

# Business Continuity Plan

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<b>Related Polices</b>	Financial Regulations, Standing Orders, Code of Conduct. Financial Risk Assessment, Financial Internal Controls

## Version Control

Version	Date approved	Minute Ref	Website updated	Next Review
V1	15/10/2024	087/24	24/10/2024	Q3 2026


## 1. Introduction

Boyatt Wood Parish Council (BWPC) is all about keeping critical services operational in the event of an interruption small or large to its business. This is not just the big impact, low probability events such as a large-scale fire or terrorism. It is about becoming more resilient to all types of incidents that may impact the operational running of the Council. Examples include power outages, network failure, cyber attacks, pandemic etc.

A Business Continuity Plan (BCP) is a management process that provides a framework for building resilience to any disruption with the capability for an effective response, it enables the council to continue to deliver its services during an emergency or low-level disruption. The framework needs to be clearly defined and documented to respond effectively minimising any operational impact to council services. The BCP describes the actions BWPC will take in the event of an incident and how it will recover as quickly as possible.

## 2. Aims

To ensure that BWPC can continue delivering services regardless of the level of disruption. BWPC must identify the key areas and functions that they deliver and determine an acceptable response to any incident by conducting an impact analysis to feed into the BCP and maintain operations. The [Business Continuity Plan](#) (Appendix A) is a working document that will be reviewed at least biannually.

The incident is managed by the way the BWPC responds and controls the incident

## 3. Definitions

**Incident** is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis for more than 24 hours

**Recovery time** is the time by which minimum activities should be restored to working order and active

**Incident Response** is classified into High, Medium and Low, the Classifications are described in [Appendix B](#)

A **Major incident** will have a wider impact than the parish of Boyatt Wood and under the The Civil Contingencies Act 2004 places a duty on a principal authority, that is Eastleigh Borough Council to have in place its plan, that it is prepared, as far as is reasonably practical, to continue to provide critical functions/assistance in the event of disruption.

## 4. Priorities

The three main priorities are to

- 1) Ensure the Health and Safety of staff, Councillors, volunteers, contractors and Members of the Public participating in Council activities
- 2) Maintaining effective and lawful decision-making processes
- 3) The continuing operation of essential services and contractual obligations

The clerk is responsible for declaring an incident. If the Clerk is not available, it will be the Chair of Council.

## **5. Impact Analysis and Risk Assessment**

### **5.1 Impact Analysis**

An Impact analysis feeds into the Business Continuity Plan. The process identifies the services, resources, equipment etc required to deliver service and the impact if the service was stopped.

It identifies the threats to BWPC both internal and external and risk manages those threats.

The types of threats to the BWPC that could invoke the BCP are below

- National disasters
- Severe weather-related issues
- Fire
- Flood
- Equipment failure

### **5.2 Risk Assessment**

Risk is the threat that an event, action or inaction that will adversely affect the council  
The main options to managing risk are:

1. Acceptance.  
This relies on the ability to recover quickly, where the council has made a conscious decision to accept or tolerate the risk.
2. Reduction.  
This is the most preferred option to implement measures to reduce the severity/probability of the risk to an acceptable level.
3. Elimination.  
Dependant on the process this can be a considerable expense to BWPC, where the circumstances of the risk arising ceases

The Business Continuity Plan details the way the remaining risks will be managed.

## **6. Management of Incident response**

Taking into consideration the BWPC do not have office premises, the Proper Officer is the only employee and works from home. That meetings are held in Community spaces within the parish. The response to any incident is detailed below

- 6.1 Immediately following the declaration of an incident, the BCP will immediately be implemented and the appropriate BCP actions taken until full service is recovered.
- 6.2 The first response is to inform Council members of the incident as soon as practicable.

- 6.3 Where appropriate, communication process will be implemented to ensure residents and key stakeholders are aware of the situation. The primary communication channel will be the Council website followed by Facebook
- 6.4 If appropriate Extraordinary meeting to be held to make arrangements to address incident.
- 6.5 Updates from the incident will be reported to Full Council monthly until all actions resolved satisfactorily.
- 6.6 Following the declaration of an incident and full recovery attained. The Business Continuity Plan will be reviewed and where appropriate amended within 3 months of the close of recovery.

## Business Continuity Plan

Services	Description	Impact	Recovery steps	Priority
<b>People</b>				
Staff (Clerk is only employee)	Resignation	Loss of Knowledge, disruption to administrative and operational services	<ul style="list-style-type: none"> <li>• Immediately arrange handover process with Clerk</li> <li>• Draft job description and Person specification for approval and circulate as soon as possible via known recruitment channels to actively seek and employ new Proper Officer.</li> <li>• Approve employment contract prior to issuance to new employee.</li> <li>• Consider temporary replacement in the short term.</li> </ul>	<b>Priority B Medium</b>
	Long term Sickness	Disruption to administrative and operational services  Create process sheet.	<ul style="list-style-type: none"> <li>• Staff Welfare is priority, maintain communication with employee.</li> <li>• Seek assistance from neighbouring Clerk, if possible. Alternatively, Councillors to perform Priority A functions.</li> <li>• Consider employing temporary staff</li> </ul>	<b>Priority B Medium</b>
	Work related injury or death	Disruption to administrative and operational services	<ul style="list-style-type: none"> <li>• Inform next of kin</li> <li>• Inform Insurance company and/or police</li> <li>• Contact independent Health and Safety expert or Health and Safety Executive for advice.</li> <li>• Review of how injury received</li> <li>• Consider temporary cover</li> <li>• Implement measures to reduce risk of recurrence.</li> </ul>	<b>Priority A High</b>
	Sudden death of Clerk	Loss of Knowledge, disruption to administrative and operational services.	<ul style="list-style-type: none"> <li>• Clerk family welfare.</li> <li>• Recovery of BWPC property held at office address</li> <li>• Chair of council holds key information to access laptop and all council records as per Financial Regulation 2.7.</li> </ul>	<b>Priority A High</b>

	Loss of utilities at office address	<ul style="list-style-type: none"> <li>• Staff may have to relocate- other priorities in place.</li> <li>• Disruption to all services</li> </ul>	<ul style="list-style-type: none"> <li>• Council member to assist with delivery of services Respond to emails and phone enquiries.</li> <li>• Seek assistance from neighbouring Clerk if statutory functions need to be performed</li> </ul>	Priority B Medium
Members	Insufficient numbers of elected/co-opted members	<ul style="list-style-type: none"> <li>• BWPC unable to make decisions due to lack of members and/or attending meetings.</li> <li>• Meeting not quorate (3 members)</li> <li>• Breach statutory requirements of corporate body</li> </ul>	<ul style="list-style-type: none"> <li>• Inform Monitoring Officer</li> <li>• Co-opt additional members</li> <li>• Streamline Agenda to must do items only</li> </ul>	Priority B Medium
Electorates	Local Disaster Adverse weather	Residents affected by a local disaster and in need of assistance	<ul style="list-style-type: none"> <li>• Report to emergency services</li> <li>• Seek assistance/work with Borough and County Councils</li> <li>• Implement Communication strategy.</li> <li>• BWPC to work with external partners, under their instructions</li> </ul>	Priority A High
<b>Administration</b>				
IT and equipment	Malfunction/Theft of Laptop/Printer Loss of records/data	Clerk unable to access all information and access phone line via Teams.	<ul style="list-style-type: none"> <li>• Report to Police and/or Insurance company</li> <li>• If loss of personnel data report to Information Commissioner's Office</li> <li>• Service of equipment as recommended by manufacturer</li> <li>• Daily backups of data including financial records are made to laptop, server and Cloud. Reinstall backup records to temporary device.</li> <li>• Service provider provides IT security and malware. Contact provider for access to records.</li> <li>• Access council records and information via Microsoft Office 365 from alternate device.</li> </ul>	Priority B Medium

			<ul style="list-style-type: none"> <li>• To maintain communications Clerk will share personal mobile phone details with members and key stakeholder on confidential basis</li> <li>• Council telephone to be diverted to Clerks mobile.</li> </ul>	
Official records and documents	Theft, destruction of Official documents	Original versions lost.	<ul style="list-style-type: none"> <li>• Report to Police and/or Insurance company</li> <li>• Recreate files from electronic version held.</li> <li>• Original version to be retained in secure fireproof cabinet</li> <li>• Where appropriate documents to be retained with BWPC solicitor.</li> </ul>	Priority A High
Electronic data	Loss of access to Council records and data	Clerk unable to access data. Personnel, operational and financial records is critical to council operations.	<ul style="list-style-type: none"> <li>• All records have a 3 step recovery option and are held on Laptop, supplier server and cloud.</li> <li>• Backups created daily by suppliers.</li> <li>• Contact service supplier to reinstate access</li> <li>• If loss of personnel data report to Information Commissioner's Office</li> <li>• If delay in accessing information, communicate with key stakeholders to advise of delay in service delivery.</li> </ul>	Priority B Medium
<b>Assets</b>				
Allotment Utility Services	Loss of water and electricity	Tenants unable to cultivate garden plots properly.	<ul style="list-style-type: none"> <li>• Report loss of service to supplier</li> <li>• Report loss of service to tenants</li> <li>• If loss of water to lock and close toilet.</li> <li>• Advise tenants to use water sparingly and use rain water harvested from external buildings.</li> </ul>	Priority C Low
Allotment buildings	Theft from/Damage to buildings or site	Loss of equipment	<ul style="list-style-type: none"> <li>• Report to Police, Fire Service and/or Insurance company</li> <li>• Ensure all buildings are always secured.</li> <li>• Ensure all perimeter fencing is secured</li> <li>• Equipment marked to aid recovery of stolen items.</li> <li>• If necessary, contractors employed on temporary basis</li> </ul>	Priority C Low

**Appendix B**

**Incident response classifications**

<b>Classification</b>	<b>Description</b>	<b>Recovery Time</b>
<b>Priority A High</b>	Function Essential to remain operational	Up to 72 hours after declaration of incident
<b>Priority B Medium</b>	Function important to be implemented following completion of Priority A functions	3-14 days after incident declaration
<b>Priority C Low</b>	Functions that enhance operations are non-essential.	14-60 days after incident declaration