Damage to Physical assets owned by the Town 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> </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 Clerk to advise Councillors and staff of incident</li> <li>• If necessary, relocate to alternative premises or work from home as appropriate to the role and if practicable.</li> <li>• Town Council answer phone to state emergency mobile contact numbers</li> <li>• Review risk assessment</li> </ul>

				<ul style="list-style-type: none"> <li>• Buildings alarmed for security and fire</li> <li>• Staff Training</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 Hygiene 2 Health</li> <li>• Town 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 Town 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> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to advise council and staff of the incident.</li> <li>• Inform Police and Insurance company (If necessary).</li> </ul>

				<ul style="list-style-type: none"> <li>• Ensure backup copies of paper documents i.e., electronic version is stored.</li> </ul>	<ul style="list-style-type: none"> <li>• If appropriate, consider security controls i.e., change of locks/ passwords</li> </ul>
<b>Loss of Town Council electronic data due to fault, damage, corruption, hardware failure or hacking attack</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> <li>• Ensure data is regularly backed up and stored securely</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to advise councillors and staff of the incident.</li> <li>• Inform insurance company (if necessary)</li> <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>

<b>Loss of Town Council equipment due to fault, damage, breakdown or theft</b>	High 4	Medium 2	8	<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>
<b>Loss of communications</b> (Broadband/telephones). (Long term)	Medium 3	Low 2	6	<ul style="list-style-type: none"> <li>• Electronic data backed up online and accessible from other locations.</li> <li>• Use of mobile phones for communications.</li> </ul>	<ul style="list-style-type: none"> <li>• Hire alternative accommodation with broadband access.</li> <li>• Use of mobile phones and laptops.</li> </ul>
<b>Damage to Asbestos containing material - release of fibres</b>	High 4	Low 1	4	<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> </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</li> </ul>

contamination of affected area.				<ul style="list-style-type: none"> <li>• A complete copy of the register and survey is held by the Service Delivery Manager and the Consultant Surveyor</li> </ul>	<p>contractors to undertake air testing and decontamination.</p> <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 councillorss providing sufficient time for additional meetings if required</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk/RFO or in their absence the nominated Officer</li> </ul>

					<p>as per the line management staff structure to inform councillorss</p> <ul style="list-style-type: none"> <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 ensure up to date information is received from the Town Council's VAT consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk/ RFO or in their absence the nominated Officer as per the line management staff structure to inform councillors</li> <li>• To liaise with the Town 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 into the annual budget setting</li> <li>• Councillors to build sound budget, using risk register and known commitments</li> <li>• Insurance in place with insurer (Zurich) to cover major risk</li> </ul>	<ul style="list-style-type: none"> <li>• RFO/FO or nominated Officer to inform the relevant committee Chair &amp; Vice Chair</li> <li>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to organise an extraordinary</li> </ul>

				<ul style="list-style-type: none"> <li>• To ensure a sufficient contingency is in place to mitigate the risk of unforeseen events. This policy to be 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>	<p>Policy and Finance committee if required.</p> <ul style="list-style-type: none"> <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>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to inform councillorss 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> </ul>	<ul style="list-style-type: none"> <li>• Review insurance cover</li> </ul>



				<ul style="list-style-type: none"> <li>• Press protocol and social media policy in place</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 councillors through committee</li> <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> </ul>	<ul style="list-style-type: none"> <li>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to inform councillors 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>• 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 Town 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</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>• Chairman of the Town Council to contact next of kin</li> </ul>

<b>to resignation, incapacity, long term illness or death</b>				<ul style="list-style-type: none"> <li>• Personnel mitigation strategy: professional development of all staff, retain training development and internal opportunities to avoid resignation in accordance with the employee handbook and recruitment policy</li> <li>• Ensure all key tasks are prioritised</li> <li>• Access to log in details, keys and passwords are made available as necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Town Council to be informed, who will advise councillors and staff</li> <li>• Chairman of the Town Council and Chairman of Personnel to consider appointment of temporary cover</li> <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 or in their absence the nominated Officer as per the line management staff structure inform councillors 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 (Hygiene 2 Health)</li> <li>• Comply with Inland Revenue requirements</li> <li>• Legal compliance with Town 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 Town 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>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to inform remaining councillors and employees of the Town Council</li> <li>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to inform Cornwall Council Monitoring Officer</li> </ul>

					<ul style="list-style-type: none"> <li>• Town Council to review procedure for recruitment of councillors.</li> </ul>
<b>Lack of public consultation by the Town 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 Town 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>• Town Clerk or in their absence the nominated Officer as per the line management staff structure to inform appropriate members and staff</li> <li>• Appropriate action to be taken to rectify the issue.</li> </ul>

<b>All National and Global Emergencies</b>	High 4	Medium 3	12	<ul style="list-style-type: none"> <li>• Manage critical works in a safe manner and suspend works as necessary</li> <li>• Arrange remote working for staff</li> <li>• Ensure the Teams platform is available to staff and councillors to hold informal meetings</li> <li>• Check legislation to hold Full Council, Committee and Sub Committee meetings lawfully (CALC)</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on maintaining essential and important services for the Town Council and community</li> <li>• Monitor Government and or other guidance/legislation and incorporate relevant mechanisms to comply with best practice for the protection of staff, councillors and the community of Saltash</li> </ul>
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#### 4. Responsibilities:

The Town Clerk will take the lead in the event of a major disruption advising the Chairman of the Town Council and Chairman of Personnel and summoning additional resources/personnel as required. In the absence of the Town Clerk the nominated Officer as per the line management staff structure 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. Insurance certificates are visable at all Town Council sites. 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	01752 727999
<b>Electric</b>		
Mains supply	Western Power Distribution	13 13 51

Electrical contractor	Pyramid Electrical Services	07546 400747 (Bill) or 01752 916047
Electrical contractor	TJ Electrical	07962 034507
<b>Water</b>		
Mains supply	South West Water	0344 3462020 Emergency
Plumber	<del>Cormac (emergency)</del> Jackman	01872 324350 Emergency / 01752 727999
<b>Insurance</b>		
Insurance Company	Zurich	Property Claims 0800 028 0336 Liability Claims 0800 783 0692 DAS Legal Claims 0117 934 2116
<b>Health and Safety</b>		
H&S Consultant	Hygiene 2 Health	07519 125 406
HSE	HSE	Out of Hours 0151 922 9235
<b>Maintenance contractors</b>		
Fire alarm	Sovereign Fire & Security	0345 189 9808 / 01752 875 116
Fire extinguishers	Chubb	0344 335 0125



Building Consultant	Barron Surveying	01752 257064
Air Conditioning	Jackman SW Ltd	01752 727999
IT	SOS Consultancy Ltd	0845 643 4878
Telecommunications	Efficient Comms	01752 696967
<b>Staff and Public Health</b>		
	Government Guidelines	<a href="https://www.gov.uk/">https://www.gov.uk/</a>
	Public Health England	0300 303 8162 <a href="https://www.gov.uk/government/organisations/public-health-england">https://www.gov.uk/government/organisations/public-health-england</a>
	NHS	111