

# Business Continuity Plan

*North  
Wiltshire  
District  
Council*

**Document Control** This document is edited and revised by the following approved persons:

Name	Signature	Title	Date of Issue	Version
Sandy James				12
Jackie Keevan				

**Approvals** This document requires the following approvals:

Name	Signature	Title	Date of Issue	Version
Delwyn Burbidge		Chief Executive		
Nick Fenwick		Strategic Manager		

## Revision History

Revision date	Previous revision date	Summary of Changes	Author	Version Number
23/02/06	06/01/06	Names for Actions	Nick Fenwick	Version 12
06/01/06	13/12/05	Separate appendices/general editing and inclusion of NWDC 'Emergency Plan'	Nigel Daniels	Version 12
12/12/05	13/09/05		Nigel Daniels	Version 11
13/09/05	19/08/05		Nigel Daniels	Version 10
19/08/05	16/08/05		Nigel Daniels	Version 9
16/08/05	22/07/05		Nigel Daniels	Version 8
22/07/05	31/05/05		Nigel Daniels	Version 7
31/05/05	26/04/05	Various	Nigel Daniels	Version 6

## File Location & Format

Z:\Business Continuity\NWDC BCP Outline Plan V12.doc

# CONTENTS

# PAGE NO.

## 1. Team Duties and Processes

1.1. Guidelines	1
1.2. Disaster scenarios and action required	1
1.3. Team meetings, awareness and training	1
1.4. Co-ordination of business and relevant IT systems	1
1.5. Diagram: Procedure and Authority to invoke plan	2

## 2. Team Members

3

## 3. Immediate Office Location

4

## 4. Actions to be carried out in the first 72 hours

<u>4.1</u>	Death or Injury	5
<u>4.2</u>	Assemble the Business Recovery Management Team	5
<u>4.3</u>	Call out Key Staff	6
<u>4.4</u>	Contact the Nominated Loss Adjusters	6
<u>4.5</u>	Health and Safety Assessment	6
<u>4.6</u>	Financial Expenditure	6
<u>4.7</u>	Establish Contact With Building Owners	7
<u>4.8</u>	Building Safety and Security	7
<u>4.9</u>	Evaluate Damage to the Building and Contents	7
<u>4.10</u>	Relocation Decision	8
<u>4.11</u>	Establish Emergency Office	8
<u>4.12</u>	Start to Furnish Emergency Accommodation	8
<u>4.13</u>	Commence Salvage Operations/Locate Emergency Storage Premises	9
<u>4.14</u>	Removal Materials	9
<u>4.15</u>	Transport	9
<u>4.16</u>	Establish/Re-establish Communication and IT Links	10
<u>4.17</u>	Staff Communication - Internal & External	11

## 5. Mission Critical Services Appendix E

12

5.1	Refuse Collection	Customer Services	Priority Level 7
5.2	Housing Benefit	Customer Services	Priority Level 6
5.3	Revenues	Customer Services	Priority Level 8
5.4	Customer Contact External	Customer Services	Priority Level 2
5.5	Elections	Corporate Services	Priority Level 10 *
5.6	Land Charges	Planning Services	Priority Level 9
5.7	Dangerous Structures	Planning Services	Priority Level 4
5.8	Homeless	Community & Environment	Priority Level 5
5.9	Public Health	Community & Environment	Priority Level 3
5.10	3 <sup>rd</sup> Party		Priority Level 11
5.11	Managing The Business		Priority Level 1

\* In the event of a forthcoming election, depending upon time frame, the priority level will become higher

## APPENDICES

<a href="#">A</a>	The "Business Recovery Management Team" (Business Continuity & Emergency Planning contacts)
<a href="#">B</a>	Maps - Alternative office locations
B1	Parsonage Way Depot
B2	Olympiad Leisure Centre
B3	White Horse Leisure Centre
B4	Springfield Leisure Centre
<a href="#">C</a>	Staff volunteer contact list
<a href="#">D</a>	Emergency Suppliers, Services & Contacts (Portable Buildings, Safety Fencing, Generators/Lights etc.)
<a href="#">E</a>	Mission Critical Services
<a href="#">F</a>	North Wiltshire District Council Emergency Plan
	<b>Please refer to WCC 'County and District Major Incident Plan' Section 5</b>

# OUTLINE PLAN

[Back to Contents](#)

## 1 Team Duties and Processes

The team is responsible for dealing with the immediate effect of the **non-availability of Monkton Park or other Council premises/services**. These include a health and safety assessment, dealing with building safety and security, and establishing temporary office facilities.

1.1 The Plan is intended to provide guidelines and the invocation procedures for the 'recovery team' to follow in the event of a disaster/interruption of business

1.2 There is a risk in that the incorrect reaction to the 'disaster' could cause a delay in the delivery of key services to the citizens of North Wiltshire. In order to determine what responses are required, a brief summary of different levels of 'disaster' examples are outlined below:

Scenario	Priority Level	Reaction required
No use of building	High	Invoke full Plan
Partial use of building	Medium	Invoke full Plan
Loss of key staff/services (eg. strike/illness/lottery win etc.,)	Medium	Invoke Plan in part and look to redirect staff to affected areas
Effect of external services/suppliers (eg. Fuel/utilities etc.,)	Low	Invoke Plan in part and look for other alternative providers

1.3 The Business Continuity Team and members of Corporate Management Board are to meet on a quarterly basis, commencing February 2006 to review the following:

- Training and awareness programmes that are in place to make staff aware of what will happen and their own responsibilities in a disaster.
- Testing of the BCP
- Updating and amending the BCP
- To develop fail-back procedures to return to business as usual following a disaster

1.4 The mission critical services identified by the Council will not be delivered without the relevant IT systems. The **'IT disaster recovery plan'** is currently being developed and will form an appendix to this plan. The co-ordination between the business and IT is critical to the success of Business Continuity Planning within the Council

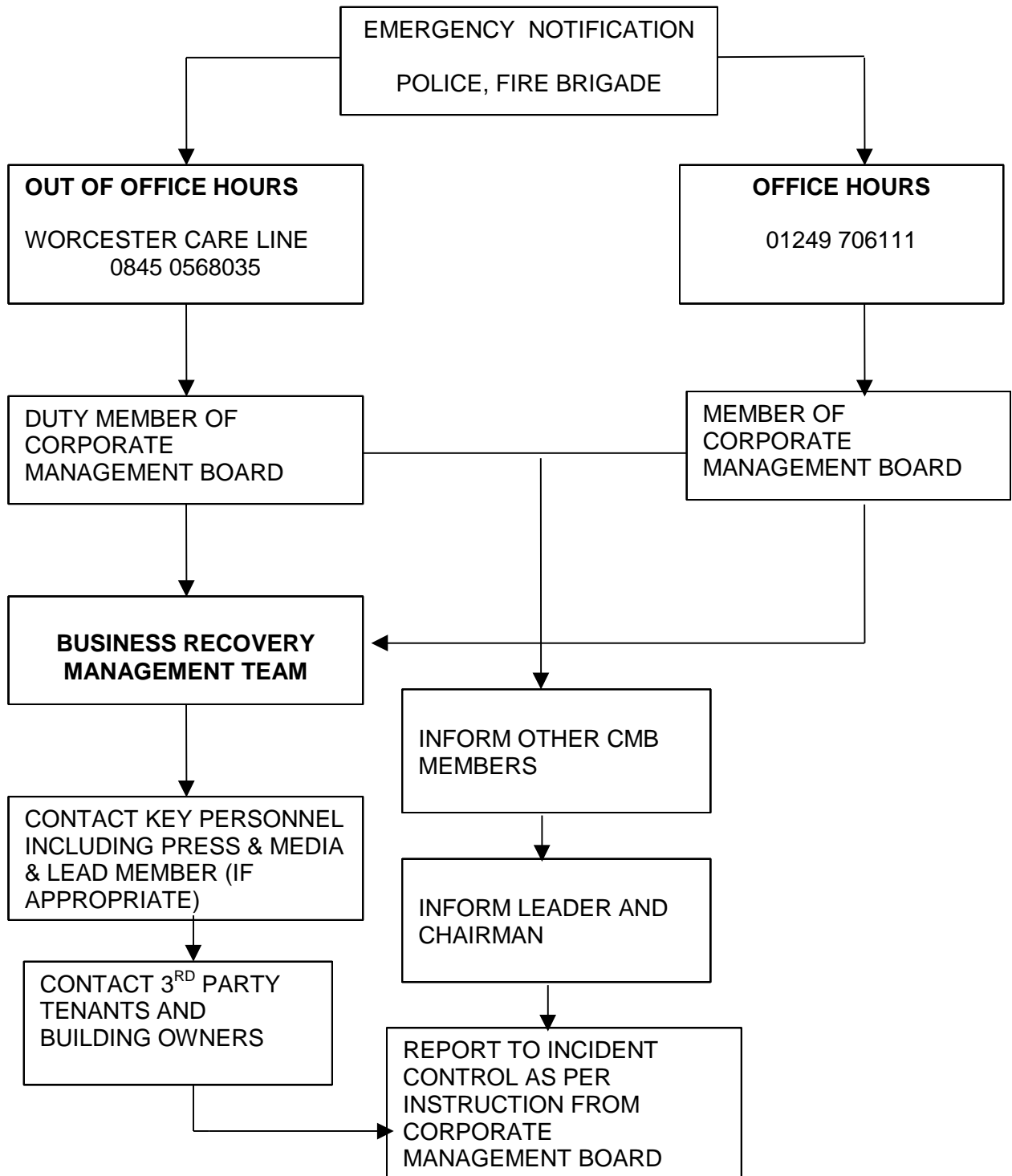
1.5 The processes to follow and authority to invoke the plan are outlined in the diagram overleaf

## INVOCATION PROCEDURE

### Authority to Invoke Plan

If there is an emergency, the order of contact and authority to invoke the Business Continuity Plan is as follows:

1. Duty Corporate Management Board Member
2. Next Available Corporate Management Board Member
3. 2 Members of Business Continuity Team



## 2 Team Members - "The Business Recovery Management Team"

The team members and contact details are listed in the Table 1 outlined below:

**Table 1: TEAM MEMBERS AND CONTACT NUMBERS**

Member	Role	Telephone Numbers		
		Ext.	Mobile	Home
Delwyn Burbidge	Chief Executive	1551	<b>See Appendix A Business Continuity Plan</b>	<b>See Appendix A Business Continuity Plan</b>
Nick Fenwick	Emergency Planning & Business Continuity /CMB	1400		
Alun Davies	CMB	1451		
Laurie Bell	CMB	1561		
Sue Pangbourne	CMB	1559		
Nigel Daniels	Business Continuity & Emergency Planning Team	1632		
Graham Wilson	Business Continuity & Emergency Planning Team	1420		
Steve Bowcock	Business Continuity & Emergency Planning Team	1357		
Jackie Keevan	Business Continuity Team	1258		
Pete Barnett	Business Continuity & Emergency Planning Team /ICT	1280		
John Manley	BCP & ICT Deputy	1208		
Mike Doran	Environmental Health & Emergency Planning Team	1402		
Andy Inkpen	EH Deputy	1687		
Adrian May	(K9)			
Mandy Withers	(K9)			
Paul Sheffield	Jarvis Facilities Manager			
Peter Jeremiah	Solicitor to the Council	1600		
Paul Langcaster	Press & Media Officer	1618		
Di Hodges	Finance Team Leader Deputy	1219		
Peter Tovey	Deputy	1282		
Barbara Taylor	Administration Coordination & Support	1552		
Sandy James		1588		
Elaine Orchard	Human Resources & Emergency Planning Team	1338		
Alison Thake	HR Deputy	1342		
Jackie Tavener	Customer Contact Team Leader & Emergency Planning Team	1688		
Sian Lynch	CC Deputy	1460		
Jackie Todd	CC Deputy	1202		
Jackie Keevan	CC Deputy	1258		
Sally Canter	Emergency Planning Team	1630		
Charles Pescod	Emergency Planning Team	1631		

### 3 Immediate Office Location (for the Business Recovery Management Team [BRMT]) - In the event of Monkton Park being unavailable [Back to Contents](#)

The first choice for directing operations will be located in the Depot at Parsonage Way. The alternative locations for key services and Teams are at the Leisure Centres:

- ◆ Olympiad Leisure Centre Chippenham
- ◆ White Horse Leisure Centre Calne
- ◆ Springfield Leisure Centre Corsham

\* Mobile display unit to be deployed to chosen location

**The map locations are outlined in [Appendix B](#)**

### 4 Actions to be carried out in the first 72 hours

Ref	Action	Person(s) Responsible
4.1	Death or Injury	Nick Fenwick
4.2	Assemble the Business Recovery Management Team	Chief Executive/Nick Fenwick
4.3	Callout key staff and inform other staff	Barbara Taylor/Sandy James Alison Thake
4.4	Contact the Nominated Loss Adjusters (other than Monkton Park)	Pete Jeremiah/Di Hodges
4.5	Health and Safety Assessment	Mike Doran/Stephen Drewett
4.6	Financial Expenditure	Di Hodges
4.7	Establish Contact With Building Owners	Laurie Bell
4.8	Building Safety and Security	Nigel Daniels/Stephen Drewett
4.9	Evaluate Damage to the Building and Contents	Nigel Daniels
4.10	Relocation Decision	Delwyn Burbidge
4.11	Establish Emergency Office	Jackie Tavener/Sian Lynch/ Jackie Todd/Jackie Keevan
4.12	Start to Furnish Emergency Accommodation	Pete Barnett/Graham Wilson
4.13	Commence Salvage Operations/Locate Emergency Storage Premises	Graham Wilson
4.14	Removal Materials/ Salvage Operations	Steve Bowcock
4.15	Transport	Steve Bowcock
4.16	Establish/Re-establish Communication and IT Links	Pete Barnett/John Manley
4.17	Staff Communication - Internal & External	Paul Langcaster

**ACTIONS:**

[Back to Contents](#)

**4.1 DEATH OR INJURY**

If there has been a death or injury then the emergency services and other regulatory bodies will be involved. An official investigation will be held.

The Authority will appoint a senior person to head the investigation and the health and safety officer and others will be involved.

**Person (s) Responsible:** [Nick Fenwick/CMB Member](#)

**4.2 ASSEMBLE THE BUSINESS RECOVERY MANAGEMENT TEAM**

In the event of an incident the team will assemble at:

<b>Preferred Location</b>	<b>Parsonage Way Depot, Parsonage Way, Chippenham.</b>		
Telephone	01249 706350		
Emergency Line (fax)	01249 653640	Telephone to be connected if phone system down ordinary telephone to be kept next to phone line for emergency use	
<b>Key Holders</b>	S Bowcock	xxxxxxx	
	M Scott	xxxxxxx	
	B Reed	xxxxxxx	
<b>Alternative Location:</b>	<b>Olympiad, Monkton Park, Chippenham</b>		
Telephone:	01249 444144		
Fax:	01249 443648		
Key Holders:	S Bull	xxxxxxxxx	
	S Martin	xxxxxxxxx	
	M Mead	xxxxxxxxx	
<b>Alternative Location:</b>	<b>White Horse, White Horse Way, Calne</b>		
Telephone:	01249 814032		
Fax:	01249 821878		
Key Holder:	J Stuart	xxxxxxxxxxx	
	K Stuart	xxxxxxxxxxx	
	N Gapper	xxxxxxxxxxx	
<b>Alternative Location:</b>	<b>Springfield, Beechfield Road, Corsham</b>		
Telephone:	01249 712846		
Fax:	01249 714842		
Key Holder:	M Cox	xxxxxxxxxxx	
	D Godwin-Fielding	xxxxxxxxxxx	
	F St Clair	- xxxxxxxxxxx	

**Person (s) Responsible:** [Nick Fenwick/CMB Member](#)



#### 4.3 CALL OUT KEY STAFF AND INFORM OTHER STAFF

[Back to Contents](#)

Each member of the BRMT will contact and assemble any key staff they require to assist them in carrying out their roles. (see Table 1)

Certain staff will be required to report to the alternative premises.

Contractual obligations and the procedure for calling out staff must be worked out in advance and a telephone number list kept at individual homes. See volunteer list [Appendix C](#)

A log of events recording all decisions and actions taken should be maintained. This will be used to facilitate structured management of the event, for legal enquiries, insurance claims and to detail unforeseen expenditure for the Authority accounts. It will also be used to review the effectiveness of the plan.

Co-ordination of logs is the responsibility of the Admin Support Officer but each member will initially be responsible for maintaining their own log.

<b>Person(s) Responsible:</b> <a href="#">Barbara Taylor/Sandy James/Elaine Orchard/Alison Thake</a>
--

#### 4.4 CONTACT THE NOMINATED LOSS ADJUSTERS (If other Council premises affected)

Contact the nominated Loss adjusters to establish a working procedure and agree initial steps.

<b>Loss Adjusters</b> Zurich Municipal
<b>Contact:</b> Peter Chaloner, Account Manager
<b>Telephone:</b> xxxxxxxxxxxxxxxx (24 Hours)

<b>Person (s) Responsible:</b> <a href="#">Pete Jeremiah/Di Hodges</a>
--

#### 4.5 HEALTH AND SAFETY ASSESSMENT

Arrange for a full health and safety assessment relating to the incident to be undertaken

<b>Person(s) Responsible:</b> <a href="#">Mike Doran/Andy Inkpen</a>
--

#### 4.6 FINANCIAL EXPENDITURE

The **FINANCE TEAM** will issue emergency cash/cheque authorisation limits to team members together with instructions for emergency and other purchasing of goods/services. Including provision for Payroll/Wages mechanism

<b>Person(s) Responsible:</b> <a href="#">Di Hodges/Peter Tovey/Elaine Orchard</a>
--

#### 4.7 ESTABLISH CONTACT WITH BUILDING OWNERS

[Back to Contents](#)

If Monkton Park is affected Jarvis will need to be contacted

**Person(s) Responsible:** [Laurie Bell/CMB Member](#)

#### 4.8 BUILDING SAFETY AND SECURITY

**If Monkton Park, this matter will be the responsibility of the Facilities Management provider and should be built into their respective Recovery Plan**

Initially the police will be in attendance and they will control access to the site.

As the incident is brought under control and the emergency services run down their involvement, the safety and security of the site will revert back to the occupiers.

Authorise additional safety and security measures as required, to ensure that no unauthorised persons can gain access to the damaged building and the buildings are made safe refer to

**For security fencing contacts, generators/lights etc - refer to [Appendix D](#)**

Further consultation must be undertaken with Building Control Surveyors, loss adjusters and other professionals.

**Person(s) Responsible:** [Laurie Bell/CMB Member](#)

#### 4.9 EVALUATE DAMAGE TO BUILDING AND CONTENTS

Due to personal danger and security implications, authorised access to the damaged building must be strictly controlled to prevent further injury and also to secure information and assets.

Obtain professional opinion of the extent of damage and likely disruption period. Professional bodies will include ([refer to Appendix D](#)):

Insurance Officer	Consult With:
Loss Adjusters	Electricity Company
Architects/ Structural Engineers	Gas Company
Local Authority Technical Services	Sewage/ Water Company
Building Control Surveyors	Telephone Company

**Person(s) Responsible:** [Nigel Daniels](#)

In the absence of the above then the following persons on site will take charge in the interim:

**Interim Responsibility: Any available Building Control Surveyor (BCS) or duty Local Authority Incident Officers**

**Nominees:** BCS: Sean Seager, Chris Turnbull

LAIO: Environmental Health standby officers

#### 4.10 RELOCATION DECISION

[Back to Contents](#)

Following the initial assessment a report will be made to the **BUSINESS RECOVERY MANAGEMENT TEAM**. On the judgements obtained it will be decided whether:

- (a) Part of the building may still be occupiable and therefore a decision will need to be made which teams/business areas are to remain.
- (b) Everyone has to be relocated.
- (c) Temporary accommodation could be provided in car parks etc.
- (c) Will transport/parking be needed for staff if any relocation is required?

Temporary connections eg electricity, gas, communications, IT links etc will need to be organised.

Temporary Office Equipment Suppliers: [refer to Appendix D](#)

**First priority departments/personnel to relocate:**

Reception facilities and key services to be set up as identified in Section 5 'Mission Critical' services

**Person(s) Responsible:** [Nick Fenwick/CMB Member](#)

#### 4.11 ESTABLISH EMERGENCY OFFICE/PUBLIC RECEPTION FACILITY

In the first few hours an emergency office will need to be established as a point of contact for the public.

Suitable premises will already have been identified – Chippenham Town Hall, if Monkton Park is not available

Adapt the premises and install information technology and communication as necessary.

**LOCATION OF EMERGENCY OFFICE**

**Chippenham Town Council Offices, Town Hall, High Street, Chippenham**

**Telephone No: (01249) 706468**

**Person(s) Responsible:** [Jackie Tavener/Sian Napier/Jackie Todd/Jackie Keevan](#)

#### 4.12 START TO FURNISH THE EMERGENCY ACCOMMODATION

Initiate, in conjunction with the Loss Adjusters (if applicable), instructions to acquire/purchase furniture and other equipment. This will be in conjunction with the **ICT DISASTER RECOVERY TEAM** and their Disaster Recovery Plan.

Emergency accommodation and furnishing will in the first instance be at Parsonage Way if the MP offices are out of service, or at MP Offices, if Parsonage Way is out of Service. In the first 72 hours it should not be necessary to procure any furniture.

**Person(s) Responsible:** [Graham Wilson/Barbara Taylor](#)

#### 4.13 COMMENCE SALVAGE OPERATIONS AND LOCATION OF EMERGENCY STORAGE PREMISES

[Back to Contents](#)

Remove undamaged contents (where it is safe to do so) to alternative sites/secure areas and permitted by the Police or other appropriate body, assuming that the premises is not being treated as a crime scene.

Secure storage will be at Parsonage Way if needed, or the Councils current document storage provider.

<b>Person(s) Responsible:</b> <a href="#">Graham Wilson/Steve Bowcock</a>
---

#### 4.14 REMOVAL MATERIALS/SALVAGE OPERATIONS

Whilst the alternative storage premises may have been located there will still be the problem of physically moving the salvaged materials. Removal companies will have boxes etc however additional equipment may be needed e.g.

Polythene Bags	Packing Crates
Stacking Crates	Trolley Pallet Carts
Collapsible Boxes	Cartons
Shopping Trolleys	Pallets

When materials are being stored in the temporary premises shelving etc may be needed. This will not be an immediate priority but a small procurement team within the admin support team will need to be established to ensure procurement and all documentation is recorded and procedures followed. With the advantage of having yellow pages in case of IT failure we will be able to check on availability from the surrounding area and to collect our selves if necessary.

A list of local removal companies listed in [Appendix D](#) could be used for storage and removal.

<b>Person(s) Responsible:</b> <a href="#">Steve Bowcock/Graham Wilson</a>
---

#### 4.15 TRANSPORT

Upon the declaration of an emergency a resources operation centre needs to be established. The location of the resource centre initially will be at the depot (Parsonage Way) unless the location of the emergency is at the depot when the staff car park at Monkton Park should be utilised until a decision has been reached as to a more suitable location.

As soon as the emergency has been declared the C&A emergency procedure will be initiated this will inform key personnel of the situation and mobilise personnel who have transport at home. See C&A flow chart - Mission Critical Service Appendix G1

Once salvage operations have been started, it will be necessary to remove documents etc to other locations. There will be a large amount of material to move and this material will be in differing conditions each requiring different methods of transportation. 2 telephone operators will be needed to co-ordinate this, overseen by the transport co-ordinator.

Due to the different types of vehicles that may be required and availability from outside sources hire vehicles will have to be sourced as and when required. For this purpose we will keep yellow pages covering Swindon, Bath, Bristol, and Gloucester, with the emergency planning and business continuity documentation, to ensure that if there is no IT support we will still be able to function. A list of local removal companies is at Appendix B that could be used for storage and removal.

<b>Person(s) Responsible:</b> Steve Bowcock + nominee from team
---

#### **4.16 ESTABLISH/RE-ESTABLISH COMMUNICATION AND IT LINKS**

Liaise with the **ICT DISASTER RECOVERY TEAM** to facilitate requirements for emergency rooms / temporary communications centres for voice, data etc.

**A maximum number of 25 p.c's plus 25 landlines together with 2 printer/fax/copier machines will be available and prioritised accordingly by the BRMT**

##### **Business Continuity – ICT Plan:**

One server will be located permanently at Parsonage Way Depot, this will contain the User logon accounts of all staff and also documentation. This will be updated monthly.

A mobile vehicle will arrive within 24 hours of the plan being invoked, this will contain air conditioning, 10 servers and a PABX telephone system. This vehicle will need to connect to the IT network and the Electrical Power supply.

There will be a requirement to reconfigure the available PC's to recognise the new servers. The PABX telephone system will require configuration. Backup tapes will be recalled from off site location at Datavault Bristol. Data will be restored from these tapes onto the servers in the mobile vehicle. It should be noted that the data could be up to a maximum of one week out of date as tapes are only stored off site once a week.

The Servers and Network will then require configuration and testing.

##### **General Notes:**

Mission Critical Services will be available within 72 hours of plan being invoked.

There will be the need to purchase additional ICT equipment if the plan was invoked and other services other than those identified as mission critical were required. The Plan does not provide any facilities for the 3rd floor tenants.

The Cash Receipting will not be able to take Debit and Credit card payments as the secure link to ServeBase will not be in place.

The suppliers of the mobile vehicle will need to carry out a site survey at the Depot to establish if there are sufficient Network and Electrical supplies for the vehicle to connect. If not there will be additional capital costs.

The telephone system will have hunt groups but will not have a call centre as such.

The room/store at the depot where the Network equipment and standby server would be stored is not ideal as there is no air conditioning and is not entirely dust free.

Given the current ICT Workplan and acceptance of a bid for additional budgets, it is estimated that the earliest a test could take place is June 2006.

<b>Person(s) Responsible:</b> Pete Barnett/John Manley
--

#### **4.17 STAFF COMMUNICATION – EXTERNAL AND INTERNAL**

Any major incident is likely to generate a great deal of media interest.

The Press & Media response should be co-ordinated through the Press & Media Officer or the nominated deputy.

Any statements or information issued to the media should be discussed with the Senior Officer handling the incident.

It may be necessary for the Press & Media Officer to be present at a major incident to handle the Press & Media that attend the incident. In the case of a major incident it is likely that a great number of journalists, photographers and TV cameras could be present and each of these will have their own request for information.

The Press & Media Officer carries a list of local media and this can be used to inform local people of the situation, especially useful if alternative arrangements are made to allow business to continue and the public need to be informed.

<b>Person(s) Responsible:</b> <a href="#">Paul Langcaster/John Watling</a>
--

**5. Mission Critical Services necessary to respond to ‘Stage 1 Plan’ (1-7 day period) ( for detail of mission critical services refer to [Appendix E](#) )**

5.1 REFUSE COLLECTION	<ul style="list-style-type: none"> <li>• Contact Agency workers (use NWDC vehicles)</li> <li>• Contact Sub-contractors and Vehicles</li> <li>• Pre-plan and prioritise collection (commercial &amp; Domestic)</li> <li>• Availability of alternative disposal points (over the border)</li> <li>• Contact Wiltshire County Council</li> <li>• Contact Environment Agency</li> <li>• Contact Parish/Town Councils</li> <li>• Contact Customer Contact</li> <li>• Contact Environmental Health</li> <li>• Contact Press and Media</li> <li>• Consideration of increased flytipping</li> </ul>
5.2 HOUSING BENEFIT	<ul style="list-style-type: none"> <li>• Prioritise all claims on risk</li> <li>• Existing claims: IT facilities (3 days)</li> <li>• Identify payment methods and time scales</li> <li>• Identify alternative location (IT Cable)</li> <li>• Identify specialist resources</li> <li>• Contact agency</li> <li>• Contact partner authorities (using same IT system)</li> </ul>
5.3 REVENUES	<ul style="list-style-type: none"> <li>• Identify priority areas i.e. Council Tax, Resource: other LA’s/contract workers, Alternative methods of payment, IT Systems.</li> </ul>
5.4 CUSTOMER CONTACT EXTERNAL	<ul style="list-style-type: none"> <li>• Need for immediate response communication – critical</li> <li>• Identify location</li> <li>• Identify key services/personnel</li> <li>• Communication? – telephone/Fax – IT – Website – to update info (real time)</li> </ul>
5.5 ELECTIONS	<ul style="list-style-type: none"> <li>• Legal Required</li> <li>• Defined need</li> <li>• IT Systems</li> </ul>
5.6 LAND CHARGES	<ul style="list-style-type: none"> <li>• Prioritise on need</li> <li>• IT Systems (Planning, Health, Private Sector Housing</li> </ul>
5.7 DANGEROUS STRUCTURES	<ul style="list-style-type: none"> <li>• Resource neighbouring authority</li> <li>• Contract Agency – Structural Engineer</li> </ul>
5.8 HOMELESS	<ul style="list-style-type: none"> <li>• Resource – contact agency other local authorities</li> <li>• IT Systems &gt; 7 days</li> <li>• Customer Contact</li> </ul>

5.9 PUBLIC HEALTH	<ul style="list-style-type: none"> <li>• Resource – Other local authorities and contract workers</li> <li>• Communications/customer contact</li> <li>• IT systems &gt; 7 days</li> <li>• Identify priority <u>health</u> areas i.e. rats, food etc.</li> </ul>
5.10 3RD PARTY	<ul style="list-style-type: none"> <li>• Contractual Obligations - Jarvis</li> <li>• IT systems – Coms/Data</li> <li>• Liaison Officer – Key officer 3<sup>rd</sup> party</li> <li>• Business Continuity Plan</li> </ul>
<p>5.11 MANAGING THE BUSINESS</p> <p><b>A checklist - These are issues that will need to be addressed by the Business Continuity Team</b></p>	<ul style="list-style-type: none"> <li>• Identify key personnel and responsibilities and backup and standby arrangements</li> <li>• Data protection</li> <li>• Delegation/structure</li> <li>• Running the business location(s) IT/Office/Reception/ inc communicating</li> <li>• Members to be informed</li> <li>• Communication - ensure adequate internal &amp; external</li> <li>• Set up financial arrangements eg – budget provisions/funds for situation – pay staff /suppliers /income/reserves</li> <li>• Identify use of technology i.e. texts/intranet/web</li> <li>• Welfare</li> <li>• Mutual aid i.e. other LA's</li> <li>• Insurance and liability</li> <li>• Management plan – control documents/QA</li> <li>• Education of staff – awareness</li> <li>• Resources plan (ext contractors) (inc standby)</li> <li>• Internal and external security – IT systems/fraud/computer viruses</li> <li>• Union – CMB/management (key personnel) consultation with union</li> </ul>