



Business Continuity Policy & Plan

Introduction

Headley Parish Council (the PC) is a parish with a population of approx. 5,200 consisting of approximately 2,500 homes.

Why the need for a Business Continuity Plan?

The Civil Contingencies Act 2004 places a duty on the local authority to ensure that it is prepared, as far as reasonably practical, to continue to provide critical functions in the event of a major disruption. This Plan identifies the first reactions, recovery objectives, structure for implementation, monitoring, follow-up procedures and communication process to keep everyone informed of necessary changes to service delivery.

'What if?' questions:

- What if the electricity supply failed?
- What if our IT networks went down?
- What if our telephones went down? For a day? For a week?
- What if our key documents were destroyed in a fire?
- What if our staff could not gain access to the building for days, weeks or months?
- What if we had casualties?

'What if?' questions about our business relationships inside and outside the Parish Council.

- What if our residents could not contact us?
- What if our suppliers could not supply us?
- What if our residents could not pay us?
- What if we could not pay our suppliers?

The PC's responsibilities include:

- Headley Playing Fields and Sports Pavilion
- Maintenance and management of Headley Village Green and Stanford Village Green
- Management of Arford Common (woodland)
- Management of a section of Headley Hill Woods
- Management of Liphook Road Allotments
- 2 x Defibrillators (High Street phone box & outside One Stop Stores, Headley Down)
- Parish Office, Headley Village Hall, Arford Road, Headley
- Stanford Land
- Saunders Green

Implementation of Business Continuity Plan

- I. The Clerk will implement business continuity.
- II. If the Clerk is unavailable and urgent action is required, the Chair or Vice-Chair (or any other Councillor with the appropriate and available agreement) will implement all business continuity actions.

Review of Plan

- The Business Continuity Plan will be reviewed annually
- The Clerk will check all contract details are current and correct
- The PC will consider whether critical activities, key risks and contingency plan actions are current, comprehensive and sufficient.
- An updated Business Continuity Plan to be given to all Councillors.

Service Impact Analysis

Service/activity	Question	Answer
General Office Duties	When is the service/activity most vital?	Normal office hours are 4 mornings per week between 9am – 1pm.
	Which people are most essential and when?	<ol style="list-style-type: none"> 1. Clerk & Executive Officer – oversight of all services working 5 days per week. 2. The RFO payment of invoices and update of accounts and payroll, working 2 mornings per week.
	Do you have plans for who needs to do what in case of an incident?	Office lap-tops x3 available for all employees to use off site if available. These should be taken home each day by members of staff. Working from home or alternative location e.g. Pavilion or neighbouring Parish Office if feasible. In the event of total loss of all hardware, data could be retrieved from the cloud back-up if alternative hardware is available. Support will be needed from Trusted PC Man.
	Who else is critical in providing this service?	Currently no-one.
	Could you continue to provide a service if you had no power?	Staff could work from home until power restored. Access to the office would require the door shutter to be manually operated. Winder is located in upstairs office.

	Could you continue to provide a service if you had a fire in the parish office?	Staff could work from home until office restored. Data can be retrieved from the cloud back up, if temporary premises and IT hardware was available e.g. Pavilion.
	Could you continue to provide a service if you lost critical staff for a few days due to weather problems, etc?	A skeleton service could continue with assistance from Councillors.
	As above but for a prolonged period of weeks or months due to more severe problems.	Councillors could provide some cover. Locum/temporary staff could be sought via HALC, EHDC or neighbouring Parish Councils.
	What if you had no access to your IT systems?	A skeleton service would operate until the IT systems were restored.
	What if there was a system failure?	The Council data, accounts and e-mails would be retrieved from the cloud back up with support from Trusted PC Man.
Publishing agendas	When is the service/activity most vital?	3 days (excluding the days of issue and meeting, Sundays, the days of the Christmas, Easter and bank holiday breaks and days appointed for public thanksgiving or mourning) prior to scheduled council meetings.
	Which people are most essential and when?	The Clerk/RFO to draw up agendas and provide documentation to relevant council members as above. This can all be provided electronically.
	Do you have plans for who needs to do what in case of an incident?	Yes. If the Clerk were not available, a locum Clerk would be sought via HALC. See contact list. The expense of a Locum Clerk would be covered under our insurance policy.
	Who else is critical in providing this service?	Cllr. Paul Tansley could publish agendas on our website. See contact list. Councillors could assist with noticeboards.
Paying Staff Wages	When is the service/activity most vital?	Standing Order in place. RFO and Clerk would need to ensure enough funds in account. This can be accessed off site. RFO uses electronic banking.
	Which people are most essential and when?	The RFO.

	Do you have plans for who needs to do what in case of an incident?	All Tax and NI payments are paid quarterly to HMRC. A forecast of all payment are detailed in an excel spreadsheet admin1/documents/payroll/hmrc
	Who else is critical in providing this service?	Currently no-one.
Paying Invoices	When is the service/activity most vital?	On one day each week.
	Which people are most essential and when?	The RFO and the Clerk as above. The Chairman can authorise payments if required.
	Do you have plans for who needs to do what in case of an incident?	If the Clerk is not available, The Chairman would authorise payments or sign cheques in place of the Clerk and cheques would be counter signed by 2 further Council Members.
	Who else is critical in providing this service?	Currently no-one.
	Could you continue to provide a service if you had a fire in the parish office?	Staff would work from home / or alternative location until office restored.
	Could you continue to provide a service if you lost critical staff for a few days due to weather problems, etc?	Weather should not affect operations, as the Clerk and RFO could continue working from home until the weather improves.
	As above but for a prolonged period of weeks or months due to more severe problems e.g. pandemic?	Staff would work from home. Temporary staff would be sought via HALC.
	What if you had no access to your IT systems?	A skeleton service would operate until the IT systems were available.
	What if there was a system failure?	The Council data, accounts and e-mails would be retrieved from the cloud back up with support from Trusted PC Man.
Grounds Maintenance	When is the service/activity most vital?	Daily, predominantly through growing season.
	Which people are most essential and when?	External contractor
	Do you have plans for who needs to do what in case of an incident?	If the Clerk is unavailable, a Councillor would notify the contractor and Headley Sports Association.
	Who else is critical in providing this service?	No-one.

	Could you continue to provide a service if you had a fire in the parish office?	Yes
	Could you continue to provide a service if you lost critical staff for a few days due to weather problems, etc?	Yes
	As above but for a prolonged period of weeks or months due to more severe problems e.g. pandemic?	The routine maintenance may have to be scaled down for a period.
	What if you had no access to your IT systems?	The service would not be affected. We could liaise with contractor by phone.
	What if there was a system failure?	The service would not be affected. We could liaise with contractor by phone.
Pandemic / contagious infection	Could you continue to provide a service during a pandemic	Yes. All staff able to work from home and access the Councils electronic information.
	When should staff return to work?	Staff should not be at work if they or anyone in their household has or is showing any symptoms of the illness.
	Pre-cautions to take if in the office	Ensure there is social distancing. Regularly wash hands. Wipe down any surfaces touched with anti-bacterial wipes. Do not share equipment.

Business Continuity Planning

EMERGENCY NUMBERS (Confidential information)

Council Members for disaster/emergency use only if staff incapacitated.

Contact List	Telephone numbers and email address	Home address
Clerk: Melanie Wathen	01794 651492 or 07745 265846 melanie@wmcesltd.co.uk	1 Smiths Field, Romsey SO51 7WD
RFO: Tanya Hampshire	01428 727206 or 07791 245506	99 Haslemere Rd, Liphook, GU30 7BN
East Hants Councillors: Cllr. Richard Millard Cllr. Anthony Williams Hampshire County Councillor: Cllr. Floss Mitchell	01420 489888 richard.millard@easthants.gov.uk 01428 712809 anthony.williams@easthants.gov.uk 01428 712079 floss.mitchell@hants.gov.UK 07712 695450	
Play Area Monitor: Alan Hall	01428 712467	7 Kay Crescent, Headley Down, GU35 8AH
IT Support & data back-up retrieval: Trusted PC Man	01428 606395 info@trustedpcman.co.uk	Trusted PC Man, The Tuck Box Headley Road, Grayshott Surrey GU26 6LD
HALC (Hampshire Association of Local Councils)	02380 688061 hampshirealc@eastleigh.gov.uk	c/o Eastleigh Borough Council, Floor 2, Eastleigh House, Upper Market Street, SO50 9YN
Neighbourhood Policing team (Longmoor Rural)	101 (non-emergency number)	www.hampshire.police.uk/contact-us/
Arford Common Wardens: Virginia Evers & Mark Dickens	Virginia: 01428 714400 or 07712 264465 Mark: 07813 021235	
Village Hall Trustee and next-door neighbour to Parish Office: Terry Eamey	01428 713622	Thornberry Arford Rd GU35 8LJ
Pavilion custodian & Bowling rep: Don Stephens	01428 712502	48 Churchill Crescent, Headley GU35 8ND
Pavilion Treasurer: Derek Hubbard	01428 713922 or 07817 205531	
Tree Surgeons: Green Frontiers or/ Tom Locke	01428 724608 or 07786 575416 07734 906010 info@grayshotttreeservies.com	
SLR Partners / contacts	Grayshott Parish Council – Katie Weir Greatham Parish Council – Jane Ives	clerk@grayshott-pc.gov.uk clerk@greatham-hants.org.uk
Lengthsman Project (Lead Council)	Katie Weir - Clerk Grayshott Parish Council (Lead Council) 01428 606510 katie.weir@grayshott-pc.gov.uk	Grayshott Sports Pavilion, Beech Hanger Road, Grayshott, GU26 6LS
Parish Website: Paul Tansley	paul.tansley@headleyparish.com 01428 714509 or 07973 669584	

Headley Cricket Club: Ashley Canning	07860 936239	
Headley Youth Cricket: Ashley Cook	07966 389769	
Headley Mens Football Rep: Wayne Grover	01428 717599 or 07802 632043	
Headley Youth Football: Ian St John Matt Collis	ianandpitsa@aol.com mattpcollis@btinternet.com	
Headley Tennis Club: Robin Hall Derek Hubbard	01428 712898 marjorieandrobin@yahoo.co.uk 01428 713922 derek324@btinternet.com	
Travellers: If travellers arrive on Parish Council or other land, seek advice from the Legal Dept at EHDC . (A direction order may have to be served by hand and/or a hearing requested at a Magistrates Court by the land owner).	01730 266551 (EHDC switchboard)	
Environment Agency:	Incident Hotline: 0800 8077060 Floodline (24-hour service): 0345 988 1188 Type talk (for the hard of hearing): 0345 602 6340	
East Hants District Council:	01730 266551	
Hampshire County Council:	Emergency Planning: epoffice@hants.gov.uk 01962 846846	Supporting the emergency services in responding to major emergencies. <ul style="list-style-type: none"> • providing shelter for people in rest centres • traffic management • public health advice • getting information to residents
Electricity:	105	In the event of a power cut, please call 105 to report or get information about power cuts in your local area.
Gas:	0800 111 999	If you smell gas, please call, this service is available 24 hours a day.
Water and sewage:	24-hour emergency contact number: 0330 303 0368	Southern Water offers emergency advice on their website www.southernwater.co.uk/help-advice/what-to-do-in-an-emergency