PENMAENMAWR TOWN COUNCIL BUSINESS CONTINUITY PLAN

1. SCOPE

Penmaenmawr 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, actions to take to mitigate the risks, 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 Penmaenmawr Town Council's area of responsibility.

2. CORE BUSINESS OF THE TOWN COUNCIL

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

- Town Council Office.
- Website, notice boards and the use of other social media to communicate important and relevant matters.
- Litter control in Penmaenmawr and Dwygyfylchi.
- Cleaning and maintenance of street furniture and the War Memorial.
- Working with community groups planting and maintaining 60 planters, 90 hanging baskets and 18 saddle planters.
- Maintenance of certain footpaths on an agency basis on behalf of Conwy County Borough Council (CCBC).
- The installation and removal of Christmas lights and Christmas trees.
- Maintaining and servicing 5 defibrillators.
- 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 CCBC and other organisations on issues that affect the town.

3. MAJOR INCIDENT RESPONSE

Such incidents by definition have a far wider impact than just on the Town of Penmaenmawr and the Council would not be the responsible authority for managing the recovery programme. Nevertheless,the Council is prepared to give every practicable assistance to the responsible authority to help speedily and effectively mitigate the impact of any major incident on its residents.

The Clerk is the first point of contact for all emergencies and business continuity actions. The Clerk is to implement all identified actions. If the Clerk is not available and urgent action is required the Mayor in consultation with the Deputy Mayor or a nominated member of the Council, shall implement all business continuity actions.

The Business Continuity Plan will be reviewed annually by the Governance & Finance Committee.

4. POSSIBLE CAUSES OF DISRUPTION

- Damage caused by fire, flood, storm, tempest, snow.
- Failures to equipment, services.
- Loss of staff through death, illness, or injury whilst on or off Council duty or throughresignation.
- Loss of Councillors through death, illness, or injury whilst on or off Council duty orthrough resignation, which leaves the Council inquorate.
- Loss of equipment through theft, breakage, or major damage.
- Loss of Council records through theft, corruption of files, or any of the events listed above.
- Loss of Council facilities through damage by natural events or man-made events.

The table below identifies risks to the Council, how that risk is mitigated and a business recovery timeline.

Timeline	**Mitigation**	**24 hours**	**Within 7 days**	**Within 1 month**	**Within 3 months**
Recovery steps **Event** ↓	**Plan to minimise impact** →	**Immediate response & Actions**	**Response as prescribed by Town Council**	**BUSINESS CONTINUITY Rebuild confidence**	
Loss of Clerk due to sudden/long term illness, incapacity or death, resignation or dismissal	• Ensure live documents are up to date and all key tasks are listed. • Access to log ins and passwords for Mayor/Deputy Mayor.	• Mayor to inform Full Council.	• Council to decide on temporary cover strategy.		• Provide replacement and/or begin recruitment procedures. • Council to review position and procedure for improvements.
Loss of Councillors due to multiple resignations (causing Council to be inquorate)	• Ensure full number of Councillors. • Co-option of Councillors.	• Clerk to inform all remaining Councillors. • Clerk to inform CCBC.	• Clerk to contact CCBC for advice and co-ordinate with CCBC to decide on temporary working strategy for immediate Council business.	• Look into co- option /election procedure with CCBC.	• Council to review position and procedure for improvements.
Loss of Clerk's Office due to natural events or man-made events	• Cloud storage of documents. • Scan of key documents. • Storage of key documents in separate secure location.	• Clerk to inform all Councillors. • Clerk to inform insurance company. • Clerk to inform HSE, if required.	• Clerk to advise on temporary cover strategy.		• Council to support repairs/rebuild/relocation.
Loss of Council documents due tofire	• Cloud storage of documents. • Scan of keydocuments. • Storage of key documents in separate secure location.	• Clerk to inform Mayor. • Clerk to inform insurance company.	• Council to review impact.	• Report incident to Full Council meeting.	• Council to review position and procedure for improvements.

Loss of Council electronic data due to fire, flood,breakdown, or theft	• Cloud storage of documents.	• Clerk to inform Mayor. • Clerk to informICO if personal data is compromised.	• Install back-up files on temporary equipment.	• Report incident to Full Council. • Provide replacement equipment.	• Council to review position and procedure for improvements.
Loss of Council equipment due to theft or breakdown	• Cloud storage of documents.	• Clerk to inform Mayor. • Report theft to police and insurers. • Clerk to inform ICO if personal data is compromised.	• Install back-up files on temporary equipment.	• Report incident to Full Council. • Provide replacement equipment.	• Council to review position and procedure for improvements.
Major incident	• See major incident response on page 1.	• Inform all Councillors and relevant contractors. • Contact with relevant emergency services if appropriate.	• Advise community via notices, website, e-mail of the issue and impact on facilities.	• Call Extraordinary Meeting if deemed necessary.	• Council to review position and procedure for improvements.
Financial loss	• Financial Risk Assessment inplace and reviewed annually.	• Refer to Financial Risk Assessment.	• Refer to Financial Risk Assessment.	• Refer to Financial Risk Assessment. • Council to review position and procedure for improvements.	• Refer to Financial Risk Assessment • Council to review implemented improvements.
Cyber Attack	• Refer to Cyber Attack Strategy.	•	•	•	•

INCIDENT RESPONSE CONTACTS

Emergency Contacts

Area	Name	Company / Location on	Contact details
Trees fallen/dangerous	Landowner/CCBC		CCBC Highways or Tree Officer 01492 575337
Street furniture broken/dangerous	Town Clerk	PTC office	01492 623221
Roads, footways, street signs	CCBC Highways	CCBC	erf@conwy.gov.uk
Road name plates	CCBC Highways	CCBC	erf@conwy.gov.uk
Fly tipping/fly posting/abandoned vehicles/	CCBC Environmental Services	CCBC	erf@conwy.gov.uk 01492 575222
Death or serious injuryof employee whilst on Council business	Health andSafety Executive		www.hse.gov.uk
Conwy Police			Non-emergency 101 Emergency 999
Fire and Rescue			999
Ambulance			999
Gas Emergency	National Grid		0800 111 999
Electrical Emergency	UK Power Networks		0800 783 8838
Water leak	???? Water		?????? tba
Conwy County Borough Council			01492 574000
Harbourmaster			01492 596253