

Wotton-under-Edge Town Council

Business Continuity Management Plan

Copy 1 Non - Confidential Updated May 2018

(Distribution list:

Copy 1 excl section 7A,B,C to all Councillors & website. Non confidential Copy 2 incl section 7A,B,C to specific staff & Mayor& Deputy – Confidential)

Sue Bailey – Town Clerk	Mark Schofield – Buildings Manager
Yasmin Milsom – Deputy Clerk	Diana Hyam - Administrator
Jenny Wyatt – Information Officer	Wayne Smith - Caretaker
All Town Councillors	
Chief Exec SDC	
Chief Fire Officer – Glos County Cl	
·	

Version control:

For information regarding this plan please contact:

Sue Bailey – Town Clerk Council Offices, Civic Centre, 2 Gloucester Street, Wotton-under-Edge, GL12 7DN Tel: 01453 843210

Email: clerk@wotton-under-edge.com, Website: www.wotton-under-edge.com Wotton-under-edge Town Trust Reg Charity No.203466

Contents

No.	Section	Page
1	Aim of the Plan	3
2	Objectives of the Plan	3
3	Critical Function Checklist	3
4	Command and Control	3
5	Critical Function Analysis and Recovery Process	
	1. BURIALS	4
	2. INVOICING/PAYMENTS	5
	3. TOWN COUNCIL MEETINGS	5 6
	4. FACILITY BOOKINGS & HIRE	7
	5. TOWN COUNCIL FACILITIES/VENUES	8
	6. WORKSHOP	9
	7. YOUTH SERVICES	10
	8. CAR PARK CIVIC CENTRE	11
	9. ALLOTMENTS	12
	10.OPEN SPACES MANAGEMENT	13
	11.INFORMATION PROVISION TO PUBLIC	14
	12.CCTV	15
	13. PLAY AREA PROVISION	16
	14.UNDER THE EDGE ARTS CENTRE	17
	15.HERITAGE CENTRE	18
	16.SWIMMING POOL	19
	17.OLD TOWN TOILETS	20
6	Emergency Response Checklist	21
7	Contact Lists	
	A. Staff & Councillors	22
	B. Key Suppliers	24
	C. Key Customers	26
	D. Utility Companies	27
	E. Local Emergency Services	27
	F. Insurance and Finance Companies	27
	G. Local Authority	28
8	Emergency Pack Contents	29
9	Actions and Expenses Log	30
10	Plans/Appendices	31
I		

1. Aim of the plan

This plan has been designed to prepare Wotton-under-Edge Town Council (WTC) to cope with the effects of a serious disruption on its business operations. It is intended that this document will provide the basis for a relatively quick and structured return to "business as usual" regardless of the cause.

2. Objectives of the plan

- Understand the critical functions and activities of the organisation.
- Analyse and respond to the risks to the organisation.
- Provide a detailed, prioritised and timetabled response to a serious business disruption.
- Identify the key roles, responsibilities and contacts of those required to respond to the disruption.

3. Critical Function Checklist. We will attempt to keep to these target timeframes wherever possible.

Priority	Critical function	Timeframe	Page
1	BURIALS	3 days	4
1	INVOICING/PAYMENTS	7 days	5
1	TOWN COUNCIL MEETINGS	7 days	6
2	FACILITY BOOKINGS & HIRE	15 days	7
2	TOWN COUNCIL FACILITIES/VENUES	15 days	8
2	WORKSHOP and VAN	15 days	9
3	YOUTH SERVICES	30 days	10
3	CAR PARK CIVIC CENTRE	30 days	11
4	ALLOTMENTS	45 days	12
4	OPEN SPACES MANAGEMENT	30 days	13
4	INFORMATION PROVISION TO PUBLIC	45 days	14
4	CCTV	45 days	15
5	PLAY AREA PROVISION	90 days	16
5	UNDER THE EDGE ARTS CENTRE	60 days	17
5	HERITAGE CENTRE	60 days	18
5	SWIMMING POOL	60 days	19
5	OLD TOWN TOILETS	60 days	20

4. Command and Control

The decision to activate this plan will be taken by the following, who will also be responsible for taking the operational decisions for the organisation overall during the disruption:

Name	Title	Contact details
Sue Bailey	Town Clerk	section 7 for staff details
Yasmin Milsom	Deputy Clerk	
Mark Schofield	Buildings Manager	
Cllr Paul Smith	Mayor	section 7 for Councillor details

5. Critical Function Analysis and Recovery Process

5.1 Priority 1 Functions

Priority:	1	Critical function:	BURIALS
(role respo	Responsibility: (role responsible for leading on this activity, plus deputies)		Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
Potential i organisati if interrupt	on	ct on	Very High; legal requirement as the Statutory Burial Authority.
,	kly m	rame: ust this function o avoid lasting	3 days
Resource	s rec	quired for recove	ry:
Staff (numbers, alternative		s, knowledge, rces)	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
(backup a	Data / systems (backup and recovery processes, staff and equipment required)		Burial records & forms (books and electronic) and wall chart of cemetery plan. Buildings Manager equipment for marking out grave plots.
**	Premises (potential relocation or work- from-home options)		Could work from anywhere as long as have above resources and computer /phone access, and access physically to cemetery.
(methods	Communications (methods of contacting staff, suppliers, customers, etc)		Phone/email/post Section 7 Contacts – restricted circulation list
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)		ocesses;	See above. Wall burial map/chart is the only one in existence. Physical burial registers in safe room are the only ones in existence. Electronic database also maintained but physical records must be checked to avoid mistakes with graves.
Supplies (processes to replace stock and key supplies required; provision in emergency pack)		quired; provision	

Priority: 1 Critical function:	INVOICING/ PAYMENTS
Responsibility:	Sue Bailey – Town Clerk
(role responsible for leading on	Yasmin Milsom – Deputy Clerk
this activity, plus deputies)	Diana Hyam - Administrator
Potential impact on	Very High as key business functions need to
organisation	be satisfied
if interrupted:	
Recovery timeframe:	7 days
(how quickly must this function	
be recovered to avoid lasting	
damage)	
Resources required for recove	
Staff	Sue Bailey – Town Clerk
(numbers, skills, knowledge,	Yasmin Milsom – Deputy Clerk
alternative sources)	Diana Hyam - Administrator
Data / systems	Computer/phone/internet access, postal
(backup and recovery	access, backup drive for office records, staff
processes, staff and equipment	as above, also access to bank details. Clerk
required)	receives emails remotely already on ipad.
Premises	Possible to work from home if above
(potential relocation or work-	equipment available. Possibly youth centre if
from-home options)	Civic Centre not available.
Communications	Phone, email, post, in person.
(methods of contacting staff,	
suppliers, customers, etc)	Section 7 Contacts – restricted circulation list
Equipment	Computers (investigate security of YC internet
(key equipment recovery or	& pc's), telephones, backup drive, printer,
replacement processes;	copier, banking details from the Safe.
alternative sources; mutual aid)	
Supplies	Basic office stationery, procure as necessary
(processes to replace stock and	
key supplies required; provision	
in emergency pack)	

Priority: 1 Critical function:	TOWN COUNCIL MEETINGS
Responsibility:	Sue Bailey – Town Clerk
(role responsible for leading on	Yasmin Milsom – Deputy Clerk
this activity, plus deputies)	Diana Hyam - Administrator
Potential impact on	Very High due to statutory responsibilities
organisation	
if interrupted:	
Recovery timeframe:	7 days
(how quickly must this function	
be recovered to avoid lasting	
damage)	
Resources required for recove	
Staff	Sue Bailey – Town Clerk
(numbers, skills, knowledge,	Yasmin Milsom – Deputy Clerk
alternative sources)	Diana Hyam - Administrator
Data / systems	Computer/phone/internet access, postal
(backup and recovery	access, backup drive for office records, staff
processes, staff and equipment	as above, also access to bank details.
required)	
Premises	Use other venue temporarily eg CCR, Town
(potential relocation or work-	Hall or Youth Centre if available.
from-home options)	Possible to work from home for preparation if
	above equipment available or possibly work
	from Youth Centre if computers available.
Communications	Phone, email, post, in person.
(methods of contacting staff,	Continue 7 Contracts and winder decision liet
suppliers, customers, etc)	Section 7 Contacts – restricted circulation list
Equipment	Computers, telephones, backup drive, printer,
(key equipment recovery or	copier.
replacement processes;	
alternative sources; mutual aid)	
Supplies	Basic office stationery, procure as necessary
(processes to replace stock and	
key supplies required; provision	
in emergency pack)	

5.2 Priority 2 functions

Responsibility: (role responsible for leading on this activity, plus deputies) Potential impact on organisation if interrupted: Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision)	Priority:	2	Critical	FACILITY BOOKINGS & HIRE
(role responsible for leading on this activity, plus deputies) Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Potential impact on organisation if interrupted: High due to loss of rental income Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) 15 days Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Data / systems (backup and recovery processes, staff and equipment required) Computer/phone/internet access, postal access, backup drive for office records, staff as above. Premises (potential relocation or workfrom-home options) Possible to work from home or different location if above equipment available. Communications (methods of contacting staff, suppliers, customers, etc) Phone, email, post, in person. Section 7 Contacts – restricted circulation list Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Computers, telephones, backup drive, printer, copier. Supplies required; provision Basic office stationery, procure as necessary	function:			Cua Bailay Tayun Clark
this activity, plus deputies) Potential impact on organisation if interrupted: Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Mark Schofield – Buildings Manager High due to loss of rental income 15 days Sups lies days Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Section 7 Contacts – restricted circulation list Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (Processes to replace stock and key supplies required; provision		•		
Potential impact on organisation if interrupted: Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Basic office stationery, procure as necessary High due to loss of rental income 15 days 15 days 15 days 15 days Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary (processes to replace stock and key supplies required; provision)	,		•	. ,
organisation if interrupted: Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) 15 days 16 days 17 Days (Passin Milsom – Deputy Clerk Pasmin Milsom				
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) 15 days 16 days 16 days 17 Days (Palling Staff, Yasmin Milsom – Deputy Clerk Pasmin Milsom – Depu			J. OII	riigii dde to loss of rental income
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) Is days 15 days 16 days 16 days 17 Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier.	_			
(how quickly must this function be recovered to avoid lasting damage) Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary	ii iiikorrapi			
Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; mutual aid) Supplies Resources required for recovery: Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Supplies (processes to replace stock and key supplies required; provision	Recovery	timef	rame:	15 days
Resources required for recovery: Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or workfrom-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) Supplies Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Supplies (processes to replace stock and key supplies required; provision)	(how quic	kly m	ust this function	·
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision) Supplies Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Supplies (processes to replace stock and key supplies required; provision)	be recove	red to	o avoid lasting	
Staff (numbers, skills, knowledge, alternative sources) Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work-from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. copier. Basic office stationery, procure as necessary (processes to replace stock and key supplies required; provision				
(numbers, skills, knowledge, alternative sources)Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information OfficerData / systems (backup and recovery processes, staff and equipment required)Computer/phone/internet access, postal access, backup drive for office records, staff as above.Premises (potential relocation or work- from-home options)Possible to work from home or different location if above equipment available.Communications (methods of contacting staff, suppliers, customers, etc)Phone, email, post, in person.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Basic office stationery, procure as necessary (processes to replace stock and key supplies required; provision		s rec	quired for recove	
Alternative sources) Diana Hyam – Administrator, Jenny Wyatt – Information Officer Computer/phone/internet access, postal access, backup drive for office records, staff as above. Premises (potential relocation or work- from-home options) Phone, email, post, in person. (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision				
Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options) Phone, email, post, in person. (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Supplies (processes to replace stock and key supplies required; provision			•	
Data / systems (backup and recovery processes, staff and equipment required) Premises (potential relocation or work- from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (pocesses to replace stock and key supplies required; provision Computer/phone/internet access, postal access, backup drive for office records, staff as above. Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary	alternative	sou	rces)	,
(backup and recovery processes, staff and equipment required)access, backup drive for office records, staff as above.Premises (potential relocation or work- from-home options)Possible to work from home or different location if above equipment available.Communications (methods of contacting staff, suppliers, customers, etc)Phone, email, post, in person.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Basic office stationery, procure as necessary (processes to replace stock and key supplies required; provision				
processes, staff and equipment required) Premises (potential relocation or work-from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary	_			• • • • • • • • • • • • • • • • • • • •
Premises (potential relocation or work- from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary				
Premises (potential relocation or work- from-home options) Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Possible to work from home or different location if above equipment available. Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary	•	s, sta	π and equipment	as above.
(potential relocation or work-from-home options)location if above equipment available.Communications (methods of contacting staff, suppliers, customers, etc)Phone, email, post, in person.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary	requirea)			
(potential relocation or work-from-home options)location if above equipment available.Communications (methods of contacting staff, suppliers, customers, etc)Phone, email, post, in person.Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary	Premises			Possible to work from home or different
Communications (methods of contacting staff, suppliers, customers, etc) Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Phone, email, post, in person. Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary		reloc	ation or work-	location if above equipment available.
(methods of contacting staff, suppliers, customers, etc)Section 7 Contacts – restricted circulation listEquipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary	***			
(methods of contacting staff, suppliers, customers, etc)Section 7 Contacts – restricted circulation listEquipment (key equipment recovery or replacement processes; alternative sources; mutual aid)Computers, telephones, backup drive, printer, copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary		•	,	
Section 7 Contacts – restricted circulation list Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Section 7 Contacts – restricted circulation list Computers, telephones, backup drive, printer, copier. Section 7 Contacts – restricted circulation list Basic office stationery, procure as necessary				Phone, email, post, in person.
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Computers, telephones, backup drive, printer, copier. Basic office stationery, procure as necessary			_	
(key equipment recovery or replacement processes; alternative sources; mutual aid)copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary	suppliers,	cust	omers, etc)	Section 7 Contacts – restricted circulation list
(key equipment recovery or replacement processes; alternative sources; mutual aid)copier.Supplies (processes to replace stock and key supplies required; provisionBasic office stationery, procure as necessary	Equipment			Computare talaphanes backup drive printer
replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Basic office stationery, procure as necessary				
alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision Basic office stationery, procure as necessary		, , , ,		copiei.
Supplies (processes to replace stock and key supplies required; provision Basic office stationery, procure as necessary	•	•		
(processes to replace stock and key supplies required; provision	. ,		1000, mataan aray	Basic office stationery procure as necessary
key supplies required; provision	• •		enlace stock and	Dadio Silico Stationory, produre do nocessary
			-	
	, , , ,	in emergency pack)		

Priority: 2 Critical	TOWN COUNCIL FACILITIES/VENUES
Responsibility:	Sue Bailey – Town Clerk
(role responsible for leading on	Yasmin Milsom – Deputy Clerk
this activity, plus deputies)	Mark Schofield – Buildings Manager
Potential impact on	High
organisation	Loss of rental income and displacement of
if interrupted:	established users.
Recovery timeframe:	15 days
(how quickly must this function	(To prioritise existing use and get remedial
be recovered to avoid lasting	action in hand).
damage)	,
Resources required for recove	ry:
Staff	Sue Bailey – Town Clerk
(numbers, skills, knowledge,	Yasmin Milsom – Deputy Clerk
alternative sources)	Diana Hyam – Administrator,
	Jenny Wyatt – Information Officer
	Mark Schofield – Buildings Manager
	Wayne Smith - Caretaker
Data / systems	Computer/phone/internet access, postal
(backup and recovery	access, backup drive for office records, staff
processes, staff and equipment	as above.
required)	
Premises	Prioritise users to make best use of remaining
(potential relocation or work-	facilities.
from-home options)	radiities.
Trom nome options)	
Communications	Phone, email, post, in person.
(methods of contacting staff,	, , ,
suppliers, customers, etc)	Section 7 Contacts – restricted circulation list
Equipment	Council administrative action to procure
(key equipment recovery or	repairs to venues and prioritise usage of
replacement processes;	remaining council buildings.
alternative sources; mutual aid)	
Supplies	None.
(processes to replace stock and	
key supplies required; provision	
in emergency pack)	

Priority:	2	Critical	WORKSHOP and VAN
Responsibility: (role responsible for leading on this activity, plus deputies) Potential impact on organisation if interrupted:		ıs deputies)	Sue Bailey – Town Clerk Mark Schofield – Buildings Manager Wayne Smith - Caretaker High
be recove damage)	kly m red to	ust this function o avoid lasting	15 days for workshop 24 hours for van
	es rec	quired for recove	
Staff (numbers alternative		s, knowledge, rces)	As above – for knowledge of equipment & contents
Data / systems (backup and recovery processes, staff and equipment required)		covery	Computer/phone/internet access, postal access, backup drive for office records, staff as above.
Premises (potential relocation or work- from-home options)			Possible to carry out some work from different location if above equipment is provided but no other workshop is available. Vehicle can be stored offsite temporarily, some tools can be stored offsite temporarily until workshop is fit for purpose.
Communications (methods of contacting staff, suppliers, customers, etc)		ntacting staff,	Phone, email, in person. Section 7 Contacts – restricted circulation list
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid) Supplies (processes to replace stock and key supplies required; provision in emergency pack)		rocesses; rces; mutual aid) replace stock and rquired; provision	Immediate temporary replacement van is required. Basic tools & safe need to be replaced/repaired/repurchased/hired. WTC Office to provide purchasing facilities for essential equipment.

5.3 Priority 3 Functions

5.3 Priority 3 Functions			
Priority: 3 Critical function:	YOUTH SERVICES		
Responsibility:	Sue Bailey – Town Clerk		
(role responsible for leading on	Yasmin Milsom – Deputy Clerk		
this activity, plus deputies)	Mark Schofield – Buildings Manager		
Potential impact on	Medium		
organisation	Wediam		
if interrupted:			
ii iiiteirupteu.			
Recovery timeframe:	30 days		
(how quickly must this function			
be recovered to avoid lasting			
damage)			
Resources required for recove			
Staff	Staff as above		
(numbers, skills, knowledge,	Youth providers as per Council SLA		
alternative sources)	Wotton Youth Partnership		
,	'		
Data / systems	Admin provided by WTC.		
(backup and recovery	·		
processes, staff and equipment			
required)			
Premises	Relocate temporarily to Town Hall, Civic		
(potential relocation or work-	Centre or Chipping Club Room if available -		
from-home options)	no other venue suitable.		
Communications	Email/telephone/in person.		
(methods of contacting staff,			
suppliers, customers, etc)	Section 7 Contacts – restricted circulation list		
, ,			
Equipment	Any essential equipment can be		
(key equipment recovery or	ordered/replaced via WTC office.		
replacement processes;			
alternative sources; mutual aid)			
Supplies	WTC office to provide purchasing facilities for		
(processes to replace stock and	any essential supplies.		
key supplies required; provision	, , , , , , , , , , , , , , , , , , ,		
in emergency pack)			
in onlongonoy pack)			

Priority: 3	Critical	CAR PARK CIVIC CENTRE
Thomas, 3	function:	OAKT AKK GIVIO GERTIKE
Responsibility:		Sue Bailey – Town Clerk
	ole for leading on	Yasmin Milsom – Deputy Clerk
this activity, pl	•	Mark Schofield – Buildings Manager
Potential impa		Medium.
organisation		Loss of parking - quite high impact on town
if interrupted:		but only medium impact on Town Council
		activities.
Recovery time	frame:	30 days
	nust this function	,
be recovered t		
damage)	Ü	
-	quired for recove	ry:
Staff		Staff as above, plus caretaker, &
(numbers, skill	ls, knowledge,	administration to assess problem and sort
alternative sou	rces)	solution via office
	,	
Data / systems	3	None
(backup and re	ecovery	
processes, sta	ff and equipment	
required)		
Premises		No other car parks available – need to
(potential reloc		reinstate asap.
from-home opt	tions)	
Communicatio	ne	Phone/email
(methods of co	· · ·	i none/email
suppliers, cust	•	Section 7 Contacts – restricted circulation list
suppliers, cust	omers, etc)	Section / Contacts – restricted circulation list
Equipment		WTC office to provide purchasing function for
(key equipmen	nt recovery or	any remedial works required.
replacement p	•	any remodial works required.
, , , , , , , , , , , , , , , , , , ,	rces; mutual aid)	
Supplies		None
	replace stock and	110110
	equired; provision	
in emergency		
in emergency pack)		

5.4 Priority 4 Functions

5.4 Priority 4 Functions				
Priority: 4 Critical function:	ALLOTMENTS PROVISION AND MANAGEMENT			
Responsibility: (role responsible for leading on this activity, plus deputies)	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Diana Hyam - Administrator			
Potential impact on organisation if interrupted:	Low. Low impact on council activities but parishioner dissatisfaction.			
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	45 days			
Resources required for recov				
Staff (numbers, skills, knowledge, alternative sources)	Staff as above plus caretaker			
Data / systems (backup and recovery processes, staff and equipment required)	Computer and paper based records of allotment holders. Office administration to organise solution to physical loss of allotments.			
Premises (potential relocation or work- from-home options)	Possible to carry out management function from home or different location if above is equipment available. Two allotment sites = some reallocation possible if vacancies exist or creation of new allotments on Knapp Field as a long term solution.			
Communications (methods of contacting staff, suppliers, customers, etc)	Email, telephone, letter, press, website. Section 7 Contacts – restricted circulation list			
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Computer and paper based records of allotment holders needed for management function. Very few alternatives to site. Council administration to source solution to problem and any equipment needed.			
Supplies (processes to replace stock and key supplies required; provision in emergency pack)				

Priority: 4 Critical function:	OPEN SPACES PROVISION AND MANAGEMENT			
Responsibility: (role responsible for leading on this activity, plus deputies)	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager			
Potential impact on organisation if interrupted:	Medium			
Recovery timeframe: (how quickly must this function be recovered to avoid lasting damage)	30 days			
Resources required for recove	· ·			
Staff (numbers, skills, knowledge, alternative sources)	Staff as above			
Data / systems (backup and recovery processes, staff and equipment required)	Council computer and paper based records needed for management function. Council administrative resources needed for restoration of open space.			
Premises (potential relocation or work- from-home options)	Possible to carry out management function from home or other location is above records are available. Close off the venue until problem sorted.			
Communications (methods of contacting staff, suppliers, customers, etc)	Email, telephone, press, website, letter Section 7 Contacts – restricted circulation list			
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)	Council administration to assess and procure items needed to restore open space.			
Supplies (processes to replace stock and key supplies required; provision in emergency pack)	Council administration to assess and procure.			

Priority:	4	Critical	INFORMATION PROVISION TO PUBLIC		
		function:			
Responsibility:			Sue Bailey – Town Clerk		
		le for leading on	Yasmin Milsom – Deputy Clerk		
this activit	ty, plu	ıs deputies)	Mark Schofield – Buildings Manager		
			Diana Hyam – Administrator		
			Jenny Wyatt – Information Officer		
Potential i	mpac	ct on	Low.		
organisati	on		Low impact on council business but poor		
if interrupt	ed:		public perception		
_					
Recovery			45 days		
		ust this function			
	red to	o avoid lasting			
damage)					
	es rec	quired for recove			
Staff	. 1 '11		As above		
		s, knowledge,			
alternative	e sou	rces)			
Doto / ovo	tomo		Computer systems and backup drive need to		
Data / sys			be functional at main council administration.		
(backup and recovery					
processes, staff and equipment					
required)					
Premises			Can use other computer systems such as		
	reloc	ation or work-	home working if information to hand ie via		
from-hom			backup drive.		
		, , , , , , , , , , , , , , , , , , , ,	Jacobskip dimer		
Communi	cation	าร	Telephone, emails from home, letters, press.		
(methods	of co	ntacting staff,			
suppliers,	cust	omers, etc)	Section 7 Contacts – restricted circulation list		
	Equipment		Council administration to assess and procure		
(key equipment recovery or		•	any replacement equipment.		
replacement processes;					
alternative sources; mutual aid)		rces; mutual aid)			
Supplies		_	Council administration to assess and procure		
**		eplace stock and	any replacement supplies.		
key supplies required; provision					
in emergency pack)					

Priority:	4	Critical	CCTV		
Responsibility: (role responsible for leading on this activity, plus deputies)		le for leading on	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Wayne Smith - Caretaker		
Potential impact on organisation if interrupted:		et on	Low. Low impact on WTC but medium impact on police who rely on CCTV images for crime investigation and thus poor public perception.		
be recovered damage)	ly m ed to	ust this function avoid lasting	45 days		
	rec	uired for recove			
Staff (numbers, alternative		s, knowledge, rces)	As above plus Redhand CCTV supplier.		
Data / systems (backup and recovery processes, staff and equipment required)		•	Redhand		
Premises (potential relocation or work- from-home options)			Redhand		
(methods c	Communications (methods of contacting staff, suppliers, customers, etc)		Phone, email, in person. Section 7 Contacts – restricted circulation list		
		,			
Equipment (key equipment recovery or replacement processes; alternative sources; mutual aid)		ocesses;	WTC administrative action to procure replacement equipment from Redhand.		
Supplies (processes to replace stock and key supplies required; provision in emergency pack)		quired; provision	WTC administrative action to procure replacement DVDs and memory sticks.		

5.5 Priority 5 Functions

5.5 Priority 5 F	unctions			
Priority: 5	Critical	PLAY AREA PROVISION		
function:				
Responsibility:		Sue Bailey – Town Clerk		
	ole for leading on	Yasmin Milsom – Deputy Clerk		
this activity, plu		Mark Schofield – Buildings Manager		
	, ,	Wayne Smith - Caretaker		
Potential impac	ct on	Low.		
organisation		Very little impact on day to day running of		
if interrupted:		Council, however poor publicity and lack of		
		play provision for young children.		
Recovery times	frame:	90 days		
•	nust this function	oc dayo		
be recovered to				
damage)	o avora raourig			
	quired for recove	rv:		
Staff	quirou for root vo	All WTC staff		
(numbers, skill	s knowledae	7 III TT TO Stair		
alternative sou				
anomative cou	7000)			
Data / systems	<u> </u>	All WTC staff		
(backup and re		7 iii V 1 o otaii		
	ff and equipment			
required)	n ana oquipmoni			
roquirou)				
Premises		No alternatives, nearest is Synwell Playing		
(potential reloc	eation or work-	Fields if closed due to emergency.		
from-home opt		ricids in closed due to emergency.		
moni-nome opt	10113)			
Communication	ne	Email, telephone, letter, press, website.		
(methods of co		Email, tolophono, lottor, press, website.		
suppliers, cust	•	Section 7 Contacts – restricted circulation list		
συρρίισι ο, συδί	UITIGIS, GIU <i>J</i>	Occion / Contacts – restricted circulation list		
Equipment		WTC administration to procure replacement		
(key equipmen	ot recovery or	equipment as necessary.		
replacement p		equipment as necessary.		
-	rces; mutual aid)			
	iloos, iliuluai alu)			
Supplies (processes to a	ranlaga stack and	None		
	replace stock and	None.		
	equired; provision			
in emergency p	vack)			

	tical	UNDER THE EDGE ARTS CENTRE		
function:				
Responsibility:	u loodina on	Sue Bailey – Town Clerk		
(role responsible fo	•	Yasmin Milsom – Deputy Clerk		
this activity, plus de		Mark Schofield – Buildings Manager		
Potential impact on		Low.		
organisation		Very little impact on day to day running of		
if interrupted:		Council, however poor publicity and reduced arts venue facility in town. Possible lack of		
		rental income to Town Trust?		
Recovery timeframe	o.	60 days		
(how quickly must t		ou days		
be recovered to avo				
damage)	ora radiing			
Resources require	ed for recover	ry:		
Staff		As above plus Under the Edge Arts		
(numbers, skills, kn	owledge,	Management Committee.		
alternative sources)	-		
Data / systems		We do not provide this facility – they use own		
(backup and recove	•	systems		
processes, staff an	d equipment			
required)				
Premises		Possible relocation to Town Hall if available		
(potential relocation	or work-	and a possibility.		
from-home options		and a possisimy.		
monn nome options,	,			
Communications		Telephone, website, email		
(methods of contact	ting staff,	-		
suppliers, custome	rs, etc)	Section 7 Contacts – restricted circulation list		
Equipment		WTC administration to procure as necessary		
(key equipment recovery or		in conjunction with lessee/ Under the Edge		
replacement processes;		Arts/Insurer.		
alternative sources; mutual aid)				
Supplies		None.		
(processes to replace stock and				
key supplies require				
in emergency pack)			

Priority:	5	Critical	HERITAGE CENTRE		
		function:			
Responsib	•		Sue Bailey – Town Clerk		
, , , , , , , , , , , , , , , , , , ,	(role responsible for leading on		Yasmin Milsom – Deputy Clerk		
		is deputies)	Mark Schofield – Buildings Manager		
Potential in	•	et on	Low.		
organisatio			Very little impact on day to day running of		
if interrupte	ea:		Council, however poor publicity and reduced		
			visitor facility/information point in town.		
Danassamst	: £		Possible lack of rental income to Town Trust.		
Recovery t			60 days		
,	_	ust this function			
	ea to	o avoid lasting			
damage)	s rac	quired for recove	rv.		
Staff	3 160	direction recover	As above plus Heritage Centre Committee		
	skill!	s, knowledge,	7.3 above plus Heritage Gertile Goriilititee		
alternative		•			
anomativo	oou	000)			
Data / syst	ems		Heritage Centre use own data systems.		
(backup ar	nd re	covery	,		
processes, staff and equipment					
required)					
Premises	_		Possible relocation to Town Hall if available		
**		ation or work-	and a possibility, however storage of artefacts		
from-home	from-home options)		would be a problem.		
Communic	ation	ne			
		ntacting staff,			
•		_	Section 7 Contacts – restricted circulation list		
suppliers, customers, etc)		omers, etc)	Occilon / Contacts Testricted circulation list		
Equipment			WTC administration to procure as necessary		
(key equipment recovery or		t recovery or	in conjunction with lessee/ Heritage Centre/		
replacement processes;		_	Insurer.		
alternative sources; mutual aid)		*			
Supplies		,	WTC administration to procure as necessary		
	s to r	eplace stock and	in conjunction with lessee/ Heritage Centre/		
key supplies required; provision			Insurer.		
in emerger	ncy p	pack)			

Priority: 5 Critical	SWIMMING POOL		
function:			
Responsibility:	Sue Bailey – Town Clerk		
(role responsible for leading on	Yasmin Milsom – Deputy Clerk		
this activity, plus deputies)	Mark Schofield – Buildings Manager		
Potential impact on	Low.		
organisation	Very little impact on day to day running of		
if interrupted:	Council, however poor publicity and reduced		
	leisure facility in town.		
Recovery timeframe:	60 days		
(how quickly must this function			
be recovered to avoid lasting			
damage)			
Resources required for recove	ry:		
Staff	WTC staff and Swimming Pool Management		
(numbers, skills, knowledge,	Committee.		
alternative sources)			
Data / systems	Swimming Pool Management Committee		
(backup and recovery	have own data systems.		
processes, staff and equipment	•		
required)			
. ,			
Premises	No alternative premises – Dursley, Yate and		
(potential relocation or work-	Thornbury closest pools.		
from-home options)	· ·		
, ,			
Communications	Email. Telephone. Press, website		
(methods of contacting staff,			
suppliers, customers, etc)	Section 7 Contacts – restricted circulation list		
Equipment	WTC administration to procure as necessary		
(key equipment recovery or	in conjunction with lessee/ Swimming Pool		
replacement processes;	Management/ Insurer.		
alternative sources; mutual aid)			
Supplies	None.		
(processes to replace stock and	140110.		
key supplies required; provision			
in emergency pack)			
in emergency pack)			

Priority:	5	Critical	OLD TOWN TOILETS		
function:					
Responsibility:			Sue Bailey – Town Clerk		
, , , , , , , , , , , , , , , , , , ,	(role responsible for leading on		Yasmin Milsom – Deputy Clerk		
this activity	y, pil	ıs deputies)	Mark Schofield – Buildings Manager		
D (() 1:			Wayne Smith - Caretaker		
Potential in	•	et on	Low. Very little impact on day to day running		
organisation			of Council, however poor publicity and		
if interrupte	ed:		reduced visitor toilet facility in town.		
_			Alternative toilets at Rope Walk.		
Recovery			60 days		
, ,	•	ust this function			
	red to	o avoid lasting			
damage)					
	s rec	quired for recove	1		
Staff	. 1 '11		The contractor and also Staff as above		
		s, knowledge,			
alternative	sou	rces)			
Data / syst	tems		WTC to procure repair services necessary		
(backup ai		covery	whilst facility is closed.		
processes, staff and equipment			•		
required)					
Premises			Alternative toilets at Rope Walk.		
(potential i	reloc	ation or work-			
from-home	e opt	ions)			
Commercial	-at:		Droop wahaita talanhara arrail		
Communic		=	Press, website, telephone, email.		
•		ntacting staff,	Continu 7 Contacto reprinted singulation list		
suppliers, customers, etc)		omers, etc)	Section 7 Contacts – restricted circulation list		
Equipment			WTC to procure repair services necessary		
	(key equipment recovery or		whilst facility is closed.		
replacement processes;		•			
alternative sources; mutual aid)					
Supplies		,	WTC to procure repair services necessary		
	s to r	eplace stock and	whilst facility is closed.		
key supplies required; provision		-			
in emergency pack)					

6. Response Checklist

This page should be used as a checklist during the disruption.

Task	Completed
	(date, time, by)
Actions within 24 hours:	
Start of log of actions undertaken and expenses	
incurred (see section 9 Action and Expenses Log)	
Liaise with other Authorities, utility providers insurance	
companies and other organisations (see section 7 Contact List)	
Contact List)	
Identify and quantify any damage to the organisation,	
including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted	
(use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified	
critical functions, and decide upon the actions to be	
taken, and in what time-frames (use section 5 Critical Function Analysis and Recovery Process)	
Provide information to:	
Staff & councillors	
 Suppliers and customers 	
Insurance company Madia if management	
Media if necessary	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand	
progress made, obstacles encountered, and decide	
continuing recovery process Provide information to:	
Staff & Councillors	
Suppliers and customers	
Insurance company	
Media if necessary	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
and digamound and roop following administration monthled	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional	
staff welfare needs (e.g. counselling) or rewards Use information gained from the debrief to review and	
update this business continuity management plan	

7. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation. 7 A,B,C Staff home contact, suppliers & customer date is a <u>restricted</u> circulation list & confidential and only to be distributed to Mayor/Deputy & Staff involved in the Plan, and selected SDC, Glos CC. Section 7 not to be used on website or general circulation.

A. Staff & Councillors

Name	Work phone	Home phone	Mobile	E-mail work & home
Sue Bailey	01453			
Town Clerk	843210			
	1		1	
Yasmin Milsom	01453			
Deputy Clerk	843210			
Mark Schofield	01453			
Buildings Manager	843210			
D: 11	04.450			T
Diana Hyam	01453			
Administrator	521659			
Janny Wyott	01453	T	<u> </u>	T
Jenny Wyatt Information Officer	521659			
information Officer	521659			
Wayne Smith	T	I	1	
Caretaker				
Caretaker				
Paul Smith -Mayor		843731	077599 49210	pcsmith80@onetel.com
Tadi Omiti Wayor		1040701	077000 40210	positivito e energia de la comi
Terry Luker		844344	07929 437041	tluker@tiscali.co.uk
			1010-01010	
John Cordwell		842439	07747 600439	John.cordwell@gloucestershire.gov.uk
(also County Cllr)				cordwell@clara.co.uk
June Cordwell		842439		June.cordwell@gmail.com
Roger Claydon		845603	0785 5640813	rogerc681@gmail.com
Alex Wilkinson			07976 272764	alex@saveitforlife.co.uk
Rich Hale			07789 937774	rich@halefamily.eu
Nicholas Pinnegar		521297		s.pinnegar94@sky.com
Paul Barton		455364	07832 524195	grav961@live.co.uk
_				
Jon Turner			07852 872043	jonny88.jt@gmail.com
1411		0.1.100=	0=000	
Mike Short		844807	07803 208643	Mike.Short@outlook.com
1		500000		La Carra Chata II
Lucy Farmer		520362		lucy_farmer@hotmail.co.uk
Chris Varrer			07044 000050	Lin vous of 4 @ one off a con-
Chris Young			07814 639659	kip.young51@gmail.com

Contact Lists (continued) (7 B,C,D, F) **Key Suppliers** 7.

В.

Supplier	Provides	Telephone	E-mail
Саррпсі	electricals	Cicpilolie	
	Photocopier Service		
	& Consumables		
	Emergency		
	lighting,Fire		
	Alarms/Extinguishers		
	van		
	Random supplies		
	Sanitary Waste		
	Disposal		
	Cleaning Services all		
	premises		
	Emails/website		
	PAT calibration		
	County association		
	Town Hall boiler		
	subs		
	subs		
	Open spaces mgmt subs		
	Photocopier Billing Civic Centre WiFi		
	Lighting electricals		
	mapping CCTV		
	Lift maintenance, Civic Centre & Town		
	Hall		
	Trade Waste Sacks		
	Computers/IT		
	Clerk services		
	Employment service		
	Website		
	Council tax		
	Random supplies		
	Skip hire		
	van		
	Cemetery waste		
	stationery supplies		
	repairs		
	Grasscutting,		
	Streamsfield		
	Chairman's Reports		
	Random supplies		
	Hanging baskets		
	Pool mgmt		
	van		
	consumables		
	Build repairs		
	Youth work		
	ISP		

Left blank

C. Key Customers

Customer	Service/Goods used	Telephone	Email
	Nia Dance - TH	-	
	Memory Group - CCR		
	Orchestra - CCR		
	Life Drawing - CCR		
	Bridge - CC		
	Bridge Club		
	Town Hall Teas		
	Art Group - CC		
	Pilates – CC - Fridays		
	Day Centre - CC		
	Osborne Dance School - TH		
	Weightwatchers - CC		
	Handicraft - CC		
	Tai Chi - TH		
	Quakers CCR		
	Slimming World - TH		
	Pilates, Weds/Thurs - CC		
	CAB - CC		
	Yoga - CC		
	Ante-natal group - CCR	_	

7. Contact Lists (continued)

D. Utility Companies

Utility	Company	Telephone	E-mail
Electricity	Western Power	0800 6783105	business.queries@npower.com
	SSE	0800 9808476	
WTC electricity	British Gas	0800 2948562	All electric usage
WTC gas	British Gas	0800 2948562	All gas usage
General gas	British Gas	0800 111999	national helpline
Telecomms	ВТ	Billing 08456006156 Faults 0800800154	Email from website: www.bt.com/bill/help
Water	Waterplus	0345 0726072	service@water-plus.co.uk
Sewage	Water2Busine ss	03456 004600	operational.enquiries@wessexwater.co.uk
rivers	Environment Agency	0370 8506506	

See appendix for maps of all premises showing locations of

- Main water stop-cocks
- Switches for gas and electricity supply
- Any hazardous substances

Items that would have priority if salvage became a possibility

*Civic Centre = safe room in Clerks office, Safe Documents, Mace, Burial Records

E. Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies	999
	All stations across the District	
Floodline	Information service	0345 850 6506
NHS Hospital	Nearest are Vale in Dursley,	Gloucester
	Tetbury and Stroud.	0300 4222222
	Gloucester Royal or Southmead	Southmead
	Bristol are nearest large 24hr A&E's	0117 9505050
Primary Care Trust	Across the District	(Bath, Glos, Swindon
		& Wilts)
		0113 8251500
Police	Emergencies	999
	Dursley nearest main station	

^{*}Town Hall = world war hanging dedications by kitchen server

^{*}Chipping Club Room = nothing

^{*}Youth Centre = computers/routers and music equipment

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

G. Local Authority

Stroud District Council

Notifying Stroud District Council Civil Contingencies Team

District Contact Numbers:

Working hours 01453 766321

During an incident xxxxxxxxx CONFIDENTIAL not to be made public

Outside working hours 01453 222014 Duty on Call 24/7

Website: http://www.stroud.gov.uk/

Gloucestershire County Council 01452 425000

GCC Civil Protection Team 01452 888764

07920766400 = out of hours

01452 888777

<u>civilprotectionteam@glosfire.gov.uk</u> <u>www.gloucestershireprepared.co.uk</u>

8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site in the workshop 'safe' in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy copy for WTC and WTT
- Extra copies of actions and expenses log sheets on section 9

Records:

Computer backup USB drive

Equipment:

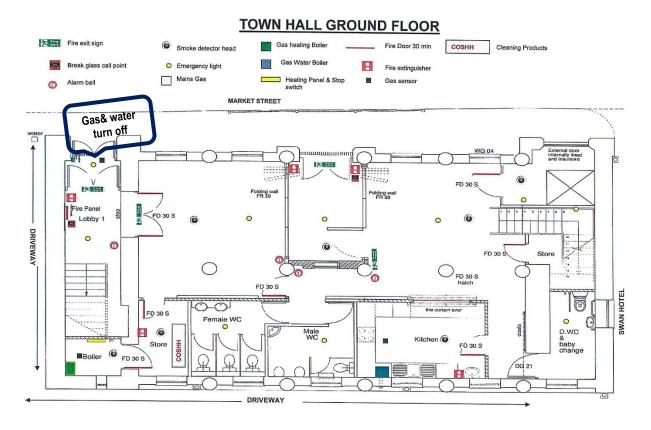
- No Spare keys with this plan however full sets are held by the Town Clerk and the Buildings Manager. Mayor and other staff have access to Civic Centre and main key box, which is in the Deputy Clerk's office on wall behind door.
- Torch and batteries

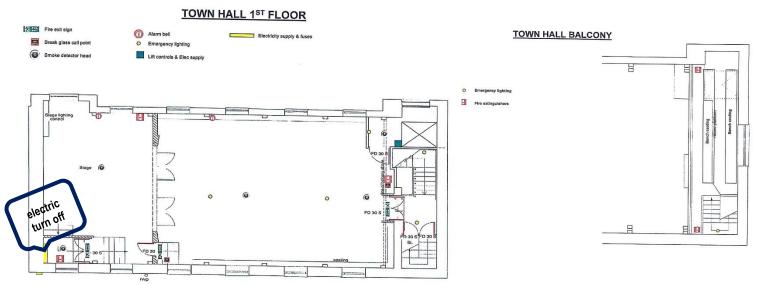
9. Actions and Expenses Log

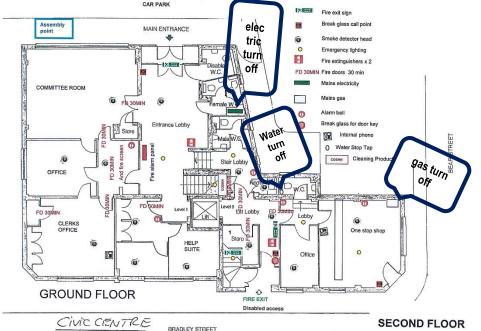
This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred

10. Appendix for premises layouts:







CIVIC CIENTRE
BRADLEY STREET

SECOND FLOOR

CIVIC CENTRE

Break glass call pc

Smoke detector he

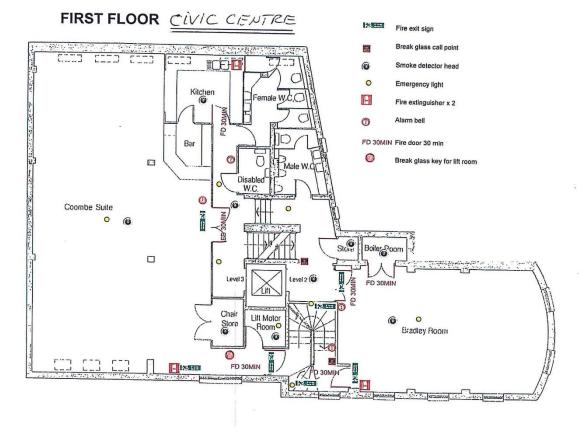
Emergency light

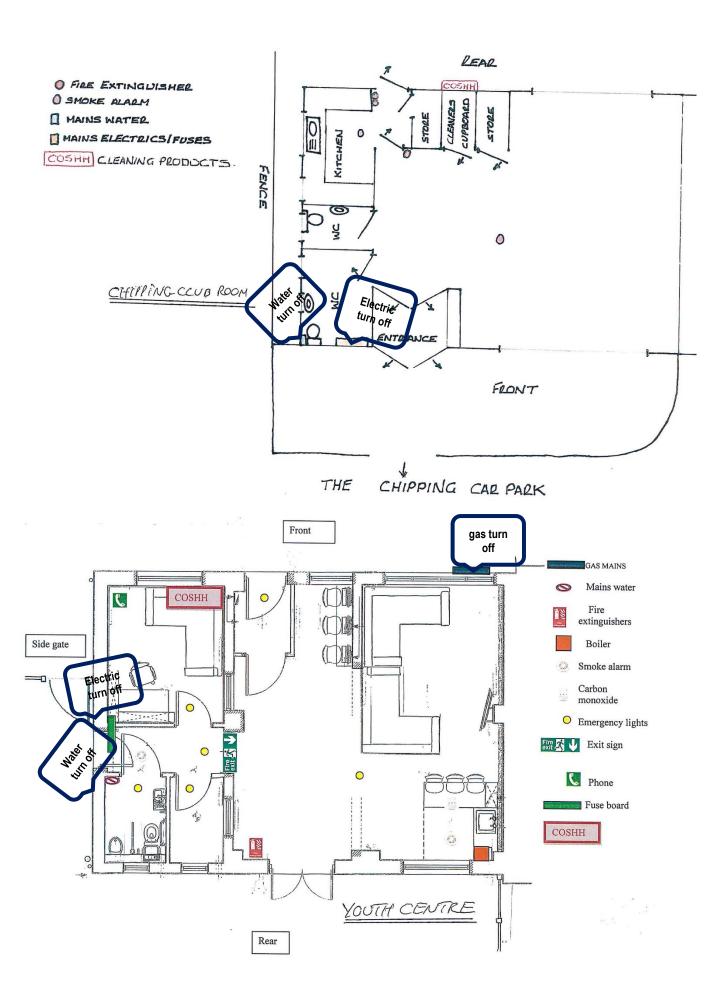
Fire extinguisher x

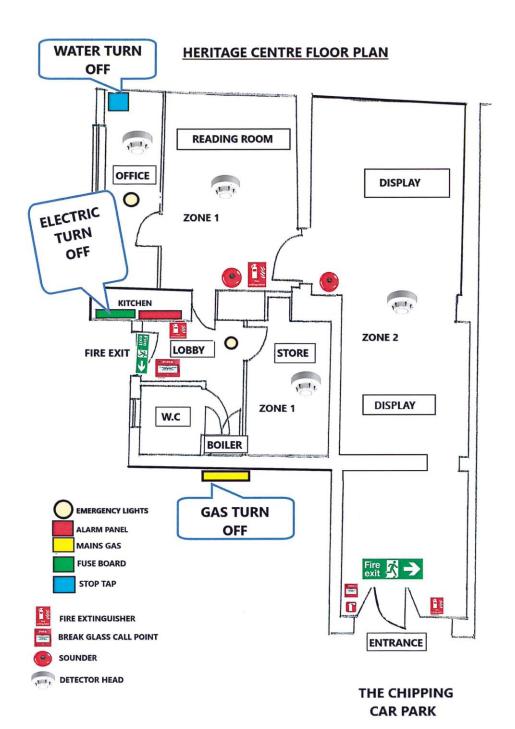
Alarm bell

FD 30MIN G-3re FD 30MIN FD 30M

SECOND FLOOR







Page 34 of 34