



**PATCHWAY TOWN COUNCIL**  
Callicroft House, Patchway, Bristol, BS34 5DQ  
[www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

## **Business Continuity and Disaster Recovery Policy**

### **OVERVIEW TO BUSINESS CONTINUITY PLAN**

Business Continuity is the process which a business or organisation undertakes to ensure its resilience to disruption or disaster. In the production of this Business Continuity/Disaster Recovery Policy, Patchway Town Council is committed to minimising the interruption to the Town Council business during a disruption or emergency.

This document will be issued to all members of staff, to be used for reference in the event that any of the identified threats to business continuity should occur.

This document will be reviewed and updated annually, or as and when required, if any new threats are identified or any other changes need to be made.

### **BUSINESS CONTINUITY & TOWN COUNCIL SERVICES THREAT ANALYSIS**

Patchway Town Council has four sites which could be affected by a number of threats to the premises; typically these are fire, flood, structural failure, terrorism, burglary & malicious damage. The four sites are:

- Callicroft House, 150 Rodway Road, Patchway, Bristol, BS34 5DQ.
- The Casson Centre, Rodway Road.
- Norman Scott Park, BS34 5JR.
- Changing rooms within Patchway Sports and Social Club, Norman Scott Park.

Other threats to business continuity include:

- The suspension/failure of utility and communication services; typically, these are power, telephone, fax, post, Internet access systems and the mobile telephone network
- The failure or malicious attack on Internal IT systems; typically this involves the failure of IT hardware and loss of key data through either accidental or malicious attack (IE: computer virus).
- The loss of key staff through illness, accident or personal reasons; typically this involves a non-planned absence which prevents staff from being able to continue to perform their normal working functions.
- Inclement weather or other incidents preventing travel; typically this might prevent staff from attending the office or other sites to provide services and support to residents of Patchway.
- Availability of Company vehicles; typically preventing Patchway Town Council staff from performing their normal duties.

### **KEY PERSONNEL - AREAS OF RESPONSIBILITY**

**(Town Clerk and Responsible Finance Officer)**

Adopted: 16th May 2023.

Review: May 2024.



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Administration systems, Utility services (power, water) & communications (telephone, fax, Internet access and mobile phones), Administration staff availability (loss of key staff, staff absence, illness etc)

Finance systems (accounting, banking, pension scheme, customer/order/suppliers database) Finance staff availability (loss of key staff, staff absence, illness etc)

### **BUSINESS CONTINUITY THREATS PRIORITIES & METHODOLOGY**

#### **PERSONNEL**

Notify relevant staff (via email/phone) of person not available to perform their normal work duties.

Determine nature and duration of unavailability of staff member.

Notify customers if necessary and advise them of the person to contact until further notice.

Appoint someone to take over that person's responsibilities and duties in their absence.

If the staff member becomes permanently unavailable, notify key customers if required and appoint a permanent replacement as soon as practically possible.

#### **UTILITY SERVICES & COMMUNICATIONS**

##### **Internet/Email Access**

- Contact Soltech IT.

##### **Telephone Lines/System**

- Determine nature of fault, contact South Gloucestershire Council IT helpdesk.
- Source suitable replacement phone switch, if required, at earliest opportunity and install

##### **Mobile Phone Services Provider**

- In the event that the EE network should fail, use email and landlines to communicate until the service is re-instated

##### **Power**

- Ensure Servers are shut-down correctly if a prolonged outage occurs.
- Contact Total Energies on 03330 037 874, to determine how long power will be unavailable.
- If this is likely to be a prolonged outage, follow procedure to place signs on affected buildings explaining the problem and ensure that a member of staff is on site to explain to hirers/customers.

##### **Water**

- Contact Bristol Water on 0845 702 3797 to determine how long water will be unavailable

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### IT SYSTEMS & KEY DATA

#### Preventative Procedures

- Ensure Full System Backup of Servers to Sharepoint has been successful.
- RFO to make additional daily copies of the accounts system folder.
- RFO to make additional regular copies of the accounts system folder to Sharepoint.
- INTY Mail-Defender anti-virus/anti-spam to continue to be used to prevent email virus attack
- INTY Desk-Defender/Web-Defender to continue to be used to prevent other direct Virus, Malware or Spyware attacks

#### Server Hardware or Software Failure

- Determine nature of fault, rectify immediately if possible.
- If hardware component failure, source replacement (if available) from Ionet Systems Ltd on 0117 929 2029 to arrange for an engineer to repair the product.
- If data corruption has occurred, contact SoltechIT and arrange for them to restore latest copy of data affected from the backup drive.

Note: Other equipment such as printers, faxes etc are not considered critical to the operation of the business and can be repaired or replaced as required in a timely manner.

#### Virus or Malicious Attack on Systems

- Determine nature if Virus/Spyware or Systems Intrusion
- Contact Soltech IT to remove the Virus/Spyware, or rebuild the affected systems as required
- Investigate source of attack and implement procedure or suitable software fix to prevent any future occurrence

### ALL PREMISES

#### Preventative Procedures

- All key IT equipment (Servers/Switches/Router etc) is located in the secured main office, to reduce the possibility of theft, malicious damage or opportunist robbery.
- Ensure the building's Fire Prevention/Detection Systems are maintained and regularly serviced
- Ensure the building's Monitored Alarm System is maintained and regularly serviced

#### Major Premises Disruption (Fire, Flood, Terrorism etc)

- Notify staff of the situation and initiate disaster recovery procedures
- Determine the extent and nature of the damage to the Premises and Equipment/Services
- Use the Town Clerk's mobile number.
- Advise Insurers, Zurich, as soon as possible.

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- Advise customers, suppliers and other key organisations of the situation as soon as practical via email or phone as necessary
- Arrange for explanatory messages to be placed on Town Council noticeboards and Patchway Town Council website explaining ongoing situation
- Notify Post Office to redirect mail to The Hub, Rodway Road.
- Contact Soltech IT to arrange hire of Standby Server (if appropriate) as an interim measure
- Manage re-instatement of main town council office in a timely manner and move furniture, IT equipment, etc back to the premises as soon as re-instatement has been completed

### COMPANY VEHICLES

#### Preventative Procedures

- Ensure all vehicles are serviced and maintained to optimum operational standards as recommended by the manufacturer
- Each employee is responsible for performing a “visual” daily check and a weekly check on their assigned vehicle to ensure oil, coolant levels and tyre pressures are correct

#### Accident or Vehicle Breakdown

- In the event of an accident, make a note of the date, time, location and weather conditions at time of the incident. Get the details, including name, address, insurance details and contact information for any involved third party and witnesses
- In the event of an accident to the Ford Flatbed vehicle or Vauxhall Combi, contact Zurich to report the accident.
- Arrange for affected staff member to get back to office/home/seek medical treatment if required
- Arrange for recovery of broken down or damaged vehicle if it cannot be driven safely, through the Town Clerk.
- Arrange for loan/hire or permanent replacement of the vehicle if required and removal of any equipment or tools in damaged vehicle
- Arrange for insurance assessment and repairs as required at earliest opportunity

#### Theft of Vehicle

- Contact Avon & Somerset Constabulary and insurance company, Zurich.
- Arrange for loan/hire or permanent replacement of the vehicle as required

### TRAVEL CONDITIONS

#### Preventative Procedures

- Wherever possible avoid the need for staff to travel

#### Inclement Weather & Road Incidents

- In the event of poor weather conditions or road/traffic incidents which prevent Patchway Town Council staff from attending the office sites, advise staff to only travel if absolutely necessary.

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### **PANDEMIC SITUATIONS**

#### **Preventative Procedures**

- In the event of a global pandemic situation, Patchway Town Council will follow HM Government/Unitary Authority instructions and guidelines regarding dealing with the situation linked to sites, open spaces, play areas, sports facilities, skatepark and personnel. This includes undertaking of relevant risk assessments, sites closures/opening as instructed by HM Government/Unitary Authority.

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