



# North Horsham Parish Council

## Business Continuity Policy and Plan

### Business Continuity Policy Statement

The Civil Contingencies Act 2004 provides a generic framework for public protection by those categorised as Category 1 Responders (ie District/ County Councils) to ensure that they are prepared, as far as reasonably practicable, to continue to provide critical functions in the event of disruption.

As part of Local Government, North Horsham Parish Council has used the framework to set out how it intends to maintain the continuity of its core functions, should they be disrupted by any event, in order to enable them to return to 'normal' operations as soon as possible, taking into account the impact of any delay on quality of service, reputation and finances.

### Scope of the Policy and Plan

This policy and plan is intended to ensure:

- The concept of Business Continuity, the policy and approach is understood by the Council and its staff.
- That there is a clear framework to follow in the case of an emergency.
- That the Parish Council has taken reasonable steps to ensure that there will be as little disruption as possible to the Council (business) in the event of an unexpected event or emergency.

### Responsibilities

North Horsham Parish Council as a corporate body is responsible for the Business Continuity Plan.

In March 2020 a scheme of delegation whereby urgent decisions would be facilitated by agreement of the Chairman of the Council, Vice Chairman of the Council, Chairman of the Finance and Administration Committee and the Clerk was agreed. The delegated group would be responsible for initiating actions included in the Business Continuity Plan.

Should one of those people be unavailable for any reason, substitutions could be made with the Chairman of the Planning, Environment and Transport Committee or the Chairman of the Property Committee and the Deputy Clerk. Any decision made would be communicated to the Council and ratified as soon as possible after the decision had been made. If possible, the views of the Council would be sought prior to the decision, but this may not be practical.

The Clerk, as Proper Officer has the delegated day to day responsibility for keeping the plan updated and taking the Plan forward to include lessons learned and good practice with support from the Council and staff members. The Clerk will be responsible for communicating the programme to Councillors and staff.

The Council will be responsible for ensuring there is adequate training for staff and

ensuring that activities are completed through a monitoring system.

### **Aim of the Plan**

This Plan provides the framework in preparation for the Council to cope with the effects of an unexpected event or an emergency.

### **Objectives**

- To define and prioritise the Critical Core Functions of the business.
- To identify the emergency risks to the business and assess likelihood and impact.
- To detail the agreed response to an emergency including first reactions, recovery objectives, structure for implementation, monitoring, follow up procedures and communication processes.
- To identify key contacts during an emergency.
- To keep the information within the Business Continuity Plan updated and to review procedures at least bi-annually.

### **Critical Core Functions of the business**

- The Parish Council Office administers the halls by taking bookings, raising invoices, receiving payments, financial recording, communication with potential hirers, residents and other bodies, servicing meetings and assisting the public.
- Roffey Millennium Hall (which includes the Parish Office) is hired out to regular users and ad hoc hirers.
- North Heath Hall is hired out to regular users and ad hoc hirers.
- Holbrook Tythe Barn is hired out to regular users and ad hoc hirers.
- Multi Courts are hired out to regular users and ad hoc hirers.

### **Other services that could be affected**

- Amberley Close allotments.
- Amberley Close play area and open space.
- Holbrook Tythe Barn play area and open space.
- Birches Road play area and open space.
- Earles Meadow play area and open space.
- Bus shelters.
- Street lights.
- Notice boards.
- Litter and dog bins.
- Litter picking
- North Horsham Friendship Club

## Emergency Risks to the business

- Pandemic
- Fire.
- Flood.
- Theft/ break in.
- Equipment failure.
- Staff illness (epidemic).
- Loss of a staff member due to sudden or long term illness, incapacity or death.
- Death or Serious injury to member of staff whilst carrying out Council duties.
- Extreme weather.

## Risk Analysis

Area V	Risk and mitigation >	Risk Likelihood/ Impact	Mitigation measures.	Further actions
Pandemic		High/ High	The Council must follow government guidance which could mean closing halls and public spaces for a period of time. Introducing social distancing and sanitisation regimes.	
Loss of building due to fire.		Low/ High	Annual fire risk assessment. Periodic electrical testing (every 3 years) Fire alarm with frequent tests/ Insurance Fire extinguishers.	
Loss of equipment due to fire, flood, equipment failure or theft		Low/ High	Annual fire risk assessment. Periodic electrical testing (every 3 years) Fire extinguishers Fire alarm with frequent tests/ intruder alarms/ PAT testing of equipment and visual inspections/ Insurance.	
Loss of important documents due to fire, flood or theft.		Low/ Medium	Electronic documents backed up and back up kept off site. Land registry documents etc. can be sourced from national repositories. Most records are scanned or held electronically All recommended key documents are on the Parish Council website.	Continue with a programme of scanning documents to be kept electronically.

<p>Loss of Council computer files due to fire, flood, breakdown or theft.</p>	<p>Low/ Medium</p>	<p>Fire alarm with frequent tests/ intruder alarms/ PAT testing of equipment and visual inspections/ Electronic documents backed up and back up kept off site. Annual fire risk assessment. Periodic electrical testing (every 3 years) Fire extinguishers Professional IT company to give support</p>	
<p>Staff illness.</p>	<p>Low/ High</p>	<p>Employment law to support staff is in place ie 11 hour breaks. Staff welfare is monitored by managers.</p>	
<p>Loss of staff member due to long term illness or resignation</p>	<p>Low/ Medium</p>	<p>See Annex 1</p>	
<p>Death or Serious injury to member of staff whilst carrying out Council duties.</p>	<p>Low/ High</p>	<p>Safe systems of working, equipment is serviced regularly and staff training is undertaken. H&amp;S legislation is observed and enshrined in Policy.</p>	



## Communication processes

When an emergency situation arises **the Clerk/ Deputy Clerk/ Chairman of the Council, Vice Chairman of the Council or Chairman of Finance** is the first point of contact.

Their first priority is to summon the relevant **Emergency Services** if necessary or to ensure that government guidance is being followed.

The **Clerk/ Deputy Clerk** should then inform **staff, hirers** and other **Councillors** and report to the **HSE** if necessary.

The **Clerk/ Deputy Clerk** may need to contact the **insurance company, hirers, IT providers, Horsham District Council, West Sussex County Council, County Association, the Bank, suppliers or contractors.**

## Key contacts

### Council contacts

Position	Name	Address	Telephone Number
Council Chairman	Cllr Alan Britten	32 Brushwood Road RH12 4PE	01403 272226
Council Vice Chairman	Cllr Sally Wilton	54 Beech Road, RH12 4TU	01403 269126
Chairman of Finance	Cllr Simon Torn	9 Shepherds Way RH12 4LT	07748 332774
Clerk to the Council	Pauline Whitehead	Roffey Millennium Hall Crawley Road RH12 4DT	01403 750786
Deputy Clerk to the Council	Vivien Edwards	Roffey Millennium Hall Crawley Road RH12 4DT	01403 750786

### Out of Hours Key holder

Fidellis Security		Unit 7 Enterprise Estate Moorfield Road Guildford Surrey	01483 506225
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## Emergency Contacts

Contact For/ Work	Name	Company/ Location	Telephone Number
Report of crime or need for emergency services		Sussex Police/ Fire / Ambulance	999
Insurance Company		Came and Company	01483 462860
Health and Safety Executive		HSE	0345 3009923
Gas		Emergency number	0800 111999
Electricity		Emergency number	0800 3163 105 or 105 – power cuts or emergency
Water		Business Stream  Southern Water	0330 1232000 Mon – Fri 9am -5pm 01903 264444 Out of hours
Telephone		BT	0800 800154
Boarding up		Crawley Double Glazing Repair	0800 0546508
Emergency Repairs		Jack Auletta Ltd. 74 Brockham Lane Betchworth Surrey  Concept Building Solutions The Mill Brookes Green Road Partridge Green  TC Maintenance	01737841048 07796440000  0800 1571020  01903 9141160 07935 363034 tcmaintenance3@gmail.com
Boilers		ServCom Unit 5 Beeding Court Business Park Shoreham Road Upper Beeding Steyning	01273 820998
Lift		ELA Lifts	07432 737849
Keys (24 hour service)		Leadbetter Locks	01403 264205 07825 440294
Key holder		Nick Simmonds Electrical	07745 790018

### Emergency Contacts con't

<b>Contact For/ Work</b>	<b>Name</b>	<b>Company/ Location</b>	<b>Telephone Number</b>
IT Support		Netcom IT Solutions Premier House 7, St Leonards Road Horsham RH13 6EH	01403 252995
HR Support/ Recruitment		HR Services Quadrant House North Heath Lane Industrial Estate Horsham RH12 5QE	01403 240205
Tree work		Mulberry Barn Borough Farm Five Oaks Billingshurst West Sussex RH14 9AG	Tel./ Fax (01403) 784378 Mobile: 07836 639575 Email: <a href="mailto:gary@gcollier-forestry.co.uk">gary@gcollier-forestry.co.uk</a>



## **Annex 1**

**Possible process to follow should a member of staff be off work due to long term illness.**

**Each absence should be considered individually and different action may be required depending on individual circumstances. The timings would be at the discretion of the Personnel Committee and the nature of the absence.**

**The following is for guidance only.**

### **Short term ie up to 1 month**

Existing staff to cover main activities ie preparing, covering and taking minutes for meetings, ensuring that e-mails are answered, following work schedules and processing invoices and payments, supervising staff. Hall cover may be necessary by other staff members or caretakers. The Council will be made aware that the office or halls are short staffed so new projects may need to be delayed.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are sent out and paid.

### **Medium term 1 month to 3 months**

Arrangements to be made for a locum to cover meetings and to respond to emails. Existing staff to follow work schedules, process invoices and payments and supervise staff.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are paid. Consideration will need to be given to staff who may be covering a larger remit than normal and who are trying to support the locum.

### **Over 3 months.**

Appoint locum to cover all work of the employee or increase the hours of part time staff if appropriate and they are agreeable. There may be a need to re-allocate work of existing staff to ensure full cover.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are sent out and paid. Other work will be necessary so that it doesn't get behind. Should a locum be appointed they should take on additional work to relieve staff members who may have stepped in to help whilst the locum settled in.

### **Possible process to follow should a member of staff resign.**

There is a 3 month window to recruit and appoint a new senior staff member, therefore, as soon as possible after receiving the resignation, the Clerk or Chairman should start the recruitment process. All staff have contracts, job descriptions and person specifications.

If possible the appointment should be made with sufficient time to allow the new staff member to overlap with the incumbent by a week to give a smooth handover.

It will be difficult to replace staff who have a one month notice period within that time frame, therefore as soon as possible after receiving the resignation the recruitment process should start and arrangements made for the key parts of the job to be covered whilst a new staff member is found.

### **Update and review**

This Policy and Plan shall be updated as appropriate and reviewed every two years by full Council. The next review will be May 2023.

Adopted 18<sup>th</sup> June 2019

Reviewed by full Council 5<sup>th</sup> March 2020

Reviewed by full Council 6<sup>th</sup> May 2021

**Business Impact Analysis - North Horsham Parish Council Response to an Emergency including a timeframe of responses, recovery objectives, a structure for implementation, monitoring and follow up procedures.**

TIMELINE		24 hours	Within 7 days	Within 1 month	Within 3 months
Area V	Recovery steps >	Immediate Response and Actions	Management Response	Business Continuity Rebuild Confidence	
	Closure due to pandemic	Depending on government or local guidance it may be necessary to close halls and public areas. Staff may need to work from home. Contact may need to be made with hirers to let them know what is happening.	Follow government guidance. Staff may need to work from home and online meetings could be initiated.	Keep informed of government guidance and follow it. Ensure staff have suitable working conditions and equipment. Set up remote meetings.	Keep informed of government guidance and follow it. Ensure staff have suitable working conditions and equipment. Set up remote meetings.
	Loss of building due to fire.	Inform the Council, staff and appropriate hirers. Inform the insurance company. Relocate hirers if possible. Relocate Parish Office if appropriate.	Set up temporary office including communication systems if necessary.	Hold a meeting of the full Council remotely. Review the position. Work with the insurance company to rebuild the facility.	Action any recommendations from the review and continue to review progress.
	Loss of equipment due to fire, flood, equipment failure or theft	Inform the Council. Inform the insurance company. Report theft to Police. Decide if equipment needs instant replacement.	Purchase new equipment. Ascertain what has been lost.	Report to full Council. Review position.	Action any recommendations following the review for continuity.
	Loss of important documents due to fire, flood or theft.	Inform the Council.	Review the position. Put steps in place to recover the documents if possible.	Report incident to full Council. Review position.	Action any recommendations following the review for continuity.
	Loss of Council computer files due to fire, flood, breakdown or theft.	Inform the Council. Retrieve the back up files from cloud with help from IT company	Install back-up files on temporary or replacement equipment.	Report incident to Full Council Meeting and review position.	Action any recommendations following the review.
	Staff illness.	Inform the Council. Decide on temporary cover strategy.	Existing staff to cover	Provide cover and support whilst staff return to work.	Review the process and action any recommendations.

<p><b>Loss of staff member due to sudden or long term illness, incapacity or death.</b></p>	<p>Inform the Council. Decide on temporary cover strategy. See Guidance in Annex 1</p>	<p>Existing staff to cover</p>	<p>Consider whether existing staff can continue to cover, if a locum or temporary staff are required and/ or begin recruitment process</p>	<p>Review position and procedure for continuity.</p>
<p><b>Death or Serious injury to member of staff whilst carrying out Council duties.</b></p>	<p>Inform the Council. Inform the insurance company. Inform HSE.</p>	<p>Decide on temporary cover strategy. Investigate how the injury/ death occurred to respond to HSE.</p>	<p>Provide temporary cover then recruitment. Review position and procedure for continuity. Provide support to existing staff.</p>	<p>Provide support to existing clerk if/when they return to work or to the new clerk.</p>

