



Okehampton Town Council

Okehampton Town Council

DRAFT

Business Continuity Plan

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Data Protection

The data contained in this document is for use in relation to this Plan only.

In order to comply with General Data Protection Regulations, the document must be held securely by those Members it is distributed to and disposed of in the correct manner when no longer required or the plan is updated.

Failure to comply, may result in disciplinary action being taken.

1 GENERAL INFORMATION

Introduction

This Plan has been designed to prepare Okehampton Town Council to cope with the effects of an emergency and continue to provide and maintain its services. This plan aims to minimise the effects of an incident which may affect the provision of Council services and to restore the highest possible levels of service in the shortest possible time.

It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

Throughout the document, in the event the Clerk is absent, the Assistant Clerk will undertake the action on their behalf in consultation with the Mayor or Deputy Mayor.

Review

The Plan will be reviewed at least annually by the Policy & Resources Committee and ratified by Full Council.

Record of Amendments to the Plan

Amendments Made	Approved by full Council on Date
Initial version of the plan	28 th October 2019
Review following Covid19 Pandemic. Addition of pandemic information under Stage 4 and update of contact details.	28 th June 2021
Annual review. Update of contact details.	25 th July 2022
Annual review and update of contact details.	26 th June 2023
Annual review and update of contact details.	24 th June 2024
Annual review and update of contact details.	June 2025

Aim, Objectives and Distribution of the Plan

Aim

The aim of the Plan is to increase the Council’s resilience and minimise wherever possible the risk of disruption to the delivery of Council services. The Plan addresses the timely reinstatement of critical services by providing guidance and action plans for staff tasked with implementing the process.

Objectives

- To develop and maintain a process which regularly reviews, updates and tests the overall plan.
- To ensure all key staff are involved in the preparation and maintenance of the Plan, so that there is an effective and consistent response to service continuity planning.
- To mobilise the organisational actions required to manage recovery.
- To ensure control is established in the critical early stages following an incident which affects the delivery of the Council’s services.
- To restore and maintain services provided as soon as possible.

Distribution

Copies of the Plan will be held securely in the Office by the Clerk and Assistant Clerk. Additionally, the Clerk, Assistant Clerk, Mayor and Committee Chairmen will personally hold a copy in a secure location at their home address.

2 IMPLEMENTATION

The Plan should only be implemented in the event of an incident which causes or for which there is a high risk of disruption of the ability to deliver Council services. The following stages **must** be followed:

Stage 1 – Escalation

During normal hours and out of hours, the person receiving information of an incident or potential incident must alert the Town Clerk.

When informed of the incident or potential incident the Town Clerk, will inform some, or all of the following as required:

- Assistant Town Clerk
- Mayor
- Deputy Mayor
- Committee Chairman, or in their absence the Vice-Chairman
 - Property
 - Parks
 - Policy & Resources
 - Planning
- Finance Officer
- **Facilities Officer**
- Caretakers
- Park-Keeper
- Councillors

If necessary:

- the Park-Keeper will contact the Groundsperson and/or Apprentice
- **the Facilities Officer will contact the Caretakers**

Stage 2 – Activation

Decision is made by the Town Clerk to activate/convene a meeting of the Mayor and Committee Chairmen who will make up an emergency panel (EP) to evaluate the situation and agree the actions to be taken.

Stage 3 – Evaluation

It is recognised that whilst any major disruption or emergency is likely to affect the Council's overall service, it may impact differently on the ability of individual services to function and maintain their effectiveness.

Following an incident, it will be necessary at an early stage to assess the overall impact on the delivery of services. The evaluation will be the responsibility of the EP, in conjunction with any other persons as may be felt necessary. A checklist is attached at Appendix A.

Stage 4 – Invocation

The decision to invoke the Plan will be made by the EP and will be based upon the evaluation at Stage 3. It may be necessary at this stage for members of staff to revert to working from home.

It is acknowledged that the emergency situation could be one of a number of issues. Examples of potential emergency situations and actions to be taken follow:

Flooding

Should the nature of the emergency be major flooding of the town centre or Simmons Park, all available members of staff and councillors may be called upon to assist with the moving of files and items to an alternative location, should it be risk assessed safe to do so.

Town Hall Offices – Files and items in the ground floor offices will be moved to the first floor and housed in the Council Chamber, Committee Room or a location as agreed by the EP. Paper documentation being the first of the items to be moved, along with the electronic data backup, followed by Regalia and other items of value.

Simmons Park Office/Workshop – Council vehicles and machinery to be moved to higher ground, if possible, paperwork and electronic data backup to be moved to the Town Hall or a location as agreed by the EP.

Fire

In the event of a fire in the Town Hall or adjacent buildings the members of staff and/or the Fire Service to be requested to remove any of the pictures from the offices, Chamber, Committee Room and Staff Room if it is safe to do so, following advice from the Fire Service.

IT Disruption

Should IT disruption be due to electricity or broadband/wifi outage rendering electronic information inaccessible, members of staff will revert to paper systems to continue to manage and continue to provide services.

In the event that the disruption is due to a cyber-attack, systems should be shut down immediately and the Town Clerk notified. In this event the Clerk will inform AME Solutions, the insurance company, other members of staff and councillors as soon as possible. Advice of AME Solutions and the Insurance company will be considered by the EP and action taken as necessary by the Clerk.

Pandemic or Health Emergency

In the event of a pandemic or health emergency, the advice of the government will be followed.

Such an event could result in high levels of employee and/or councillor sickness, potentially resulting in meetings being inquorate or services being unable to be provided.

To minimise the risks, members of staff will revert to working from home if necessary and council meetings will take place virtually if legislation permits. To ensure that services can continue to run delegated powers have been given to the Town Clerk. In the event that the Town Clerk is incapacitated, powers will be delegated to the Assistant Town Clerk to act following consultation with the Mayor and/or Committee Chairmen **in accordance with the Delegation Policy**.

Water Contamination

Should the event be linked to water contamination rendering the water unsafe to drink, members of staff will revert to working from home where possible. Members of staff who cannot work from home will be provided with a kettle enabling them to boil the water and/or provided with bottled water where possible. If this is not viable, the members of staff will be asked to stay at home.

3 EMERGENCY ACCOMMODATION AND FILE ACCESS

Accommodation

Depending upon the nature of the incident, emergency accommodation may need to be arranged or staff may revert to working from home.

Equipment/Services Required:

- Phones – either landline or mobile. Office phones are internet based and can be connected from any location with internet access.
- Stationery; pens and paper etc
- IT equipment as required and available. As and when computers are replaced, consideration should be given to the purchase of laptops and ancillary equipment to enable easy conversion to home working if required.
- Internet/Wi-Fi access
- Access to Council electronic files (arranged through AME Solutions 01392 824022 or support@amesolutions.co.uk)

Access to Electronic Files and Software

Electronic files are backed up daily in 2 locations.

Members of staff are required to keep securely copies of vital log-in details to enable remote access to files and software; this will include email, accounting and payroll software, banking and access to the website. Remote access to electronic files can be activated by AME Solutions.

**Business Continuity Plan
Stage 3 – Evaluation Checklist**

The following check list should be used as a guide to evaluate the extent of the damage and potential consequences of the incident.

Consideration	Comments
Identify which services or functions are affected and the level of disruption, or potential disruption.	
Consider staff availability.	
Are any staff displaced, or likely to be displaced, and require alternative working arrangements?	
Access damage, or likely damage, or disruption to IT equipment and systems	
What other equipment is lost or damaged?	
Can functions continue from the usual location?	
What affect will there be on delivery of the Council's services?	

**Business Continuity Plan
Incident Log Sheet**

Name:

Date:

Incident Details
Location
Who and What Council Service Areas are Affected
Information, Decisions and Actions (including times)

Business Continuity Plan
Personal Log Sheet

Name:

Date	Time	Event Details

**Business Continuity Plan
Contact Details and Keyholders (Staff/Councillors)**

CONFIDENTIAL

Included are the personal contact details of members of staff and councillors, which must only be used in the event of an emergency and in relation to this plan. These details must not be disclosed to any other persons except with the direct approval of that individual, failure to comply with this will be in contravention of the General Data Protection Regulations and may result in disciplinary action being taken.

Office/Staff Work Contact Details

Location	Name	Role	Email
Town Hall	Emma James	Town Clerk	townclerk@okehampton.gov.uk
01837 53179	Abi Horn	Assistant Town Clerk	admin@okehampton.gov.uk
07375 237414	Tracey Bryant	Finance Officer	accounts@okehampton.gov.uk
		Facilities Officer	
	Jonathan Dean	Senior Caretaker	
	Paul Tucker	Assistant Caretaker	
Parks	James McGahey	Park-Keeper	parks@okehampton.gov.uk
07511 831912	Neil Cleave	Groundsperson	
	Jacob Peek	Apprentice	

Staff Personal Contact Details

Name	Role	Home Tel	Mobile
Emma James	Town Clerk		
Abi Horn	Assistant Town Clerk		
Tracey Bryant	Finance Officer		
	Facilities Officer		
Jonathan Dean	Senior Caretaker		07980 475756
Paul Tucker	Assistant Caretaker		07837 783724
James McGahey	Park-Keeper		07511 831912
Neil Cleave	Parks Groundsperson		
Jacob Peek	Apprentice		

Councillors Contact Details

Name	Role	Home Tel	Mobile
Laura Bird	Chair – Property		
Richard Colman	Mayor		
Terry Cummings			
Frankee Hart			
Allenton Fisher	Mayor		
Carole Holt			
Michael Ireland			
Tony Leech	Chair – Planning		
Christine Marsh			
David McNeill			
Mark Richards			
Bob Tolley	Chair - Parks		
Simon Weekes			
Julie Yelland	Chair – P&R		

Keyholders

Town Hall	Parks Office and Workshop
Emma James	James McGahey
Abi Horn	Neil Cleave
Tracey Bryant	Jacob Peek
Facilities Officer	
Jonathan Dean	
Paul Tucker	

Note – Keys to Parks Office and Workshop and all other Council owned properties are available from the Town Hall

**Business Continuity Plan
Tenants Information and Contact Details**

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Included are the personal contact details of members of staff and councillors, which must only be used in the event of an emergency and in relation to this plan. These details must not be disclosed to any other persons except with the direct approval of that individual, failure to comply with this will be in contravention of the General Data Protection Regulations and may result in disciplinary action being taken.

Tenant	Premises	Contact Details
	Ground Floor, Market Street, Okehampton	
	First Floor, Market Street, Okehampton	
	Town Hall, Okehampton	

Business Continuity Plan Suppliers Contact Details

Emergency	Supplier	Contact Number
Police/Fire/Ambulance etc		999 or 112
Electricity	Western Power	0800 6783105 or 105
Flooding	Environment Agency	0800 807060
Gas Leak	National Gas Emergency Helpline	0800 111 999
Water Leak	South West Water	0344 346 2020

Devon County Council: Emergencies (out of hours)
 Social Services: 0345 600 0388 or 0845 600 0388
 Highways: 0345 155 1008
 Animal welfare, petrol and explosives: 01392 499499
 General enquiries
 0345 155 1015 or 0845 155 1015
 Email: customer@devon.gov.uk

West Devon Borough Council: General Enquiries
 01822 813600
 Emergencies (out of hours)
 0800 1694217

Service	Supplier	Contact Details	Other Info
Insurance	WPS Hallam	01752 424659/670440 Spargo Houses 10 Budshead Way Plymouth PL6 5FE mail@wpsinsurance.co.uk	Policies: <ul style="list-style-type: none"> • Building & Contents • Cyber • Motor • Lift
IT	Barry Isaacs Western Web AME Solutions	01822 870269 sales@westernweb.co.uk 01392 824022 2 nd Floor Wear House Topsham Road Exeter EX2 7AE info@amesolutions.co.uk	Website Computers
Landline/ Broadband	Purple Telecommunic ations Ltd	0203 3010001 Dan Gough (MD) 07785 390390 dan@purpletelecom.com www.purpletelecom.com Scott Business Park Plymouth PL2 2PQ	

Electricity	EDF	0333 2005103	<ul style="list-style-type: none"> • Town Hall, Parks Buildings & Jubilee Bridge • Parks Parking Machines & Lighting
	EON	0333 2024714	<ul style="list-style-type: none"> • Charter Hall • Foyer & Old Bar
Gas (Boiler)	DB Heating Ltd	Unit 10 Atlas House West Devon Business Park Tavistock PL19 9DP 01822 611300 reception@dbheating.com	Town Hall
Drainage	Drainology	01837 544290	
Fire Alarm	Chubb	0344 5791666 Contract No: 1598994	
Intruder Alarm	Chubb Fire & Security	0344 5791666 Contract No:	<ul style="list-style-type: none"> • Town Hall • Parks Buildings
Locksmith			
Plumbing	Hughes Plumbing	h.hughesplumbing@gmail.com 07765963071	
Electrician	AJ Electrics	Andy Darke 07751697235 ajelectricsinstalls.co.uk	
Automatic Doors	KS Autodoors	Kurt Smith 01752 211128 07809 717962	
General Builder	WJ Avery	07837 52581	
Accounts Software	Rialtas Business Solutions	Unit 5 Uffcott Enterprise Park Uffcott Swindon SN4 9NB Tel: 01793 731296	
Payroll	Brightpay	0345 9390019 support@brightpay.co.uk	
Grounds Maintenance	Westcountry Grounds Maintenance	Eddie Kingdom 07740163709 eddie@westcountrygrounds.com	
Public Toilet Cleaning	FCC managed by WDBC	WDBC – Emma Widdicombe Out of Hours FCC –	

Waste Disposal	Devon Contract Waste	01392 361300	
CCTV	Torbay Council Fullstop	Monitoring contract Maintenance	