

## Business Continuity Plan for Mulbarton Parish Council

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### Introduction

This document describes the business continuity plan for the parish council, which aims to ensure the continuity of essential services and functions in the event of a disruption or emergency. The plan covers the following aspects:

- The scope and objectives of the plan
- The roles and responsibilities of the parish council staff and members
- The risk assessment and mitigation strategies
- The recovery and restoration procedures
- The communication and training plan

### Scope and Objectives

The scope of the plan is to cover the key services and functions that the parish council provides or supports for the community, such as:

- Managing and maintaining the village hall, playground, parks, allotments, and other public facilities
- Representing the views and interests of the residents on local issues and planning applications
- Supporting local groups and organisations with grants and donations
- Providing information and advice to the public

The objectives of the plan are to:

- Identify the potential risks and threats that could disrupt the parish council's operations
- Assess the impact and likelihood of each risk and determine the priority level
- Establish the minimum acceptable level of service and function for each key service and function
- Develop and implement mitigation strategies to reduce the risk or minimise the impact
- Define the roles and responsibilities of the parish council staff and members in responding to and recovering from a disruption or emergency
- Document the recovery and restoration procedures for each key service and function

- Ensure effective communication and coordination with internal and external stakeholders
- Provide training and awareness to the parish council staff and members on the plan and their roles
- Review and update the plan regularly and test its effectiveness

## Roles and Responsibilities

The parish council has designated the following roles and responsibilities for the implementation and execution of the business continuity plan:

- The parish clerk is the business continuity coordinator, who is responsible for developing, maintaining, and activating the plan, as well as coordinating the recovery and restoration efforts.
- The chairperson of the parish council is the business continuity leader and provides strategic direction and support to the business continuity coordinator
- The parish council is responsible for overseeing and approving the plan.
- The parish council staff and members are the business continuity team, who are responsible for carrying out the mitigation strategies and the recovery and restoration procedures for their respective key services and functions, as well as communicating and collaborating with the business continuity coordinator and the leader.

## Risk Assessment and Mitigation Strategies

The parish council has conducted a risk assessment to identify and evaluate the potential risks and threats that could disrupt its operations. The risk assessment matrix below shows the impact and likelihood of each risk, as well as the priority level and the mitigation strategies.

<b>Risk</b>	<b>Impact</b>	<b>Likelihood</b>	<b>Priority</b>	<b>Mitigation Strategies</b>
Fire at the parish hall	High	Low	High	Install and maintain fire alarms and extinguishers, conduct fire drills, have a fire evacuation plan, backup and store important documents and data offsite or in a fire proof safe, have an alternative venue for meetings and events
Flood at the parish hall	High	Low	High	Monitor the weather and flood warnings, backup and store important documents and data offsite or remove from site when necessary, have an alternative venue for meetings and events
Power outage at the parish hall	Medium	Medium	Medium	Install and maintain a backup generator, have emergency lighting and torches, have a backup phone and internet connection, have a contingency plan for meetings and events
Loss of phones and internet	High	Low	Medium	Use postal service/hand deliver, keep a list of key addresses in paper format in the office, working groups & clerk to meet in the office
Cyberattack or data breach	Medium	High	Medium	Install and update antivirus and firewall software, use strong passwords and encryption, backup important documents and data, have a data recovery plan, report and investigate any suspicious activity
Pandemic or public health emergency	Low	High	Low	Follow the government and public health guidelines, use online platforms for meetings and events, provide support and information to the community

## Recovery and Restoration Procedures

The parish council has documented the recovery and restoration procedures for each key service and function, which specify the steps, resources, and timeframes for resuming the normal operations. The recovery and restoration plan below shows the summary of the procedures.

<b>Key Service or Function</b>	<b>Minimum Acceptable Level</b>	<b>Recovery Steps</b>	<b>Recovery Time</b>	<b>Restoration Steps</b>	<b>Restoration Time</b>
Managing and maintaining the village hall, parks, playground, allotments, and other public facilities	Ensure the safety and security of the facilities and the users, provide the basic services and functions	Assess the damage and the impact, contact the insurance company and the contractors, arrange the repairs and the replacements, inform the users and the stakeholders	Depends on the extent and the nature of the damage	Complete the repairs and the replacements, restore the full services and functions, reopen the facilities, resume the bookings and the usage	Depends on the availability and the quality of the resources
Representing the views and interests of the residents on local issues and planning applications	Ensure the representation and the consultation of the residents, provide the feedback and the comments	Identify the key issues and the applications, contact the relevant authorities and the organisations, gather the views and the opinions of the residents, submit the feedback and the comments	Depends on the urgency and the complexity of the issues and the applications	Monitor the progress and the outcome of the issues and the applications, communicate and update the residents and the stakeholders, follow up and review the feedback and the comments	Depends on the response and the resolution of the authorities and the organisations
Supporting local groups and organisations with grants and donations	Ensure the availability and the accessibility of the grants and the donations, provide the support and the guidance	Identify the eligible and the deserving groups and organisations, contact and inform them about the grants and the donations, receive and process the applications, approve and distribute the grants and the donations	Depends on the demand and the supply of the grants and the donations	Evaluate and monitor the impact and the outcome of the grants and the donations, communicate and update the groups and the organisations, follow up and review the applications and the distributions	Depends on the feedback and the reporting of the groups and the organisations
Providing information and advice to the public	Ensure the accuracy and the timeliness of the information and the advice, provide the communication and the engagement	Identify the sources and the channels of the information and the advice, contact and update the relevant authorities and the organisations, gather and verify the information and the advice, disseminate and respond to the public	Depends on the availability and the reliability of the information and the advice	Review and update the information and the advice, monitor and measure the communication and the engagement, communicate and feedback to the authorities and the organisations, report and improve the service and the quality	Depends on the changes and the developments of the information and the advice

## Communication and Training Plan

The parish council has developed a communication and training plan to ensure that the business continuity plan is communicated and understood by the parish council staff and members, as well as the relevant stakeholders. The communication and training plan below shows the summary of the plan.

<b>Audience</b>	<b>Communication Objectives</b>	<b>Communication Methods</b>	<b>Training Objectives</b>	<b>Training Methods</b>
Parish council staff and members	To inform them about the purpose and the content of the business continuity plan, to engage them in the implementation and the execution of the plan, to update them on the progress and the outcome of the plan	Emails, newsletters, meetings, website, social media	To educate them on the roles and the responsibilities of the business continuity team, to train them on the mitigation strategies and the recovery and restoration procedures, to test them on the effectiveness and the efficiency of the plan	Workshops, webinars, simulations, exercises, quizzes
Residents and community groups	To inform them about the existence and the scope of the business continuity plan, to reassure them about the continuity and the quality of the parish council's services and functions, to consult them on their needs and preferences	Leaflets, posters, newsletters, website, social media	N/A	N/A
Local authorities and organisations	To inform them about the objectives and the outcomes of the business continuity plan, to coordinate and collaborate with them on the mitigation strategies and the recovery and restoration procedures, to report and feedback to them on the progress and the impact of the plan	Emails, letters, phone calls, meetings, website, social media	N/A	N/A
Insurance company and contractors	To inform them about the risks and the damages of the parish council's facilities and resources, to negotiate and agree with them on the repairs and the replacements, to monitor and evaluate their performance and quality	Emails, letters, phone calls, meetings, website, social media	N/A	N/A
Partners and sponsors	To inform them about the opportunities and the benefits of the parish council's events and activities, to invite and involve them in the planning and the delivery of the events and activities, to communicate and thank them for their support and contribution	Emails, letters, phone calls, meetings, website, social media	N/A	N/A