



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 6 bus shelters, 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
Damage or loss of property: i.e. fire, storm, flood, terrorism, theft etc				
Damage to Public Hall office	Maintain adequate insurance cover Carry out fire risk assessment	Clerk to inform insurance company Clerk to advise the Council and staff	Use Mayor's Parlour and Member's Room if possible, or relocate to alternative premises for administrative work (Admin team may work from home if 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 fire risk assessment	Clerk to inform insurance company Clerk to advise the Council and staff	Use alternative premises for meetings	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	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

	alternative location, copies 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 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
Loss of staff or councillors				
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&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>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>Co-option of Councillors who may be in reserve</p>	<p>Clerk to inform remaining Councillors & 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>

Adopted by Finance & General Purposes Committee on xxx
To be reviewed xxx