

RYDE TOWN COUNCIL

Business Continuity Plan



Maintaining this document is the responsibility of: Chris Turvey

This document will next be reviewed on: 1st July 2019

The following premises are covered in this document:

Ryde Town Council Chambers
10 Lind Street
Ryde
Isle of Wight
PO33 2NQ

Copies of this document can be found:
www.rydetowncouncil.gov.uk

Ryde Town Council

Description of Business

Ryde Town Council was established in May 2008 and is, as a Parish Council, the first level of local government for the Ryde community. The Council delivers a variety of services such as public toilets, allotments, a dedicated Environment Officer, decorative lighting, Christmas Trees and summer planting. In recent years, the Council has also taken on the responsibility of beach cleaning and the beach lifeguard service and makes a substantial contribution towards the maintenance of the Town's play equipment and the Waterside Pool. The Council works hard to market the town and keep Ryde a great place to live and visit through projects such as the Ryde Town Map and events marketing. Ryde Town Council also provides financial support for local groups, charities and events such as the Ryde Rowing Club Regatta, Ryde Regatta, and Ryde Carnival.

Our Customers

The residents of Ryde, visitors to Ryde and any other individual who qualifies to use the services we provide.

Role of the Councillors

Councillors are democratically accountable to residents of their Wards. The overriding duty of Councillors is to the whole community, but they have a special duty to their constituents, including those who did not vote for them.

In addition Councillors :

- are collectively the ultimate policy-makers and carry out a number of strategic and corporate management functions;
- contribute to the good governance of the area and actively encourage citizen involvement in decision making;
- effectively represent the interests of their Ward and of individual constituents;
- respond to constituents' enquiries and representations, fairly and impartially;
- participate in the governance and management of the Council;
- maintain the highest standards of conduct and ethics; and
- serve the public interest and take decisions having regard to the interests of the whole local community.
- Act as a responsible employer and ensure the safety of all staff.

Business Continuity Overview

Purpose

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our 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 business is able to maintain a good level of service for our customers

Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists 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.
- Ensure Councillors are kept up to date should the plan be activated

Key staff

If a disaster occurs the members of our team tasked with enacting this plan are:
The facilities Officer, The Clerks, The Planning Clerk and the receptionist.

Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

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.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

Communicating with and by staff

The Clerk will communicate with staff all updates and news regarding any emergency incident.

All communication with the press will to be through the clerk, none through other members of staff.

Any interview with the press will be undertaken by the Mayor or Deputy mayor.

Communicating with Councillors

The clerk, or designated officer, shall, in the first instance, notify the Mayor and Deputy Mayor of any updates and news regarding an emergency incident followed by communication to all councillors.

Communicating with the Public

Communications with the public should be via the RTC website, social media, local news outlets and notice boards all to be issued by the receptionist.

Equipment

All staff have a work laptop to enable them to work away from the office in an emergency. Staff that normally work away from the office also have a work mobile phone and their numbers are shared with all members of staff. Staff will be reimbursed for any out of pocket expenses incurred (with the approval of the FRO)

In the event of an emergency all calls to the RTC phone line (01983 811105) will be diverted to a mobile phone in the possession of the receptionist.

The backup system for the server will be held by the receptionist.

Data Protection

When working away from home, as a result of an unexpected office closure, all data on work laptops must be protected in accordance with the Ryde Town Council Data Protection Protocol and working practises must be in line with EU General Data Protection Regulations. All connections by a work laptop to the internet, when away from the workplace, must be made using a secure password protected internet connection.

Scenario 1

Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

Step 1: Evacuation of premises & safeguarding of staff, visitors and Councillors.

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Facilities Officer, Planning Clerk, Receptionist
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated (Reference visitors book)	Facilities Officer, Planning Clerk, Receptionist
3. Verify if incident is real	If false alarm, resume business as normal	Facilities Officer, Planning Clerk
4. Call emergency services	999	Facilities Officer, Planning Clerk
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Receptionist Clerks
6. Alert staff, visitors and Councillors	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Receptionist Clerks
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerks

Outside office hours

Action	Details	Responsible Person(s)
1. First person on-site to notify Clerks	Do not enter the building	All staff
2. Call emergency services	999	All staff
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Clerks or designated officer
5. Alert Councillors	Alert all Ryde Town Councillors	Clerks or designated officer

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use personal mobile phones. Contact Wight Fibre to forward office lines to staff mobiles	Receptionist Clerks
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	All Staff
Inform insurance company	Contact details: 42 Quay Street, Newport, Isle of Wight, PO30 5BA Telephone 0800 335 500	Clerks
Inform landlord	Contact details: Lariday Properties, 21 Shirleys Ditchling Hassocks, East Sussex, BN6 8UD	Clerks
Post redirection	Form available on company intranet	Receptionist, Clerks
Inform customers	If disruption is expected, inform customers via website, social media, local news outlets and noticeboards	Receptionist, Clerks

Scenario 2

Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage. Contact details: 01983 811711	Receptionist Clerks
Internet	Contact internet provider to ascertain extent of outage. Contact details: 01983 811711	Receptionist Clerks
Mains power SSE	Contact power provider to ascertain extent of outage. Contact details: Telephone 105	Clerks

If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Phones	Staff to use company mobile phones. Phone provider to forward office line to receptionist's mobile	Receptionist
Internet	Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space	All Staff
IT	Contact PC Consultants 01983 811711	Receptionist
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space.	All Staff
Meetings	Move any scheduled meetings and ensure that councillors and attendees are informed of the change of meeting place	All Staff
Communication with Councillors	Ensure that emails to councillors are forwarded and other lines of communication are maintained.	All Staff
Post	Post Box to be attended (if still in use) if not post to be redirected as required	Receptionist

Scenario 3

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	All staff
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Clerks
3. Longer term loss of staff	Alert Personnel Panel to discuss appropriate action	Clerks

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Clerks Personnel Panel

Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Clerks
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Clerks
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Receptionist Clerks
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.	Clerks Planning Clerk
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.	Clerks Planning Clerk
6. Report to General Purposes Working Party	Ensure elected members are aware of any recommendations arising from a review of the incident	Clerks

Maintenance and Review of Plan

Any changes in personnel which affect the plan should be address immediately and alternate fulltime staff should be located to carry out the vacant roles.

The plan should also be checked and reviewed as follows:

When there has been an incident which necessitates the utilisation of the plan, an incident report should be prepared and an assessment of the plans performance should be carried out

When there is a significant change in the way that Ryde Town Council is run because of a change in legislation etc. the effects should be evaluated with respect to the plan.

Or after a maximum period of 1 year.

Any changes made as a result of the annual review should be reported to the General Purposes Working Party and approved by Full Council.