

Title:	Business Continuity Plan
Purpose:	To detail the Town Council's policies and procedures on business continuity
Owner:	Town Clerk.
Approved by:	Town Council.
Date:	2016.
Version Number:	1.0
Status:	Draft
Review Frequency:	Every 1 year
Next review date:	2017

1.0 Purpose and scope.

- 1.1 The Civil Contingencies Act 2004 places a duty on a local authority that it is prepared, as far as reasonably practical, to continue to provide critical functions/assistance in the event of a disruption. Whilst this is not a statutory duty for Town or Community Council, it is this Community Council's intention to recognise the importance to maintain a Business Continuity Plan for potential disruptions.
- 1.2 This plan identifies the first reactions, recovery objectives, structure for implementation, monitoring, follow-up procedures and communication process to keep everyone informed as necessary changes to service delivery, where such services are disrupted by factors within Llangollen Town Council's area of responsibility.

2.0 Core business of the Town Council.

- 2.1 The Council provides Local Community Council services to its electorate which includes the responsibility for:
- The management, maintenance and development of the Town Hall, Recreation Ground, Royal Gardens, of the War Memorial and Pen y Bryn Cemetery.
 - The provision and maintenance of bus shelters,
 - The provision and maintenance of Christmas lighting.
 - The provision of town floral displays.
 - The funding and delivery of town events (and support and facilitation of groups providing town events).
 - The provision of Community Grants.
 - Submitting comments on all planning applications and change of use applications in Llangollen as a statutory consultee of the Planning Authority
 - Working together with the Planning Authority to seek suitable sites for affordable local housing.
 - Capital Projects.

3.0 Business Continuity Plan.

3.1 The plan identifies the critical service areas and details actions to be taken to continue or recover delivery of the services within identified timescales of:

- 24 Hours.
- within 7 Days.
- within 1 Month.
- within 3 Months.
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3.2 Each member of staff will have a list of contract details of Members, other staff and key consultants/contractors. On discovering or being advised of a disaster which might affect business continuity or a major civil emergency, the officer or member of staff will contact the Town Clerk or most senior person available who will then:-

- Ensure all members of staff are contacted, advised of the situation and either put on standby or advised of the action required.
- Convene any necessary meetings of staff and or Members.
- 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 insurance company as necessary.
- Advise the response team.
- Keep staff informed.

3.4 Recovery Team.

The team will include at a minimum:

- The Clerk.
- The Mayor and Deputy Mayor.

Llangollen Town Council

Timeline	Mitigation	24 Hours	Within 7 Days	Within 1 Month	Within 3 Months
<p>Event ↓</p> <p>Recovery Steps →</p>	<p>Plan to minimise impact.</p>	<p>Immediate Response & Actions.</p>	<p>Response as Required by Council.</p>	<p>Business Continuity Rebuild Confidence.</p>	
<p>Loss of Clerk due to sudden/longer term illness, incapacity or death.</p>	<p>Notes to be made for completion of key tasks Password's security.</p>	<p>Town Mayor to be informed.</p> <p>Town Mayor to inform the HR Committee.</p>	<p>Full Council to decide on temporary cover strategy.</p>	<p>Contact SLCC to provide locum.</p>	<p>Provide replacement and/or begin recruitment procedures. Council to review position and procedure for improvements.</p>
<p>Death or serious injury to member of staff whilst carrying out Council duties or prolonged absence of staff.</p>	<p>Training of staff in all activities requiring H&S certification.</p>	<p>Inform Clerk/Town Mayor who will report to the HR Committee- as above.</p> <p>Clerk/Town Mayor to inform the insurance company.</p> <p>Clerk/Town Mayor to inform HSE if necessary.</p>	<p>Clerk/Town Mayor to advise on temporary cover strategy and response to HSE, if necessary, and insurance company.</p>		<p>Provide replacement and/or begin recruitment procedures. Council to review position and procedure for improvements.</p>

Loss of Council membership due to multiple resignations (causing Council to be inquorate).	Co-option of Councillors.	Clerk to inform all remaining members and employees of Council. Clerk to inform DCC's Returning Officer.	Town Clerk to decide on temporary working strategy for immediate Council business.	Instigate by-election/co-option procedure.	
Loss of staff members due to resignation or dismissal.	Contact SLCC for provision of support staff.	Clerk to inform Town Mayor. Report to HR Committee and advise on temporary cover.			Provide replacement and/or begin recruitment procedures. Council to review position and procedure for improvements.
Loss of Council documents due to fire.	CLOUD storage.	Clerk to inform Town Mayor. Inform insurance company.	Council to review position.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.
Loss of Council electronic data due to fire, flood, breakdown or theft.	CLOUD storage.	Clerk to inform Town Mayor.	Install backup files on portable hard drive.	Report incident to Full Council meeting Provide replacement equipment.	Council to review position and procedure for improvements.
Loss of Council equipment due to theft or breakdown.	CLOUD storage Back up to external drive kept of site.	Inform Town Mayor Report theft to police and insurance company. Decide on immediate replacement.	Replace in line with current financial regulations.	Report incident to Full Council meeting.	Council to review position and procedure for improvements.

Major Incident.	Refer to Resilience Plan.				
Financial Loss.	Risks assessed in line with Council Policy and subject to annual review. Fidelity insurance in place.	Refer to Risk Management.	Refer to Risk Management Policy.	Refer to Risk Management Policy.	Refer to Risk Management Policy

Adopted at a meeting held on 16/20/2016

Ancillary Support Information

Staff duties.

Town Clerk

Regular duties – Daily.

Respond to emails.
Forward relevant emails to Councillors.
Process post.
Process bookings received on diary.
Respond to telephone calls.
Respond to public enquiries during public opening times.
Open Town Hall if required.
Post any letters.
Action appropriate regular weekly and monthly duties as applicable.

Regular duties – Weekly.

Discuss workloads with Facilities Officer.
Check previous week's bookings and prepare and send out invoices.
Banking of payments received.
Update website and Facebook if required.
Fire call point checks.

Regular duties – Monthly.

Prepare agendas and reports for Full Council and Committee meetings.
Prepare financial statement.
Prepare schedule of authorised payments.
Liaise with Chairs
Email agendas and draft minutes of previous meetings to Councillors or deliver.

Post notice of meetings on website, social media, and noticeboard.
Post agenda minutes of previous meeting on website.
Meeting preparations, chamber, and processes.
Action decisions, letters, and emails from meetings.
Type up minutes for Full Council and Committee meetings
Check for DCC Planning decision notices and update planning list if required
Process payroll
Process salary and HMRC payments online through HSBC
Process pension contribution through NEST online system.
Process authorised monthly payments online through HSBC
Check Unitary Council, Welsh Government, SLCC websites monthly for updates and changes to legislation
General visit around Town Council area to highlight issues or items of concern raised by Members or the public.
Complete SLCC/CPD online
Website/Social Media update.
Action VAT claim if required.

Ad hoc Duties.

1. Work on specific projects.
 2. Submission of funding bids.
 3. Consultation responses.
- Commissioning of repairs and other works.
Liaising stakeholder groups.
Attendance at working group meetings.
Attendance at DCC liaison meetings.
Attendance at Branch SLCC meetings.

Facilities Officer

Regular duties – Daily.

Respond to emails.

Respond to telephone calls.
Process post.
Forward relevant emails to Town Clerk.
Review bookings with Town Clerk.
Respond to public enquiries during public opening times.
Open Town Hall if required.
Action appropriate regular weekly and monthly duties as applicable.

Regular duties – Weekly.

Discuss workloads with Town Clerk.
Check previous week's bookings and instigate invoices.
Town Hall weekly health and safety checks.
Following events, check the building and contents for any damage or missing items.
Direct cleaning activities based on usage.

Regular duties – Monthly.

Meeting preparation and processes.
Action Council decisions.
Address health and safety policies and arrangements in a pro-active manner.
Website/Social Media updates.

Ad hoc Duties.

Work on specific projects.
Submission of funding bids.
Consultation responses.
Commissioning of repairs and other works.
Liaising stakeholder groups.
Attendance at working group meetings.
Attendance at DCC liaison meetings.

Town Council operation month specific activities

- April If election year, prepare info packs for new Councillors.
Prepare year end accounts.
Internal audit delivery.
- May Annual meeting.
Council confirms election of Town Mayor and Deputy Town Mayor.
Pay chairman's allowance.
In an election year, ensure delivery of Councillor's declarations of acceptance of office.
Arrange new Councillor training if required.
Check Section 137 payments calculation.
Liaise on floral displays with contractor.
Check bank mandates and update and check resolution for payment of standing orders and direct debits.
Confirm ground maintenance arrangements with appointed contractor and start date on site.
- June Renew insurance.
- July Chain bridge annual inspection
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- Aug Christmas Illuminations tender.
- Sept Street closure orders, Remembrance Sunday/ Christmas festival
DCC Events application Remembrance Sunday/ Christmas festival
Temporary events notices Remembrance Sunday/ Christmas festival
Liaise on winter floral displays with contractor.
Preparations for Memorial services.

Preparations for Christmas Festival Illuminations.
Check tender procedure for ground maintenance
Start budget process with task and finish group.

Oct Arrangements for Memorial services.
Receipt of tenders for Christmas Festival Illuminations

Nov Memorial services.
Commission Christmas illuminations.
Final checks for Christmas Festival.
Finalise budget with working group.

Dec Present budget to Council.
Appoint Internal Auditors and prepare commissioning letter.

Jan Forward precept demand to County Council on prescribed form.
Check election process if an election year.
Complete appraisal forms and arrange a formal interview with the Chair of HR.
Decommission Christmas Illuminations.
Appraisal process with Chair of HR.

Feb Check all standing orders, financial regulations, assets register are all up to date,
action any updates if required for approval at the May meeting.
Check insurance cover and prepare tender documents if required.

March Annual Town meeting.
Budget report.
Full bank reconciliation.
Reconcile payroll records and payments.
Prepare Annual return paperwork.

Cash book and budget for year end.
If an election year advise Councillors on procedures.
Check accounts and audit regulations.