

Thornham Parish Council

Business Continuity Plan

(BCP June 2020)

Thornham Parish Council Business Continuity Plan (BCP)

Scope

There is a duty placed on the local authority under The Civil Contingencies Act 2004 (Contingency Planning) (Amendment) Regulations 2012 to ensure that it is prepared, as far as reasonably practical, to continue to provide critical functions in the event of a disruption.

This plan provides an outline in order for the Parish Council to mobilise its response and undertake work to prevent or mitigate the severity of potential disruptions. This plan identifies the instances of disruption, the immediate responses, the basic procedures to follow to maintain continuity of service and the follow-up procedures and necessary changes to service delivery, where such services are disrupted by factors within Thornham Parish Council's area of responsibility.

Core Business of the Council

The Council provides a Local Parish Council service to its electorate which includes the provision of:

- Website and Notice board information
- Signs, benches, litter bins, dog bins, bus shelters, telephone kiosks and street lighting (in parts of the village)
- Full range of Parish Council services.

The PC operates the Parish Services under a homeworking agreement with the Parish Clerk and therefore doesn't have any specific premises necessary for the discharge of its responsibilities.

Risks which could invoke the BCP

- National /Local Disasters/Weather Related Problems
 - Fire
 - Storm, tempest, flood and snow
 - Terrorism
 - Pandemic
- Failures
 - Equipment
 - Services
- Losses
 - Staff/Councillors through resignation
 - Staff/Councillors through death
 - Staff/Councillors through long-term injury/sickness
 - Staff/Councillors through death or serious injury whilst working for the Council
 - Equipment theft breakage or major damage
 - Loss of Council records through theft, fire or corruption of files

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Emergency Contacts

| Contact for | Name | Company/Location | Contact Details |
|---|--|--|--|
| Trees: Fallen/dangerous | Clerk/Website | Thornham PC thornhampc@gmail.com | |
| Street Furniture: broken/dangerous | Clerk/Website | Thornham PC thornhampc@gmail.com | |
| Roads, pavements, street signs, etc | Highways | Norfolk County Council: Highways | 0344 800 8020 |
| Streetlights | Clerk/Website | Thornham PC thornhampc@gmail.com | |
| Waste disposal/Fly- tipping/dead animals/Syringes | Street care and cleaning team | BCKLWN cleanup@west-norfolk.gov.uk | 0500 253 2687 (24 hour answer phone) 01553 782076 (office hours) 01553 616601 (out of office hours) |
| Death of an Employee whilst on Council business | RIDDOR | Health & Safety Executive (HSE) | 0345 300 9923 or email via www.hse.gov.uk |
| Norfolk Constabulary | Western District Engagement Officer | Lee Anderton Lee.Anderton@norfolk.pnn.police.uk | Non-emergency 101 or email - Emergency 999 |
| Norfolk Fire & Rescue | Hunstanton Station | 24 hours a day, 7 days a week | Non-emergency 01485 535 375 Or Emergency 999 |
| Electrical Emergencies | UK Power Networks | 24 hours a day, 7 days a week | 0800 783 8838 |
| Water supply and sewerage service emergencies | Anglian Water | 24 hours a day, 7 days a week | 08457 145145 |
| Reporting a leak | Anglian Water | 24 hours a day, 7 days a week | 0800 771881 |
| Norfolk County Council | County Hall | Norwich | 0344 800 8020 |
| Borough Council of King's Lynn & West Norfolk | Council Offices | King's Lynn | 01553 616200 |

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Thornham Parish Council Business Recovery Map

| <i>TIMELINE</i> | <i>24 HOURS</i> | <i>WITHIN 7 DAYS</i> | <i>WITHIN 1 MONTH</i> | <i>WITHIN 3 MONTHS</i> |
|---|--|--|--|--|
| Recovery Steps Event | Immediate Response & Actions | Management Response | BUSINESS CONTINUITY Rebuild Confidence | |
| Loss of Clerk due to sudden/long-term illness, incapacity or death | Inform Chair Inform Members | Decide on temporary cover strategy e.g contact Society of Local Council Clerks for temporary cover | Report to Full Council Provide replacement and/or begin recruitment procedures | Review position and procedure for improvements |
| Loss or serious injury to member of staff whilst carrying out Council duties | Inform Chair Chair to inform HSE | Decide on temporary cover strategy as above and answer to the HSE | Report to Full Council Provide replacement and//or begin process of recruitment or temporary cover period | Review position and procedure for improvements |
| Loss of Council membership due to multiple resignations (causing Council to be inquorate) | Clerk to inform all remaining members of Council/ Inform BCKLWN Monitoring Officer | Decide on temporary working strategy for immediate Council business | Instigate bye-election procedure/co-option procedure as advised by BCKLWN | Review position and procedure for improvements |
| Loss of Clerk/staff members due to resignation or dismissal | Inform Clerk & Chair Inform Members | Decide on temporary cover | Process of recruitment or temporary cover period Provide replacement | Review position and procedure for improvements |
| Loss of Council documents due to fire | Inform Clerk & Chair Inform Insurers | Review position | Report incident to Full Council Meeting | Review position and procedure for improvements |
| Loss of Council electronic data due to fire, flood, breakdown or theft | Inform Chair Retrieve last backup Inform Insurers (if applicable) Inform police (if applicable) | Install backup files on temporary equipment | Report incident to Full Council Meeting Provide replacement equipment | Review position and procedure for improvements |
| Loss of Council equipment due to theft or breakdown | Inform Clerk & Chair Report theft to police and Insurers Decision on immediate replacement | Review position | Report incident to Full Council Meeting Provide replacement equipment | Review position and procedure for improvements |
| Local/National disaster (Storm, Flood, Fire, Environmental, Pandemic etc) | Inform all members of Council/ Clerk. Contact with relevant emergency services, if appropriate implement an Emergency Action Plan | Review position | Call Extra-ordinary Meeting of Council to discuss position and any necessary action | Review position and procedure for improvements |

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The Clerk (the emergency co-ordinator) is the first point of contact for all emergencies and business continuity actions and following the basic procedures as per appendix 1 for local/national disaster.

The Clerk is to implement all business continuity actions with the exception of the “Clerk not available” actions.

If the Clerk is not available and urgent action is required the Chair, Deputy Chair or a Member(s) of the Parish Council nominated by the Chair, shall implement all business continuity actions.

Review of plan

The business continuity plan is to be reviewed on an annual basis:

- The Clerk to check that all the contact details are current and correct.
- TPC F&S sub-committee to consider whether the critical activities, key risks and contingency plan actions are comprehensive and sufficient or if a full review is required.
- An updated Business Continuity Plan to be given to every member every three years or when document is updated following a significant change.

| Rev No: | Date: | Section: | Comment: |
|----------------|--------------|-----------------|-----------------|
| 0 | June 2020 | New Document | |
| | | | |
| | | | |

LOCAL/NATIONAL DISASTER EMERGENCY - BASIC PROCEDURE

Introduction

There are three types of event which could trigger a local/national emergency:

- Flooding, severe storms.
- Large scale evacuation due to a major event, e.g. major fire, environmental pollution incident.
- A pandemic or other health threats.

Note: Pandemic viruses such as Flu or Coronavirus are the UK's highest risk and the elderly, infirm, young children and those with special needs can be particularly vulnerable. In a severe outbreak, it is estimated that up to 500,000 people could die in the UK.

Trigger

The trigger for a local/national emergency will be a declaration by an authority, including but not limited to, the Environment Agency, Kings Lynn & West Norfolk Borough Council, Norfolk County Council, The UK Government, the National Health Service and World Health Organisation.

Contacts

Once a local/national emergency has been confirmed by a reliable source then contact details of the following are to be obtained:

- Volunteers who are registered under the Kings Lynn & West Norfolk Volunteers Service
- Local Councillors and others who are community volunteers
- Local Community Transport Volunteers who provide transport for people without transport.
- Organisations who identifying vulnerable people.
- Local GP surgeries.
- Local pharmacies.
- The nearest 24-hour pharmacy

Actions to be Taken

When a local/national emergency has been confirmed from a reliable source the following actions are to be taken (Note: The Emergency Committee Chair will specify who is responsible for each action and when they need to do it):

- The Emergency Co-ordinator will call a meeting of the TPC Emergency Committee.
- Publish warnings on the TPC website
- In the event of a Pandemic put up NHS / Public Health England posters throughout the parish and on TPC Notice Boards and share with churches, village shop, etc.
- Consider the agency advice and implement any actions recommended.
- Notwithstanding the Data Protection Act, contact any persons known to the PC who are elderly or vulnerable who may require direct and immediate assistance.