



LISKEARD COUNCIL  
WORKING FOR YOU

## **LISKEARD TOWN COUNCIL BUSINESS CONTINUITY PLAN**

### **SCOPE**

Liskeard Town Council recognises the importance of producing and maintaining a Business Continuity Plan for implementation in the event of disruptions to the day to day running of the Council, to ensure that it is prepared, as far as reasonably practical, to continue to provide functions/services in the event of a disruption by whatever cause.

This plan identifies the instances of disruption, the immediate responses, the procedures to follow to maintain continuity of service and the follow-up procedures and necessary changes to service delivery, where such services are disrupted by factors within Liskeard Town Council's area of responsibility.

### **Core Business of Liskeard Town Council**

The Council provides local services to the community which includes the provision of:

- The Public Hall with its 5 letting rooms
- The Guildhall comprising 6 business premises
- Tourist Information Centre and Museum at Foresters Hall
- Website, notice boards and the use of other social media to communicate important and relevant matters
- Rapson's Field Multi Use Games Area
- Thorn Park
- Pengover and Lake Lane Allotments
- Public toilets at Westbourne, Dean Street and Sungirt
- Town centre CCTV system
- Weed control in the town centre
- Cleaning/maintenance of 33 benches, the War Memorial, Fountain, Pipewell and 6 promotional granite plinths within the town
- Twice-yearly planting and maintenance of 11 granite planters on the Parade, Dean Street and the roundabout at Morrisons, plus 14 hanging baskets at 4 Council properties
- Maintenance of certain footpaths on an agency basis on behalf of Cornwall Council
- Acting as a consultee on planning applications to represent the best interests of the town
- Managing the finances of the Council and using the precept for the benefit of the community
- Operating a grants budget towards community projects of benefit to the town
- Liaising with Cornwall Council and other organisations on issues that affect the town

Event	Minimise Impact	Immediate Action	Continuity	Longer Term
<b>Damage or loss of property: i.e. fire, storm, flood, terrorism, vandalism, theft etc</b>				
Damage to Public Hall office	Maintain adequate insurance cover  Carry out regular checks and fire risk assessments	Record all information, obtaining photographic evidence where possible, and inform the insurance company  Clerk to advise the Council and staff	Relocate to alternative premises and/or staff may work from home where possible  Arrange for telephone calls to be diverted as appropriate  Advise the public of alternative arrangements for accessing services	Review risk assessment
Damage to Public Hall – Council meeting rooms	Maintain adequate insurance cover  Carry out regular checks and fire risk assessments	Record all information, obtaining photographic evidence where possible, and inform the insurance company  Clerk to advise the Council and staff	Use alternative premises for meetings – cancel other bookings in the Public Hall where necessary	Review risk assessment
Loss of Council documents due to fire, flood, theft or other causes	Ensure valuable documents stored securely in fire/flood proof cabinets  Provide secure storage of paper documents  Ensure backup copies of paper documents available i.e. electronic version, photocopy stored at an alternative location, copies	Clerk to inform Council  Clerk to inform insurance company if necessary  Consider security controls – change of locks, passwords, cancellation of cheque books etc	Council to discuss at next meeting  Instigate use of stored / backup material or obtain duplicates	Review procedures to ensure improvements implemented where necessary

	obtainable from bank etc			
Loss of Council electronic data due to corruption or damage, fault or breakdown of hardware.	<p>Ensure virus software up to date</p> <p>Ensure online data protected by robust passwords which are regularly updated</p> <p>Ensure data is regularly backed up locally to memory sticks/external hard drives which are stored securely</p>	<p>Clerk to inform Council</p> <p>Clerk to inform insurance company if necessary</p> <p>Update security as required</p>	Instigate use of backups	Review procedures and ensure measures are in place and to research improvements to system
Loss of equipment due to theft, damage, fault or breakdown	<p>Maintain adequate insurance cover</p> <p>Ensure regular maintenance carried out</p> <p>Regularly review security arrangements</p>	<p>Report theft / criminal damage to police</p> <p>Report loss to insurance company</p>	<p>Arrange hire of equipment where possible</p> <p>Arrange purchase of new equipment within current financial regulations</p>	Review risk assessment and security of equipment and maintenance schedule
<b>Loss of staff or councillors</b>				
Loss of clerk due to death, sudden/ longer term illness, incapacity or resignation	<p>Ensure staffing team are aware of their responsibilities</p> <p>Ensure all key tasks listed</p> <p>Access to log in details, passwords and keys available</p>	<p>Mayor to be informed, who will report it to Council</p> <p>Mayor to advise Cornwall Council</p> <p>Call extraordinary meeting to confirm appointment of temporary cover</p>	<p>Recruit temporary replacement</p> <p>Seek and employ permanent clerk</p>	Review procedures to ensure minimal impact from loss

<p>Death or serious injury to member of staff whilst carrying out Council duties</p>	<p>Ensure staff trained or acquainted with the duties with regard to H&amp;S regulations</p> <p>Ensure duties/tasks for each member of staff/job role are properly documented with clear task flows and information</p>	<p>Clerk to be informed who will report it to the Council</p> <p>Clerk to inform the insurance company</p> <p>Clerk to inform HSE</p> <p>Clerk to advise other members of staff</p> <p>Clerk or Line Manager to make interim arrangements for duties/tasks to be covered</p>	<p>Seek temporary cover</p> <p>Start recruitment procedures to seek replacement</p>	<p>Review procedures to ensure any necessary improvements implemented</p>
<p>Prolonged absence, resignation or dismissal of staff</p>	<p>Ensure duties/tasks for each member of staff/job role are properly documented with clear task flows and information</p> <p>Worknest engaged for professional HR support</p>	<p>Inform the Clerk who will ensure correct legal procedures followed where appropriate</p> <p>Clerk or Line Manager to make interim arrangements for duties/tasks to be covered</p> <p>Clerk to inform the Council</p>	<p>Seek temporary cover</p> <p>Start recruitment procedures to seek replacement</p>	<p>Review procedures to ensure minimal impact from loss</p>
<p>Loss of Councillors due to multiple resignations (causing Council to be inquorate)</p>		<p>Clerk to inform remaining Councillors &amp; staff</p> <p>Clerk to inform Cornwall Council's Monitoring Officer</p>	<p>Cornwall Council to decide on temporary working strategy for Council business to be maintained followed by the instigation of a by election or co-option procedure</p>	<p>Council to review procedures for recruitment of Councillors</p>

<b>National incidents</b>				
Health Pandemic – e.g. rapidly spreading virus causing serious ill health or death	<p>Follow Government and Public Health England Guidelines</p> <p>Staff, Councillor and volunteer welfare is paramount</p> <p>Regular deep cleans</p> <p>Provide hand sanitiser and/or hand wash facilities</p>	<p>Suspend Council meetings</p> <p>Cancel events and activities</p> <p>Consider closure of public buildings</p> <p>Review Scheme of Delegation to ensure minimal disruption to the operation of the Council</p> <p>Inform the public using all media channels available, and signpost further help and support</p>	<p>Provide suitable PPE as available</p> <p>Consider home working where possible</p> <p>Review impact on budgets</p>	<p>Review risk assessments and implement new procedures where needed</p>
National Lockdown	<p>Staff, Councillor, volunteer and community welfare is paramount</p> <p>Consider possible home working when procuring new systems and equipment</p>	<p>Follow all Government and Public Health England Guidelines</p> <p>Staff to work from home where possible</p> <p>Suspend Council meetings</p> <p>Cancel events and activities</p> <p>Close public buildings</p> <p>Review Scheme of Delegation to ensure minimal disruption to the operation of the Council</p> <p>Inform the public using all media</p>	<p>Review impact on budgets</p> <p>Consider terminating temporary employment contracts and reducing staff hours</p>	<p>Review risk assessments and implement new procedures where needed</p>

		channels available, and signpost further help and support		
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This Business Continuity Plan is intended as an internal document for use when there is a potential threat to Town Council personnel or services.

All incidents should be reported in the first instance to the Town Clerk, how will liaise with the Mayor and other officers to implement the operational plans.

**Adopted by Finance & General Purposes Committee on 28 November 2017**

**To be reviewed November 2020**

**Reviewed and updated by Council 27 June 2023**

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