



D O W N H A M
M A R K E T

T O W N C O U N C I L

BUSINESS CONTINUITY PLAN

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REVISION: Three years or when legislation changes affect the content

BUSINESS CONTINUITY PLAN

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1. INTRODUCTION

- 1.1 Downham Market Town Council (hereinafter known as 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 Risk Assessment Plan is produced annually and includes an assessment of business risks and actions to lower identified risks. This Plan has been developed to complement the overall risk arrangements, help maintain critical services during and after 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 produce a Major Emergency Plan, lies with Norfolk County Council and Kings Lynn & West Norfolk Borough Council (BCKLWN) in conjunction with various agencies, including the emergency services. The Town Council will support Norfolk County Council and BCKLWN in implementing their Major Emergency Plan and makes its resources available to them.

2. 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 to the Town Clerk in consultation with two members, either: The Mayor, Deputy Mayor, Chair of Property or Chair of Governance, subject to the next meeting of the Town Council.

3. PLAN OBJECTIVES

- 3.1 The plan objectives will be to:
 - . Serve as a guide to those implementing the 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.

4. KEY STAFF

- 4.1 If a disaster occurs the members of the team tasked with enacting this plan are:
 - . The Town Clerk
 - . The Deputy Town Clerk
 - . The Mayor
 - . The Deputy Mayor
 - . The Chair of Property
 - . The Chair of Governance

5. STAFF WELFARE

- 5.1 It must be recognised that an incident that results in the enactment of this plan may also cause additional pressure for staff. Staff members need to be given clear direction about the priorities of the Council. The Town Clerk/Deputy Town Clerk must ensure that they monitor staff more closely to ensure 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 If the Town Clerk/Deputy Town Clerk suspects that staff members have suffered undue stress or even trauma from the business disruption, they must consider helping those staff who have been affected.

6. COMMUNICATING WITH STAFF/COUNCILLORS/PUBLIC

- 6.1 The Town Clerk/Deputy Town Clerk will communicate with staff all updates regarding any emergency incident.
- 6.2 Communication with the press shall be through the Town Clerk/Deputy Town Clerk.
- 6.3 The Town Clerk/Deputy Town 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 Town Clerk/Deputy Town Clerk.

7. 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 their control and to restore services to the widest extent possible in a minimum time frame.
- 7.2 The maintaining of services is the overall responsibility of the Town Clerk or the Deputy Town Clerk in absence.
- 7.3 The outcome of this plan is to ensure that the Council can maintain a good level of service for 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. **Priority 1. (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 Councillors, other staff and key consultants. On discovering or being advised of a disaster which might affect business continuity or a major civil emergency, the Councillor or member of staff will contact the Town Clerk or the Deputy Town Clerk.

A hard copy of the Business Continuity Plan will be kept in each safe at the Jubilee Community Centre and Town Hall, together with a list of all contacts. The contact list will be updated with every resignation or following a co-option/election of a Councillor.

7.6 The Town Clerk or the Deputy Town Clerk 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 Councillors.
- . 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 the insurance company as necessary.
- . Advise the named Councillors above and any other Committee Chairs.
- . Advise other Councillors by cascade system/email.
- . Keep staff informed.
- . Invoke a process of determining loss or damage and minimising it.

8. DISASTER RECOVERY

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.

9. PREMISES INCIDENT

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

- . The Town Hall, Bridge Street including the connected office at 6 Market Place
- . Town Council Offices, 15 Paradise Road
- . The Jubilee Community Centre, 106 Howdale Road

LOCATION OF INCIDENT	ACTION	PRIORITY
All locations listed	Notify insurance and any statutory authorities (e.g. HSE)	1
Town Council Offices No.6	IT Recovery	1
Town Council Offices No.6	Establish temporary office and telephone and advise public and stakeholders	2
Town Council Offices No.6	Salvage any physical records/files and make a list of actions with priorities	2
All locations listed	Salvage any stored items not destroyed and arrange temporary storage facilities	2
Town Hall Jubilee Community Centre use of PUBLIC TOILETS	Advise clients/traders that facility is unavailable	2
Town Council Offices No.6	Advise bank and ensure key banking services are protected	1
All locations listed	Request support from principal authority and other partners	1
Town Hall	Re-establish Council Meetings	2
Town Council Offices No.6	Re-establish Committee Meetings	3
All locations listed	Prioritise service recovery actions	2
All locations listed	Issue Press Release	1
Town Council Offices No.6	Re-establish internal key financial procedures	2
All locations listed	Assess any contractual obligations	2
Town Hall	Can alternative venues be found for hirers/traders	3
Town Council Offices No.6	Redirect all post to suitable site	2
Town Council Offices No.6	Establish working from home arrangements for staff until alternative venue arranged	2
Town Hall	Establish temporary stalls for internal traders outside ensuring trading license is adequate	2

10. LOSS OF I.T. SYSTEM

10.1 The loss of IT support can be either as a direct result of premises danger 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
Advise clients and stakeholders of loss of service/information	2
If there is a breach of GDPR through theft report to ICO	2

11. LOSS OF KEY PERSONNEL

ACTION	PRIORITY
Assess implications to service	1
Consider succession planning, either permanent or temporary	1
Consider other agencies that can provide personnel if a priority	2
Consider the use of consultancy	3
Look at permanent alternatives if necessary	3

12 RECIPROCAL ARRANGEMENTS

- 12.1 The Council is unable to provide alternative accommodation or facilities for any organisation/company, in the event of disruption or non access to their premises.

13. PRIORITY/KEY CONSULTANTS AND CONTACT DETAILS

A list is included within this Plan of key consultants and contact telephone numbers/emails.

14 MONITORING

- 14.1 This policy will be monitored periodically by the Council to judge its effectiveness and will be updated in accordance to changes in the law. This is a non-contractual procedure which will be reviewed every three years.

PRIORITY/KEY CONSULTANTS AND TELEPHONE NUMBERS/EMAILS

CONTACT	DETAILS OF PROVISION	TELEPHONE NUMBER
JAMES HALLAM LTD	INSURANCE	01752 670 440
NORFOLK COMPUTER SERVICES	IT PROVISION	0844 318 3285 support@norfolkcs.co.uk
ONECOM	TELEPHONE	0330 088 8999
UPP BROADBAND	BROADBAND	0800 8620 963
CTS SECURITY	ALARM - INTRUDER/FIRE ALARM	01553 765 429 oncall@cts-security.co.uk
NORFOLK ALC	ASSOCIATION OF LOCAL COUNCILS	07904 043911 countyofficer@norfolcalc.gov.uk
SOCIETY OF LOCAL COUNCIL CLERKS		01823 253 646
KINGS LYNN AND WEST NORFOLK BOROUGH COUNCIL	BCKLWN	01553 616200
REGISTRATIONS SERVICES		0300 123 1837
LLOYDS BANK	COUNCIL BANK ACCOUNT	01733 347 338/ 0345 072 5555
YOUR LOCAL PAPER/EDP	PRESS DETAILS	01553 611 111
JR LIGHT & SOUNDS	TEMPORARY LIGHTING	jrlightandsound18@gmail.com 07548 831 174
GAS HELPLINE	NATIONAL EMERGENCY GAS HELPLINE	0800 111 999
ELECTRIC DISTRIBUTION NETWORK	ELECTRICITY	TELEPHONE 105
ANGLIAN WATER	EMERGENCY NUMBER	03457 145 145
DOWNHAM MARKET POLICE SAFER NEIGHBOURHOOD TEAM		sntdownhammarket@norfolk.pnn.police.uk Sgt. Emily Green - telephone 101 EXT: 5195 PC Andy Wise - 101 - EXT: 5137 PC Joanne Higgins - 101 - EXT 2109
HEALTH & SAFETY EXECUTIVE		0300 003 1647

END