

Congleton Town Council



Congleton
Town Council

Disaster Recovery and Business Continuity Plan

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Introduction

Document Purpose

This Plan sets out the arrangements to be adopted in the event of one of several contingencies that may affect service delivery or otherwise have a negative impact on the business of Congleton Town Council.

The Plan aims to address only those major contingencies that could result in services, supplies, facilities or personnel being unavailable.

Since it is not possible to be specific about every single contingency, the Plan merely serves to establish enabling arrangements to allow an initial response to be effective in containing the effect of the contingency, and to allow the most immediate recovery measures to be taken.

Each plan identifies the principal suppliers that may be approached in dealing with the contingency, together with the persons responsible for initiating the action. Points of contact and other enabling arrangements are also identified.

This Plan provides guidance on methods to achieve service continuity in the most commonly encountered scenarios. The Plan remains flexible and may be broadened to cover other more specific scenarios as necessary.

Business Risks and Controls

Loss of Electrical Supplies

The immediate loss of power could result in the potential loss of some data on computers in operation at the time. However the benefits from the back up and support which is provided by Prism Solutions, who at a minimum of 4 hours will reinstate data files previously saved and/or backed up.

For major power outages the provider is responsible for restoring power either by completing repair or by supplying temporary supplies until systems are restored, this is estimated to incur no more than a day's loss of service. The Council can absorb this loss and if necessary make up lost time etc. by implementing overtime and if necessary additional weekend working.

Longer power outages by the supplier would be from the result of a major cataclysmic natural event that impacts upon the surrounding infrastructure, this being the case it would have significant impact upon the Council and the surrounding areas.

Current provider

West Mercia Energy, Chapter House South, Shrewsbury, SY2 5DE – Tel:- 0333 101 4424
(Chief Officer/ Town Hall Supervisor)

Standby generator

As the Town Hall building is not equipped with its own standby generator, in the event of a major problem with the building supplies main switchgear or cabling that will take longer than one day to repair the Council will investigate the supply of a temporary power generator.

Brandon Tool Hire, Unit 2, Mottram Way, Hurdsfield Industrial Estate, Macclesfield, Cheshire, SK10 2DH. Tel:- 01625 664600. (Chief Officer/ Town Hall Supervisor)

Loss of Gas Supplies

The loss of gas supplies would not cause significant disruption to the business as the building only uses gas for its heating system (Kitchen facilities are a combination of gas and electric). Use of a new supplier or alternative providers would be considered, as would the use of alternative temporary heating systems either electric, oil based or LPG.

The failure of the gas supply infrastructure pipe lines would cause minor disruption in the short term until the pipework is repaired by the supplier or until alternative heating systems have been temporarily provided.

The site would be unable to serve hot food until the gas returns.

Current provider

West Mercia Energy, Chapter House South, Shrewsbury, SY2 5DE – Tel:- 0333 101 4424
(Chief Officer/ Town Hall Supervisor)

Alternative suppliers

Change to an alternative provider will only be possible if the supply pipe is not damaged
Changing suppliers will be an issue in the event of the supplier going out of business, if so it should be possible to switch supplier without significant disruption to supply

Alternative heating options

In the event of a long term loss of gas supplies for heating etc. the following options are available

Use of electrical space heater

Use of LPG or propane space heaters

Brandon Tool Hire, Unit 2, Mottram Way, Hurdsfield Industrial Estate, Macclesfield, Cheshire, SK10 2DH. Tel:- 01625 664600. (Chief Officer/ Town Hall Supervisor)

Loss of Water Supplies

The loss of water supplies will impact upon the business in terms of loss of welfare facilities for personnel.

Current Provider

Water – Water Plus. Water and wastewater enquiries emergencies (24-hour)

Tel: - 0345 072 6083

(Chief Officer/ Town Hall Supervisor)

Alternative drinking water supplies

In the event of a loss in suitable water for personnel to drink it is normal for the supplier to provide alternative supplies in street bowser or bottled water supplies, this will be suitable for personnel welfare facilities. The Town Hall also retains a bottle fed water cooler.

Waterlogic, Angel House, Shaw Park Business Village, Wolverhampton, WV10 9LE.

Tel: 01902 422755 (Chief Officer/ Town Hall Supervisor)

Alternative Welfare facilities

Toilets- if the toilets are out of action then in the short term public and other toilet facilities within the town centre can be accessed.

If there is leaking sewage in the area, this will be cleaned by a designated supplier and will not be opened till the area is certified as safe. .

Drain Services –

Water plus. Water and wastewater enquiries emergencies (24-hour)

Tel: - 0345 072 6083

(Chief Officer/ Town Hall Supervisor)

Loss of Telecommunications

The loss of one or more of the available communications systems will have a detrimental effect upon the business; it is not considered to be critical as there are existing alternatives in the form of email and mobile phones which are separate from the land lines.

Current provider telecoms landlines

In the event of all landlines being down outgoing calls will be completed by use of Council mobile phones

The land line provider will be contacted by mobile phone to request that all incoming calls are directed to a designated Council mobile phone

Prism - Tel:-01260 291977 (Chief Officer/ Support Manager)

Fax line

The loss of the fax line is not considered to be significant as the increased use of email and computer based communications have reduced the use of fax facilities in the business community in general.

Current company mobile phone carriers

EE

T Mobile Tel:- 0845 412 5000. (Chief Officer/ Support Manager/Town Hall Supervisor)

Use of Alternative Mobile Phone Providers

If the existing carrier's network is down for any reason the immediate short term fix will be to procure pay as you go SIM cards from an alternative mobile carrier that is compatible with the current mobile phones.

If the mobile phones are locked and will not accept alternative carriers consideration will be given to the procurement of low cost mobiles with basic functionality in addition to the pay as you go SIM cards

Loss of IT Systems

The Council uses IT systems for communications between our clients and suppliers and for the storage of records.

On site data Storage

Data files are retained on the Council Server and at Prism Solutions Ltd
These files are copied automatically on a remote hard drive held offsite

Off site data back up

All files are backed up to a remote server off site at the close of play each day

Prism Solutions, St James's House, 20 John Bradshaw Court, Alexandria Way
Congleton, Cheshire, CW12 1LB. Tel: - 0845 121 7770 Email: info@prism.uk.com

Internet providers

BT 0800 032 0024 via Prism

Prism Solutions, St James's House, 20 John Bradshaw Court, Alexandria Way
Congleton, Cheshire, CW12 1LB. Tel: - 0845 121 7770 Email: info@prism.uk.com

Plant & Equipment Failures

Plant and equipment such as the lift, boiler and key office equipment (franking machine, photocopier, clocking in system) is serviced and maintained under planned preventive maintenance programmes.

Current provider

Lifts

Otis. Tel: 0800 181363 (Chief Officer/ Town Hall Supervisor)

Gartec (Platform lift to top offices) Tel: 01296 397100
(Chief Officer/ Town Hall Supervisor)

Heating/Boiler – Hayman Heating Engineers. Tel: 01942 218892 (Chief Officer/ Town Hall Supervisor)

Electrical support – T&S. Tel: 01260 270852 (Chief Officer/ Town Hall Supervisor)

Plumbing – Tel: 07796 921590 (Chief Officer/ Town Hall Supervisor)

The Clock –Smiths of Derby. Tel: 01332 345569(Chief Officer/ Town Hall Supervisor)

Copiers - Technical Help Line Canada Copier, new machine model. Tel:- 01244 520626
(Chief Officer/ Office Staff)

Personnel

The Council maintains a training matrix which details the minimum competencies required for each role within the organisation.

The Council has a policy of continual development of their personnel to provide the highest level of staff competence.

Staff members

The Council has at present a fairly settled staff who are very competent and experienced personnel.

New starters undergo induction training and ongoing professional development

Personnel required to use new or unfamiliar machinery and /or equipment are all briefed and/or trained by a combination of other experienced personnel and use of the manufacturer’s instruction and guidance.

Records are retained of formal training, qualifications and in house briefings and training sessions.

Senior staff are all professionally qualified in their respective fields.

Head of paid service is the Chief Officer

Emergency Staff Contact Numbers

David McGifford - Chief Officer	(not for public use)
Jackie MacArthur - Town Centre & Marketing Manager	(not for public use)
Jackie Potts Support Manager	(not for public use)
Ruth Burgess Streetscape Development Manager	(not for public use)
Mark Worthington Town Hall Supervisor	(not for public use)

Flooding

Minor flooding from burst pipes etc. will not cause any significant issue to the operations and the water supplies can be isolated and defect repaired with 1-2 days.

Major flooding events could cause significant damage to all equipment and major disruption to the business. To this end the Council is insured for significant business loss due to flooding.

Longer term the Council will work with the insurance company to identify alternative temporary premises and equipment to continue operations until the main premises is returned to full use. Currently alternative office space is available within the Council's ownership of the Museum.

Nearest watercourse

The nearest significant water course is the River Dane.

This area is covered by the Environment Agencies general early notification of possible flooding, known as Flood Alert, call the Environment Agency's Flood line. Tel: 0845 988 1188

Drainage system

The site surface water drainage system is connected to the surface water mains on the main roads of the surrounding area

The foul water drains are not connected to the surface water systems and as such should not be affected by any flooding event to start with unless the whole system is overwhelmed and the system is caused to back up into the building. If the building is flooded a temporary pumping system should be hired from:-

Brandon Tool Hire, Unit 2, Mottram Way, Hurdsfield Industrial Estate, Macclesfield, Cheshire, SK10 2DH. Tel:- 01625 664600. (Chief Officer/ Town Hall Supervisor)

Adverse Weather Conditions

The area is considered to be a temperate zone and as such is not normally subject to extreme weather conditions such as hurricanes and tornados; however these types of events do occur on occasion but not in the same scale as other parts of the world.

High winds and driving rain or heavy snowfall events have been recorded in the area but the frequency is low and the duration of such events is short lived.

When these events do occur they do not normally last more than one or two days in a specific area and as such the closure of the business for one or two days will not have a significant impact upon the business.

Storm Damage to facility

High winds may cause areas of the roof to be damaged and allow wind and/or rain into the premises. For the duration of the high winds no corrective action will normally be taken other than to protect machinery, equipment and documentation from the effect of water by either moving the items or installing protective sheeting.

Unsafe structures

Any areas deemed to be unsafe to use because of unsafe walls or ceilings etc. will have exclusion zones and/or barriers put in place.

For minor repairs local tradesman will be selected and requested to provide cost estimate for repairs and timescales,

For medium and longer term repairs any equipment that can be relocated to safe areas of the building will be moved.

For more major repairs the insurers will be contacted for available options with particular emphasis on the ability to reinstate services ASAP. This may include use of temporary premises and equipment to subcontracting critical work to other local authorities.

Fire Damage

The risk of fire is always present in the workplace, however the risk is considered to be low to medium because of the controls, systems and precautions below;

Fire Precautions & Prevention

- Fire risk assessment in place and reviewed regularly
- Serviced and maintained automatic fire alarm system
- Documented emergency procedures in place
- Staff trained and briefed in emergency procedures and equipment
- Fire fighting equipment in place which is serviced and maintained
- Fixed electrical system is tested and maintained by competent engineer at least once every five years
- Portable electrical equipment subjected to regular inspections and testing
- All machinery and equipment is part of planned preventive maintenance system

Fire & Business loss Insurance

Zurich Municipal

Policy No: - YLL -272006 - 7183

PO Box 726, Chichester, PO19 9RS. Tel:- 01243 832134. (Chief Officer/Support Manager)

Earthquake

The area is one of the least active areas of the British Isles, however the events that do occur are small in scale with minimal if any damage to people, building and supporting infrastructures.

These events are normally within the 2-4 range on the Richter scale, earthquake events greater than these are possible but unlikely based upon historical records.

Structural Damage to Main Facility

Minor damage will be repaired and corrected as identified in the Adverse Weather section of this plan

Major structural damage will be repaired and corrected as identified in the Adverse Weather section of this plan in conjunction with our insurers.

Structural Surrounding Infrastructure

If there is damage to the surrounding roads and services the earthquake will have been of a scale which is greater than the previous historical events, in this case the emergency services, central government and other local authorities will be planning a recovery plan and its implementation.

An event on this type of scale is out of the control of the Council and as such planning for this type of contingency is more difficult. Where practical and if safe to do so, normal operations will be carried out as much as possible based upon the guidance and advice provided by government departments and personnel.