



North Horsham Parish Council

Business Continuity Policy and Plan

Business Continuity Policy Statement

The Civil Contingencies Act 2004 provides a generic framework for public protection by those categorised as Category 1 Responders (i.e. District/ County Councils) to ensure that they are prepared, as far as reasonably practicable, to continue to provide critical functions in the event of disruption.

As part of Local Government, North Horsham Parish Council has used the framework to set out how it intends to maintain the continuity of its core functions, should they be disrupted by any event, in order to enable them to return to 'normal' operations as soon as possible, taking into account the impact of any delay on quality of service, reputation and finances.

Scope of the Policy and Plan

This policy and plan is intended to ensure:

- The concept of Business Continuity, the policy and approach is understood by the Council and its staff.
- That there is a clear framework to follow in the case of an emergency.
- That the Parish Council has taken reasonable steps to ensure that there will be as little disruption as possible to the Council (business) in the event of an unexpected event or emergency.

Responsibilities

North Horsham Parish Council as a corporate body is responsible for the Business Continuity Plan.

In March 2020 a scheme of delegation whereby urgent decisions would be facilitated by agreement of the Chairman of the Council, Vice Chairman of the Council, Chairman of the Finance and Administration Committee and the Clerk was agreed. The delegated group would be responsible for initiating actions included in the Business Continuity Plan.

Should one of those people be unavailable for any reason, substitutions could be made with the Chairman of the Planning, Environment and Transport Committee or the Chairman of the Property Committee and the Deputy Clerk. Any decision made would be communicated to the Council and ratified as soon as possible after the decision had been made. If possible, the views of the Council would be sought prior to the decision, but this may not be practical.

The Clerk, as Proper Officer has the delegated day to day responsibility for keeping the plan updated and taking the Plan forward to include lessons learned and good practice with support from the Council and staff members. The Clerk will be responsible for communicating the programme to Councillors and staff.

The Council will be responsible for ensuring there is adequate training for staff and ensuring that activities are completed through a monitoring system.

Aim of the Plan

This Plan provides the framework in preparation for the Council to cope with the effects of an unexpected event or an emergency.

Objectives

- To define and prioritise the Critical Core Functions of the business.
- To identify the emergency risks to the business and assess likelihood and impact.
- To detail the agreed response to an emergency including first reactions, recovery objectives, structure for implementation, monitoring, follow up procedures and communication processes.
- To identify key contacts during an emergency.
- To keep the information within the Business Continuity Plan updated and to review procedures at least bi-annually.

Critical Core Functions of the business

- The Parish Council Office administers the halls by taking bookings, raising invoices, receiving payments, financial recording, communication with potential hirers, residents and other bodies, servicing meetings and assisting the public.
- Roffey Millennium Hall (which includes the Parish Office) is hired out to regular users and ad hoc hirers.
- North Heath Hall is hired out to regular users and ad hoc hirers.
- Holbrook Tythe Barn is hired out to regular users and ad hoc hirers.
- Multi Courts are hired out to regular users and ad hoc hirers.

Other services that could be affected

- Amberley Close allotments.
- Amberley Close play area and open space.
- Holbrook Tythe Barn play area and open space.
- Birches Road play area and open space.
- Earles Meadow play area and open space.
- Bus shelters.
- Street lights.
- Notice boards.
- Litter and dog bins.
- Litter picking
- North Horsham Friendship Club

Emergency Risks to the business

- Pandemic
- Fire.
- Flood.
- Theft/ break in.
- Equipment failure.
- Staff illness (epidemic).
- Loss of a staff member due to sudden or long term illness, incapacity or death.
- Death or Serious injury to member of staff whilst carrying out Council duties.
- Extreme weather.

Risk Analysis

Area V	Risk and mitigation >	Risk Likelihood/ Impact	Mitigation measures.	Further actions
Pandemic		High/ High	The Council must follow government guidance which could mean closing halls and public spaces for a period of time. Introducing social distancing and sanitisation regimes.	
Loss of building due to fire.		Low/ High	Annual fire risk assessment. Periodic electrical testing (every 3 years) Fire alarm with frequent tests/ Insurance Fire extinguishers.	
Loss of equipment due to fire, flood, equipment failure or theft		Low/ High	Annual fire risk assessment. Periodic electrical testing (every 3 years) Fire extinguishers Fire alarm with frequent tests/ intruder alarms/ PAT testing of equipment and visual inspections/ Insurance.	
Loss of important documents due to fire, flood or theft.		Low/ Medium	Electronic documents backed up and back up kept off site. Land registry documents etc. can be sourced from national repositories. Most records are scanned or held electronically All recommended key documents are on the Parish Council website.	Continue with a programme of scanning documents to be kept electronically.

Loss of Council computer files due to fire, flood, breakdown or theft.	Low/ Medium	<p>Fire alarm with frequent tests/ intruder alarms/ PAT testing of equipment and visual inspections/ Electronic documents backed up and back up kept off site.</p> <p>Annual fire risk assessment.</p> <p>Periodic electrical testing (every 3 years)</p> <p>Fire extinguishers</p> <p>Professional IT company to give support</p>	
Staff illness.	Low/ High	<p>Employment law to support staff is in place ie 11 hour breaks.</p> <p>Staff welfare is monitored by managers.</p>	
Loss of staff member due to long term illness or resignation	Low/ Medium	See Annex 1	
Death or Serious injury to member of staff whilst carrying out Council duties.	Low/ High	<p>Safe systems of working, equipment is serviced regularly and staff training is undertaken. H&S legislation is observed and enshrined in Policy.</p>	

Should an emergency occur the following checklist should be used.

Emergency Response Checklist
For use during an emergency

- Start a log of actions taken:
- Liaise with Emergency Services/ follow government guidance
- Identify any damage:
- Identify Functions disrupted:
- Convene your Response / Recovery Team:
- Provide information to staff:
- Decide on course of action:
- Communicate decisions to staff and business partners:
- Provide public information to maintain reputation and business:
- Arrange a Debrief:
- Review Business Continuity Plan:

Communication processes

When an emergency situation arises **the Clerk/ Deputy Clerk/ Chairman of the Council, Vice Chairman of the Council or Chairman of Finance** is the first point of contact.

Their first priority is to summon the relevant **Emergency Services** if necessary or to ensure that government guidance is being followed.

The **Clerk/ Deputy Clerk** should then inform **staff, hirers** and other **Councillors** and report to the **HSE** if necessary.

The **Clerk/ Deputy Clerk** may need to contact the **insurance company, hirers, IT providers, Horsham District Council, West Sussex County Council, County Association, the Bank, suppliers or contractors**.

Key contacts

Council contacts

Position	Name	Address	Telephone Number
Council Chairman	See website : https://northhorsham-pc.gov.uk/your-council/councillors/		
Council Vice Chairman	See website : https://northhorsham-pc.gov.uk/your-council/councillors/		
Chairman of Finance	See website : https://northhorsham-pc.gov.uk/your-council/councillors/		
Clerk to the Council	Sarah Norman	Roffey Millennium Hall Crawley Road RH12 4DT	01403 750786
Deputy Clerk to the Council	Lisa Underwood	Roffey Millennium Hall Crawley Road RH12 4DT	01403 750786

Out of Hours Key holder

Fidellis Security	Unit 7 Enterprise Estate Moorfield Road Guildford Surrey	01483 506225
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Emergency Contacts

Contact For/ Work	Company/ Location	Telephone Number
Report of crime or need for emergency services	Sussex Police/ Fire / Ambulance	999
Insurance Company	Gallaghers	01483 462860
Health and Safety Executive	HSE	03000031647
Gas	Emergency number	0800 111 999
Electricity	Emergency number	0800 3163 105 or 105 – power cuts or emergency

Emergency Contacts cont..

Contact For/ Work	Company/ Location	Telephone Number
Water	Business Stream	0330 123 2000 Mon – Fri 9am -5pm
	Southern Water	0330 303 0368 (Out of hours)
Telephone	Netcom IT Solutions	01403 252995
Boarding up	Repair Glaze	01403 274000
Emergency Repairs	TC Maintenance	01903 918778 07935 363034 tcmaintenance3@gmail.com
Boilers	ServCom Unit 5 Beeding Court Business Park Shoreham Road Upper Beeding Steyning	01273 820998
Lift	Otis Lifts - Joseph Smyth	07425 674351 0800 181363
Keys (24 hour service)	Horsham Locksmiths Ltd	01403 788708
Key holder	Nick Simmonds Electrical	07745 790018
IT Support	Netcom IT Solutions Premier House 7, St Leonards Road Horsham RH13 6EH	01403 252995
HR Support/ Recruitment	Worknest HR Office 217B, Regus, Afon House, Worthing Road, Horsham. RH12 1TL	01403 283272
Tree work	Forest View - James Smith	07966 545874 james@forestviewtreesurgery.co.uk

Annex 1

Possible process to follow should a member of staff be off work due to long term illness.

Each absence should be considered individually, and different action may be required depending on individual circumstances. The timings would be at the discretion of the Personnel Committee and the nature of the absence.

The following is for guidance only.

Short term ie up to 1 month

Existing staff to cover main activities ie preparing, covering and taking minutes for meetings, ensuring that e-mails are answered, following work schedules and processing invoices and payments, supervising staff. Hall cover may be necessary by other staff members or caretakers. The Council will be made aware that the office or halls are short staffed so new projects may need to be delayed.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are sent out and paid.

Medium term 1 month to 3 months

Arrangements to be made for a locum to cover meetings and to respond to emails. Existing staff to follow work schedules, process invoices and payments and supervise staff.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are paid. Consideration will need to be given to staff who may be covering a larger remit than normal and who are trying to support the locum.

Over 3 months.

Appoint locum to cover all work of the employee or increase the hours of part time staff if appropriate and they are agreeable. There may be a need to re-allocate work of existing staff to ensure full cover.

The main focus will be that the halls are covered, meetings are covered, that e-mails are answered and that invoices are sent out and paid. Other work will be necessary so that it doesn't get behind. Should a locum be appointed they should take on additional work to relieve staff members who may have stepped in to help whilst the locum settled in.

Possible process to follow should a member of staff resign.

There is a 3 month window to recruit and appoint a new senior staff member, therefore, as soon as possible after receiving the resignation, the Clerk or Chairman should start the recruitment process. The Clerk has delegated authority to incur expenditure to begin the recruitment process without recourse to the Personnel Committee. All roles have adverts, contracts, job descriptions and person specifications.

If possible, the appointment should be made with sufficient time to allow the new staff member to overlap with the incumbent by a week to give a smooth handover.

It will be difficult to replace staff who have a one month notice period within that time frame, therefore as soon as possible after receiving the resignation the recruitment process should start and arrangements made for the key parts of the job to be covered whilst a new staff member is found.

Update and review

This Policy and Plan shall be updated as appropriate and reviewed every two years by full Council. The next review will be May 2027.

Adopted 18th June 2019

Reviewed by Full Council 5th March 2020

Reviewed by Full Council 6th May 2021

Reviewed by Full Council 18th May 2023

Reviewed by Full Council 15th May 2025