



Wotton-under-Edge Town Council

Business Continuity Management Plan

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Updated May 2018*

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Copy 1 excl section 7A,B,C to all Councillors & website. Non confidential

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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 CI	

Version control:

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Wotton-under-edge Town Trust Reg Charity No.203466

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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
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
Potential impact on organisation if interrupted:			Very High; legal requirement as the Statutory Burial Authority.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			3 days
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Burial records & forms (books and electronic) and wall chart of cemetery plan. Buildings Manager equipment for marking out grave plots.
Premises <i>(potential relocation or work-from-home options)</i>			Could work from anywhere as long as have above resources and computer /phone access, and access physically to cemetery.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Phone/email/post Section 7 Contacts – restricted circulation list
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			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 <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

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

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

5.2 Priority 2 functions

Priority:	2	Critical function:	FACILITY BOOKINGS & HIRE
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
Potential impact on organisation if interrupted:			High due to loss of rental income
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			15 days
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Diana Hyam – Administrator, Jenny Wyatt – Information Officer
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Computer/phone/internet access, postal access, backup drive for office records, staff as above.
Premises <i>(potential relocation or work-from-home options)</i>			Possible to work from home or different location if above equipment available.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Phone, email, post, in person. Section 7 Contacts – restricted circulation list
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Computers, telephones, backup drive, printer, copier.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Basic office stationery, procure as necessary

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

Priority:	2	Critical function:	WORKSHOP and VAN
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Sue Bailey – Town Clerk Mark Schofield – Buildings Manager Wayne Smith - Caretaker		
Potential impact on organisation if interrupted:	High		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	15 days for workshop 24 hours for van		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	As above – for knowledge of equipment & contents		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	Computer/phone/internet access, postal access, backup drive for office records, staff as above.		
Premises <i>(potential relocation or work-from-home options)</i>	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 <i>(methods of contacting staff, suppliers, customers, etc)</i>	Phone, email, in person. Section 7 Contacts – restricted circulation list		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Immediate temporary replacement van is required. Basic tools & safe need to be replaced/ repaired/repurchased/hired.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	WTC Office to provide purchasing facilities for essential equipment.		

5.3 Priority 3 Functions

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

Priority:	3	Critical function:	CAR PARK CIVIC CENTRE
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager		
Potential impact on organisation if interrupted:	Medium. Loss of parking - quite high impact on town but only medium impact on Town Council activities.		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	30 days		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	Staff as above, plus caretaker, & administration to assess problem and sort solution via office		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	None		
Premises <i>(potential relocation or work-from-home options)</i>	No other car parks available – need to reinstate asap.		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Phone/email Section 7 Contacts – restricted circulation list		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	WTC office to provide purchasing function for any remedial works required.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	None		

5.4 Priority 4 Functions

Priority:	4	Critical function:	ALLOTMENTS PROVISION AND MANAGEMENT
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			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: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			45 days
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Staff as above plus caretaker
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Computer and paper based records of allotment holders. Office administration to organise solution to physical loss of allotments.
Premises <i>(potential relocation or work-from-home options)</i>			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 <i>(methods of contacting staff, suppliers, customers, etc)</i>			Email, telephone, letter, press, website. Section 7 Contacts – restricted circulation list
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			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 <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			

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

Priority:	4	Critical function:	INFORMATION PROVISION TO PUBLIC
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Diana Hyam – Administrator Jenny Wyatt – Information Officer		
Potential impact on organisation if interrupted:	Low. Low impact on council business but poor public perception		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	45 days		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	As above		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	Computer systems and backup drive need to be functional at main council administration.		
Premises <i>(potential relocation or work-from-home options)</i>	Can use other computer systems such as home working if information to hand ie via backup drive.		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Telephone, emails from home, letters, press. Section 7 Contacts – restricted circulation list		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Council administration to assess and procure any replacement equipment.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Council administration to assess and procure any replacement supplies.		

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

5.5 Priority 5 Functions

Priority:	5	Critical function:	PLAY AREA PROVISION
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Wayne Smith - Caretaker
Potential impact on organisation if interrupted:			Low. Very little impact on day to day running of Council, however poor publicity and lack of play provision for young children.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			90 days
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			All WTC staff
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			All WTC staff
Premises <i>(potential relocation or work-from-home options)</i>			No alternatives, nearest is Synwell Playing Fields if closed due to emergency.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Email, telephone, letter, press, website. Section 7 Contacts – restricted circulation list
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			WTC administration to procure replacement equipment as necessary.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			None.

Priority:	5	Critical function:	UNDER THE EDGE ARTS CENTRE
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager		
Potential impact on organisation if interrupted:	Low. Very little impact on day to day running of Council, however poor publicity and reduced arts venue facility in town. Possible lack of rental income to Town Trust?		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	60 days		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	As above plus Under the Edge Arts Management Committee.		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	We do not provide this facility – they use own systems		
Premises <i>(potential relocation or work-from-home options)</i>	Possible relocation to Town Hall if available and a possibility.		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Telephone, website, email Section 7 Contacts – restricted circulation list		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	WTC administration to procure as necessary in conjunction with lessee/ Under the Edge Arts/Insurer.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	None.		

Priority:	5	Critical function:	HERITAGE CENTRE
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager
Potential impact on organisation if interrupted:			Low. Very little impact on day to day running of Council, however poor publicity and reduced visitor facility/information point in town. Possible lack of rental income to Town Trust.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			60 days
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			As above plus Heritage Centre Committee
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Heritage Centre use own data systems.
Premises <i>(potential relocation or work-from-home options)</i>			Possible relocation to Town Hall if available and a possibility, however storage of artefacts would be a problem.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Section 7 Contacts – restricted circulation list
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			WTC administration to procure as necessary in conjunction with lessee/ Heritage Centre/ Insurer.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			WTC administration to procure as necessary in conjunction with lessee/ Heritage Centre/ Insurer.

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

Priority:	5	Critical function:	OLD TOWN TOILETS
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Sue Bailey – Town Clerk Yasmin Milsom – Deputy Clerk Mark Schofield – Buildings Manager Wayne Smith - Caretaker		
Potential impact on organisation if interrupted:	Low. Very little impact on day to day running of Council, however poor publicity and reduced visitor toilet facility in town. Alternative toilets at Rope Walk.		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	60 days		
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	The contractor and also Staff as above		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	WTC to procure repair services necessary whilst facility is closed.		
Premises <i>(potential relocation or work-from-home options)</i>	Alternative toilets at Rope Walk.		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	Press, website, telephone, email. Section 7 Contacts – restricted circulation list		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	WTC to procure repair services necessary whilst facility is closed.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	WTC to procure repair services necessary whilst facility is closed.		

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)	
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: <ul style="list-style-type: none"> • Staff & councillors • Suppliers and customers • Insurance company • 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: <ul style="list-style-type: none"> • 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	
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 data is a restricted 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 Town Clerk	01453 843210			
Yasmin Milsom Deputy Clerk	01453 843210			
Mark Schofield Buildings Manager	01453 843210			
Diana Hyam Administrator	01453 521659			
Jenny Wyatt Information Officer	01453 521659			
Wayne Smith Caretaker				
Paul Smith -Mayor		843731	077599 49210	pcsmith80@onetel.com
Terry Luker		844344	07929 437041	tluker@tiscali.co.uk
John Cordwell (also County Cllr)		842439	07747 600439	John.cordwell@gloucestershire.gov.uk 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
Mike Short		844807	07803 208643	Mike.Short@outlook.com
Lucy Farmer		520362		lucy_farmer@hotmail.co.uk
Chris Young			07814 639659	kip.young51@gmail.com

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

Supplier	Provides	Telephone	E-mail
	electricals		
	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	BT	Billing 08456006156 Faults 0800800154	Email from website: www.bt.com/bill/help
Water	Waterplus	0345 0726072	service@water-plus.co.uk
Sewage	Water2Busines 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*

**Town Hall = world war hanging dedications by kitchen server*

**Chipping Club Room = nothing*

**Youth Centre = computers/routers and music equipment*

E. Local Emergency Services

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

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			
Insurance			

G. Local AuthorityStroud 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

07920 766400 = out of hours

01452 888777

civilprotectionteam@glosfire.gov.uk

www.gloucestershireprepared.co.uk

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

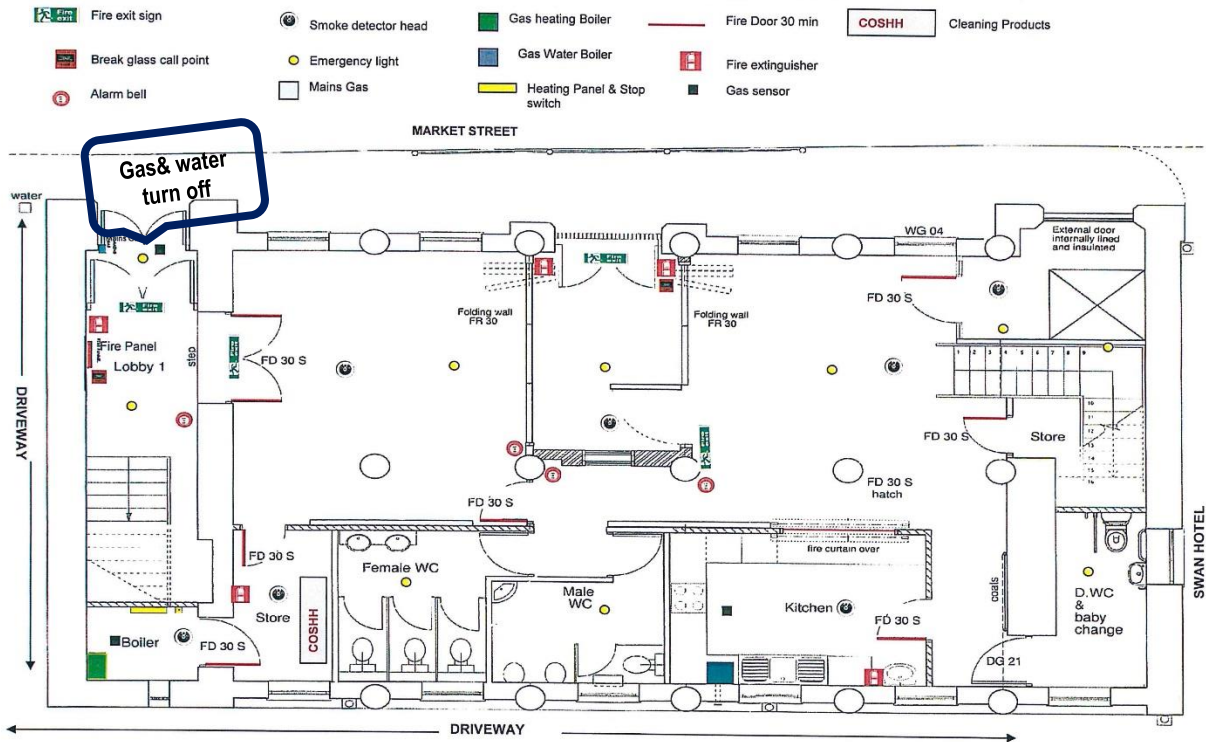
9. Actions and Expenses Log

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.

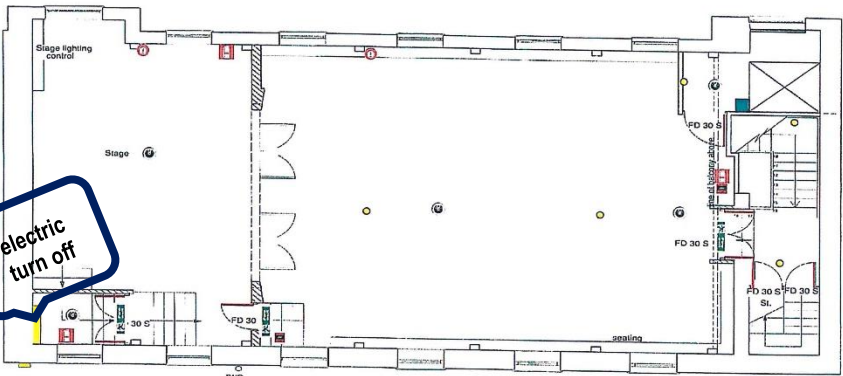
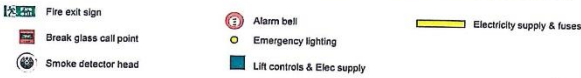
Date/time	Decision / action taken	By whom	Costs incurred

10. Appendix for premises layouts:

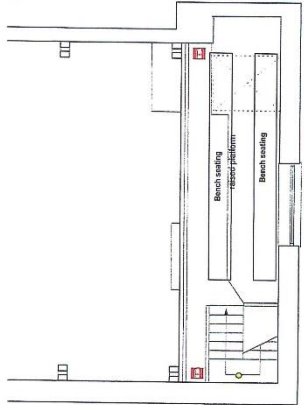
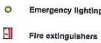
TOWN HALL GROUND FLOOR

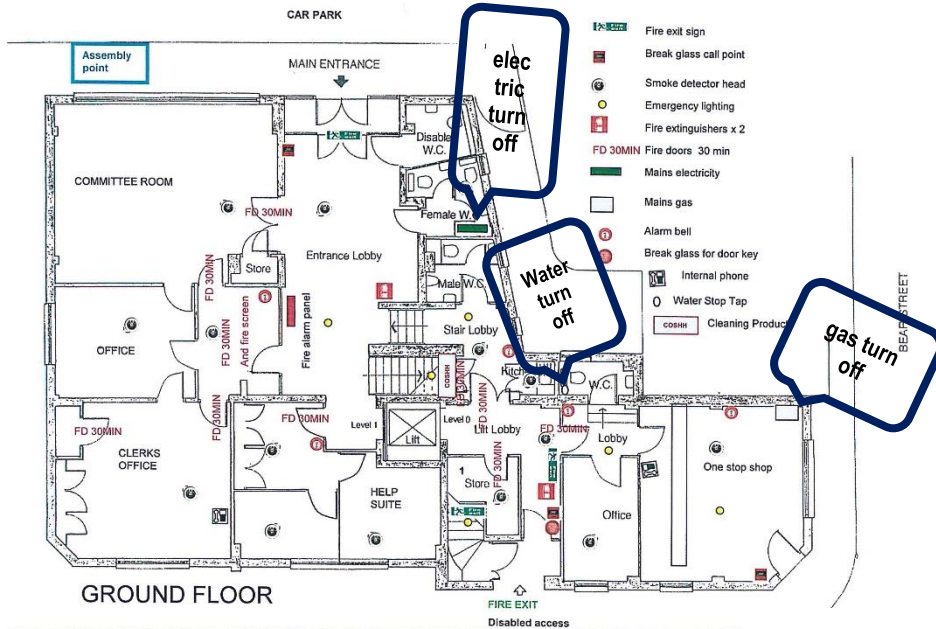


TOWN HALL 1ST FLOOR



TOWN HALL BALCONY





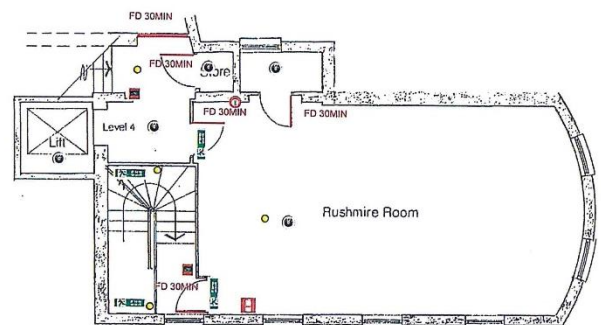
CIVIC CENTRE

BRADLEY STREET

SECOND FLOOR

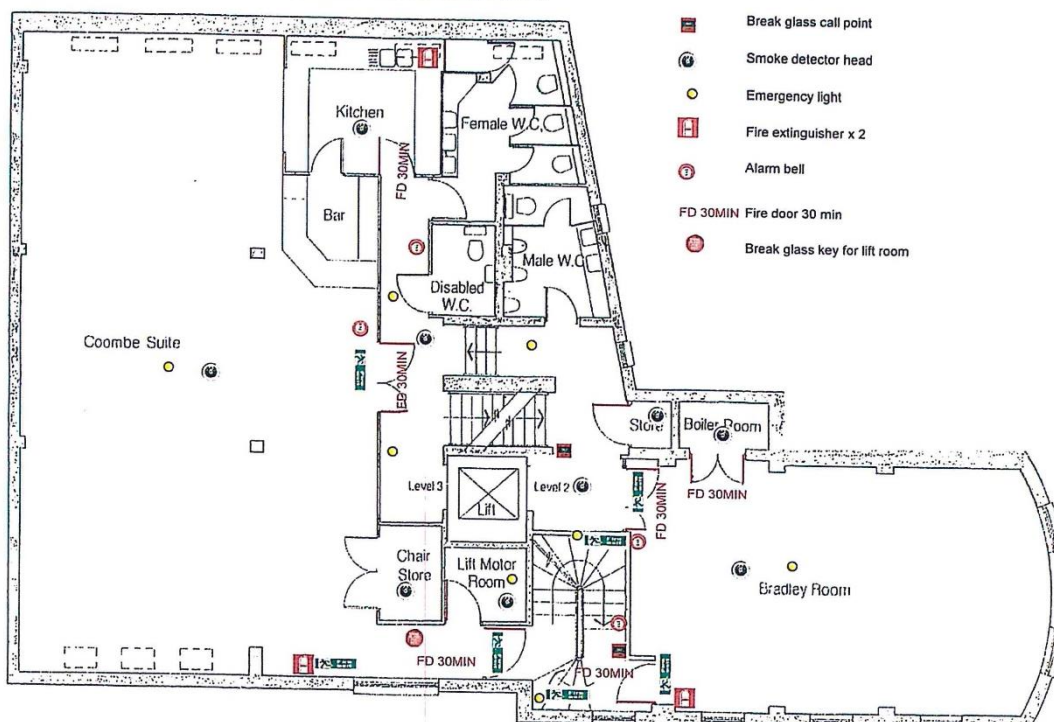
CIVIC CENTRE





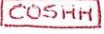
- Legend:**
- Fire exit sign
 - Break glass call point
 - Smoke detector head
 - Emergency light
 - Fire extinguisher x 2
 - Alarm bell
 - FD 30MIN Fire door 30 min



SECOND FLOOR

FIRST FLOOR CIVIC CENTRE



-  FIRE EXTINGUISHER
-  SMOKE ALARM
-  MAINS WATER
-  MAINS ELECTRICS/FUSES
-  COSHH CLEANING PRODUCTS

