

# **WILTSHIRE PENSION FUND**

## **BUSINESS CONTINUITY PLANNING**

2024

Version 1.2

Business Continuity planning is the responsibility of everyone in the Council. Heads of Service are expected and responsible for completing a comprehensive plan at least once every 12 months which gives details on their service. This plan should then be signed off by their Director.

Staff within each service should be consulted throughout the plan writing process, any dependencies on another service/organisation, should also be consulted with.

## Plan owners and deputies

---

### Plan Owner(s)

**Name:** Jennifer Devine  
**Job Title:** Head of Wiltshire Pension Fund  
**Location Base:** Trowbridge County Hall  
**Signature:** *Jennifer Devine*

---

### Plan Deputy(s) (Activates BC Plan if owner isn't available)

**Name:** Mark Briggs  
**Job Title:** Operations Manager  
**Location Base:** Trowbridge County Hall  
**Signature:** *Mark Briggs*

---

### Verification (Plan owner's Director)

**Name:** Lizzie Watkin  
**Job Title:** Director of Corporate Resources  
**Signature:** *Lizzie Watkin*

---

### Document Control

**Version:** 1.2  
**Date Published:** 28/08/2024

## Contents

Plan owners and deputies .....	2
1.0 Introduction.....	5
2.0 Activation.....	7
2.1 Responsibilities.....	7
2.2 First Steps for any Incident.....	8
3.0 Your Service’s Functions.....	9
4.0 Recovery Plan.....	12
5.0 Emergency Response and Escalation Structures .....	16
5.1 Your Service Incident Response Team.....	17
6.0 Activation and Escalation .....	18
6.1 Action Card .....	19
7.0 Staff Skills.....	21
8.0 Identifying Risks .....	22
8.1 Staffing.....	22
8.2 Inability to access workplace .....	22
8.3 Loss of IT Programs.....	23
9.0 Adverse Weather (Flood, Wind, Heat, Cold, Snow) .....	27
Appendix A - Incident Event Log .....	28
Appendix B - Finance arrangements.....	29
Appendix C - Contacts List.....	30
Document History and Version Control.....	30

# Section 1

## Our Business Continuity Plan

## 1.0 Introduction

This section will not cover every potential incident that could occur, but should cover most of the potential outcomes, and aid in the return of services to a workable level.

---

### Purpose

This Service Business Continuity plan provides a standardised business disruption plan for all Wiltshire Council services. It provides key service information to support the Head of Service (or nominated deputy) in returning the service to business as usual following a disruption.

This template links with several organisational plans including (*but not limited to*):

- Integrated Emergency Management Plan (Wiltshire Council)
- Wiltshire Pension Fund Business Plan
- IT Disaster Recovery Plan (Wiltshire Council)
- Cyber Security Policy and Cyber Security Response

---

### Aim

The aim of this plan is to provide with a framework for a coordinated response to a business disruption.

---

### Objectives

The objectives of this plan include:

- establishing key service information
- detailing the activation process for the plan
- identifying priority functions undertaken by the service and the resources and timescales associated with their recovery
- outlining the incident management procedures and key staff
- identifying alternative workplace locations
- identifying and providing contact details for staff, suppliers and partners

---

### Scope

The plan will support Wiltshire Pension Fund to continue to deliver priority functions at a minimum acceptable level of service through business disruption as far as is reasonably practicable.

Completed plans will be uploaded and stored on the Emergency Planning SharePoint site.

<https://wiltshirecouncil.sharepoint.com/teams/EP/SitePages/Home.aspx> see Business Continuity section on left-hand menu of that page).

---

### Key times and legislation

**Key Times of Year / Month** (returns, regular deadlines, events etc)

End of year – Finance Team

Payroll deadline – pensions put into payment by Member Services Team and paying regular pensions by Payroll Team

Bi-weekly payment dates for lump sums and other payments – Member Services and Employer Services Teams

i-Connect service – allowing circa 190 employers to provide us with contribution and pay data for their membership

---

---

**Key Legislation / Regulations requiring urgent actions** (legislation you work to, acts, laws or rules which govern your work?)

Principally the LGPS Regulations but also numerous others such as the Pensions Act, Public Services Pensions Act

---

**Sharepoint link**

**This is where you can find all the Wiltshire Council BC Plans for 2024 (SharePoint)**

[BC Plans 2023 SharePoint](#) (to be updated)

**This is where you can find this Wiltshire Pension Fund BC Plan for 2024 (SharePoint)**

[Business Continuity Plan](#)

---

## 2.0 Activation

This business continuity plan can be activated by its owner, the Service's Head of Service, or their nominated deputy.

**If the incident has the potential to affect other Council services, or is beyond the capacity of the service, then Emergency Planning should be contacted. If this falls outside of working hours the On Call Duty Engineer should be contacted 07624 310636.**

Plan owners may also be asked to activate or review their BC Plan by Emergency Planning if an organisation-wide incident is expected or occurring.

## 2.1 Responsibilities

### **Your initial responsibilities as a Head of Service (or BC Plan owner)**

- Update your BC plan at least once every 12 months.
- Notify your Director of any issues you are experiencing.
- Notify your staff of any updates or changes.
- Notify any significant suppliers or partners of disruption as per your contacts list at the end of the plan.
- Communicate Your Plan - Consider having a WhatsApp group for emergencies – Set one up in advance, you don't have to use it unless something happens.

## 2.2 First Steps for any Incident

**To be utilised during a disruptive event and your Business Continuity Plan is completed.**

### Keep Calm and Carry On.

Action	Completed?
Where can you get advice from? <ul style="list-style-type: none"> <li>- Director or other Heads of Service</li> <li>- Media sources</li> <li>- Internal comms</li> <li>- Emergency Planning (for notification)</li> </ul>	
Notify Emergency Planning on <a href="mailto:EPRR@Wiltshire.gov.uk">EPRR@Wiltshire.gov.uk</a> that you have activated your plans. Using the form detailed in Section 6.	
Start a log of what you are working on and the options you have available when making decisions, see the template in Appendix A.	
Look at what gaps you have in your high priority work streams. <ul style="list-style-type: none"> <li>- Do you need more <b>staff</b> to allow the work to continue?</li> <li>- Do you need more <b>time</b> to allow the work to continue?</li> <li>- Do you need more <b>space</b>?</li> <li>- Do you need more <b>resources</b>?</li> <li>- Do you need another <b>location</b> to work from?</li> </ul>	
Can any of your staff be redeployed? Be prepared to offer some staff to other services.	
Contact other services in the council if you work with them regularly <ul style="list-style-type: none"> <li>- How might their work be affected?</li> <li>- What won't you be able to provide them with?</li> </ul>	
Contact suppliers/partners/contractors <ul style="list-style-type: none"> <li>- What won't you be able to provide or accept them with?</li> <li>- Inform them of how long the disruption might last for?</li> <li>- If communications are affected, how can they contact you?</li> </ul>	
Do you need any more information? Where could you get it from?	



### 3.0 Your Service's Functions

For each of the functions that your service provides, select the priority that best describes the possible affect(s) of a loss of your service as a result of a business disruption / emergency. One or more of the criteria in the category need to be met to be classified in the relevant priority.

If the service is not available within (x time) there could possibly be:

#### **Priority A - Within 24 hours (e.g. you provide services on Christmas Day)**

- Loss of Life
- Immediate risk to public health / public safety
- Involved in Emergency response
- National/International media interest in disruption affects
- Significant financial loss (>£5 million)

#### **Priority B - Within 72 hours (e.g. you provide services over a bank holiday weekend)**

- Short term risk to public health / public safety
- Breach of standard set by Governing body
- Regional media interest in disruption events
- Large financial loss (>£1 million)

#### **Priority C - Within 7 days**

- Minor risk to public health / safety
- Failure to meet statutory duty within 7 days
- Localised media interest in disruption to service
- Moderate impact on the delivery of Service Plan / Council Business Plan
- Limited number of complaints

In the next table we have split our Service down into its key functions .

\* Allocate your Functions a Priority from A – C (A being the highest), In an incident you should always aim to continue A's and drop C's if capacity is limited

\*\*RTO – The amount of time you can live without this operating before it causes unacceptable consequences (financial, reputation, welfare etc)

\*\*\* Minimum Number of Staff Required – How many staff as a minimum you need to operate this function before it causes unacceptable consequences

Team	Function	Details	Statutory?	*Priority (A-C)	**RTO Recovery Time Objective)	***Minimum Number of Staff required	Location	Public Facing
Accounts and Investments	Investments including cash transfers	Making investment instructions and cash transfers	Yes	A - Most Important	Between 12 - 24 hours	1	Can be home based	No
Accounts and Investments	Year end	Reporting on Year End	Yes	A - Most Important	Between 12 - 24 hours	1	Can be home based	No
Member Services	Pension calculations (in-house)	Providing members with pension calculations to allow them to make decisions about their benefits	Yes	B - Middle Importance	Between 2 - 7 days	5	Can be home based	Yes - Via Phone/Online
Member Services	Calculating pension benefits	Calculating pension benefits to put into payment and creating instructions	Yes	A - Most Important	Between 12 - 24 hours	5	Can be home based	Yes - Via Phone/Online
Member Services	Transferring benefits	Transferring pension benefits to and from other pension schemes in accordance with legislation	Yes	B - Middle Importance	Between 2 - 7 days	5	Can be home based	Yes - Via Phone/Online
Employer Services	i-Connect data	Reviewing data received from employers and ensuring correct contributions are paid	Yes	C - Least Important	More than 1 week	5	Can be home based	Yes - Via Phone/Online
Employer Services	Benefit confirmation	Providing members with confirmation of their benefits on starting and leaving n line with legislation	Yes	C - Least Important	More than 1 week	5	Can be home based	Yes - Via Phone/Online

Operations (Systems)	Systems administration	Providing administrators with access to Altair and all Altair related services	Yes	B - Middle Importance	Between 2 - 7 days	2	<i>Can be home based</i>	Yes - Via Phone/Online
Operations (Systems)	GOSS website	Providing members with access to our website	Yes	C - Least Important	More than 1 week	2	<i>Can be home based</i>	Yes - Via Phone/Online
Operations (Systems)	Pension Calculations (online)	Providing members with pension calculations to allow them to make decisions about their benefits	Yes	B - Middle Importance	Between 2 - 7 days	2	<i>Can be home based</i>	Yes - Via Phone/Online
Operations (Payroll)	New pensioners	Putting new pensions onto the payroll to be paid	Yes	A - Most Important	Between 12 - 24 hours	2	<i>Can be home based</i>	Yes - Via Phone/Online
Operations (Payroll)	Pensions Payroll	Making regular monthly pension payments to circa 19000 pensioners and dependants	Yes	A - Most Important	Between 12 - 24 hours	2	<i>Can be home based</i>	Yes - Via Phone/Online
Operations (Projects)	Ad hoc project management	Ensuring that projects are being completed within scope and time	Yes	C - Least Important	Between 2 - 7 days	1	<i>Can be home based</i>	Yes - Via Phone/Online
Employer Relations	Management of Employers	Ensuring admission agreements,	Yes	B - Middle Importance	Between 2 - 7 days	1	<i>Can be home based</i>	Yes - Via Phone/Online
Employer Relations	Employers funding	Ensuring that the funding levels reflect the employer liabilities	Yes	B - Middle Importance	More than 1 week	1	<i>Can be home based</i>	Yes - Via Phone/Online
Employer Relations	Training	Providing training to employers on their responsibilities	Yes	C - Least Important	More than 1 week	1	<i>Can be home based</i>	Yes - Via Phone/Online
			Choose an item.	Choose an item.	Choose an item.		Choose an item.	Choose an item.

## 4.0 Recovery Plan

Now that you have identified your priority services based on the criteria A -C consider the actions you will need to take to support the continuation of your department's activities and the re-establishment of your department back to business as usual (BAU). Consider how these priorities change over time and the measures required to be in place to manage the recovery of these activities.

### **Time since Disruption - *Prior to the Event (where warning has been received)***

	Activity	Recovery Measures	Role Responsible
1	Establish extent of potential BC event	Review potential event and how it will impact upon the service. Contact EPRR Team to inform them of the potential for a disruption to business, plan for event using the remainder of this plan as guidance.	Mark Briggs
2	Report event to Director	Report potential event to the head of service.	Mark Briggs
3	Notify team members of disruption	Identify any personnel and staffing issues as a result of the disruption. Make arrangements for ongoing communications with affected staff.	Mark Briggs
4	External communication	Consider who needs to be advised of the disruptions. Advise all suppliers and departments of the situation. Update the member and employer websites with a warning notification of the potential disruption.	Mark Briggs

## Time Since Disruption - First Hour

	Activity	Recovery Measures	Role Responsible
1	Invoke Business Continuity	Contact EPRR Team to advise of an event causing disruption to the use of the station	Mark Briggs
2	Notify team members of disruption	Team members to view the online disaster recovery webpage with any instructions on what to do: <a href="https://markbriggs3.wixsite.com/wpfdisasterrecovery">https://markbriggs3.wixsite.com/wpfdisasterrecovery</a> . Identify any personnel and staffing issues as a result of the disruption.	Mark Briggs
3	Identification of issue and degree of disruption	Identify what has failed and what aspects of work can no longer be completed.	Mark Briggs
4	Set up a senior management meeting	Identify the best way to set up a meeting and co-ordinate with all parties.	Mark Briggs
5	Contact vendors	Where possible contact all employers and third party service providers of the disruption.	Mark Briggs
6	Update websites	If possible, update our member facing websites with details of the disruption (if impacting members).	Mark Briggs

## Time Since Disruption - 24 Hours

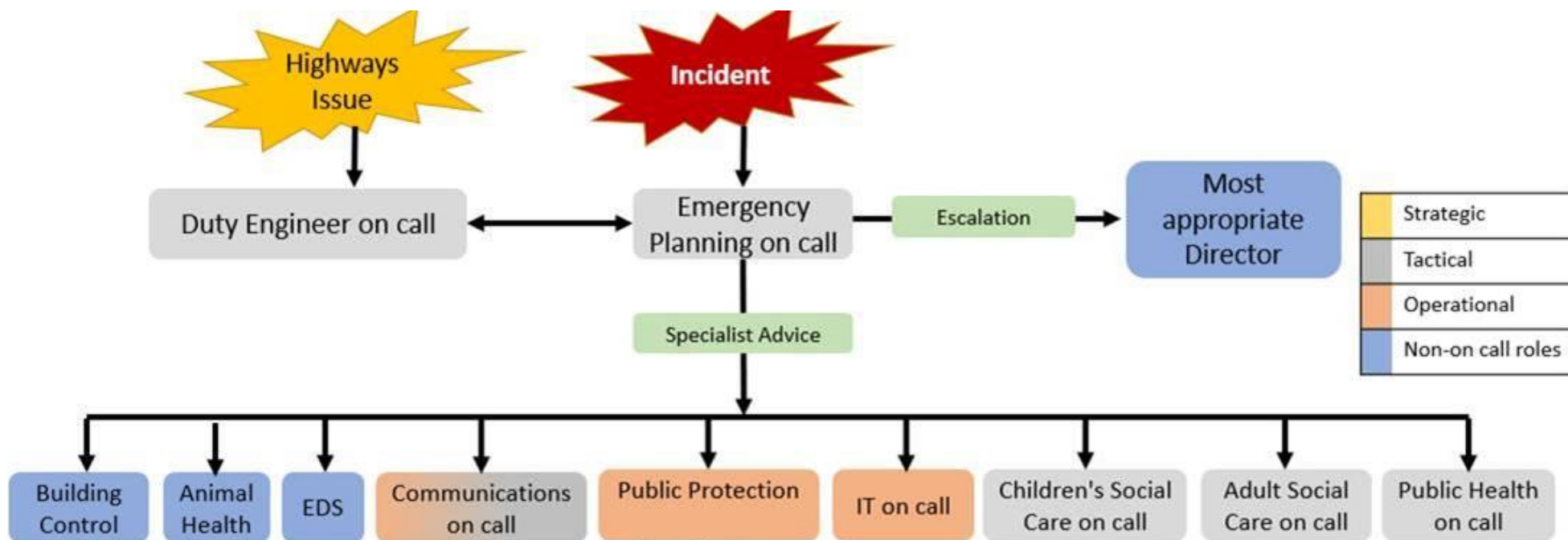
	Activity	Recovery Measures	Role Responsible
1	Monitor situation	Review actions taken by department and / or wider Service. Ensure ICT functioning as planned and consider liaising with Head of ICT.	Mark Briggs
2	Senior management meeting	Meet to identify priorities and tasks for each senior manager and area.	Mark Briggs
3	Partner and other agencies	Consider partners, suppliers and other agencies and who should be advised of the situation.	Mark Briggs
4	Ensure welfare	Review welfare arrangements and take action as required.	Mark Briggs
5	Prioritisation and action planning	Identify key aspects of work to be prioritised as part of the continuity plan and scope out what can be delayed until the disruption is over. Assign staff to specific actions to work as close to BAU as possible.	Mark Briggs
6	Identification of resource needed	If resources are needed to deal with the disruption identify who is best placed to work on the rectification	Mark Briggs
7	Managers to contact teams	Teams to be contacted by managers with continuity plan specific to the disruption and the priorities and actions scoped out in the previous activity.	Mark Briggs

**Time Since Disruption - +7 days (review on-going until longer term arrangements in place or event over)**

	<b>Activity</b>	<b>Recovery Measures</b>	<b>Role Responsible</b>
1	Communication	Ensure continued communication with all staff, internal and external stakeholders.	Mark Briggs
2	Investigation of alternatives	Where services continue to be disrupted investigate alternative methods of delivering our service.	Mark Briggs
3	Review of operational tasks	Ensure that all essential data processing operational tasks can be conducted after the disruption.	Mark Briggs
4	Review of response	Review and document the response and whether improvements to the business continuity plan are required.	Mark Briggs

## 5.0 Emergency Response and Escalation Structures

When the council is notified to an external incident that requires the response of council resources and is likely to have an impact on council services Emergency Planning coordinates the response and escalation in the following way:

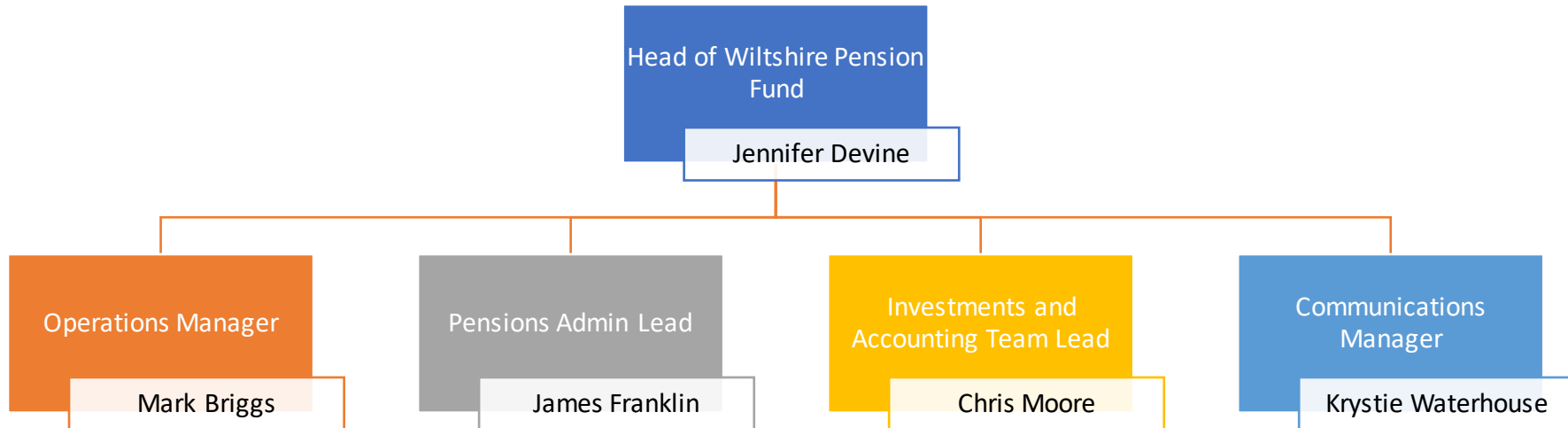




## 5.1 Your Service Incident Response Team

Using the Blank flow chart below – detail how you would manage an incident within your departments. This will help you identify key people to support you in undertaking the actions required to return your departments services back to BAU.

This structure should remain the same for **ANY** disruptive event regardless of the situation.



## 6.0 Activation and Escalation

The activation document below should be completed and sent to Emergency Planning whenever your Business Continuity Plan is invoked. [EPRR@wiltshire.gov.uk](mailto:EPRR@wiltshire.gov.uk)

This will allow EPRR to identify any support required and any impacts this disruption may have on other departments within the Council.

		<b>Business Continuity Activation</b>			Report:	1	Of	1
					Date:			
					Time:			
<b>Incident</b>								
<b>1. Service Information</b>								
<b>Executive Director:</b>								
<b>Director:</b>								
<b>Service Name:</b>								
<b>2. Service Level Impacts</b>								
<b>Percentage of staff available:</b>								
<b>Situation Overview:</b>								
<b>3. Service Status</b>								
<b>Red</b>	<input type="checkbox"/>	<b>Amber</b>	<input type="checkbox"/>	<b>Green</b>	<input type="checkbox"/>			
<i>Critical roles are currently not able to be covered</i>	<i>Staff have been moved to cover critical roles and there is some impact on non-critical areas</i>		<i>Limited or no impact</i>					
<b>Comments</b>	<i>Provide details of the red / amber impacts here.</i> <i>Include details of any mitigating actions taken or outstanding actions to be taken</i>							
<b>4. Additional Information</b>								
<b>Issues Identified</b>	<i>Details of any issues identified</i>							
<b>Horizon Scanning</b>	<i>Details of any potential future issues</i>							
<b>Requests</b>	<i>List any specific requests to the Council Incident Room e.g. Office Space / Fuel</i>							
<b>5. Completed By</b>								
<b>Name:</b>								
<b>Contact Number:</b>								
<b>Email:</b>								

## 6.1 Action Card

This card provides a guide of the actions you should consider when you enact your Business Continuity Plan.

BC Plan Activation Action Card (generic)	
Role	Responsibilities
<p><b>Head of Service</b> Coordinate the response to, and, recovery of your service to a business continuity incident.</p>	<p>Maintain overview of your service</p> <ul style="list-style-type: none"> <li>• Provide information about the impact on your service</li> <li>• Think about the (potential) impact on other services and the public, if your service is disrupted.</li> </ul>
Advice Available from	Information Required
<ul style="list-style-type: none"> <li>• Emergency Planning</li> <li>• Directors</li> <li>• Your Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Impacts on your service delivery (particularly Priority 1 functions)</li> <li>• Confirm the staffing levels available</li> <li>• Will the incident disrupt other Council Services?</li> </ul>
Actions to Consider within the Role	
<ul style="list-style-type: none"> <li>➤ Activation of your service business continuity plan</li> <li>➤ Start a log of the incident and record the information on the options available and record actions and decisions, documenting the justification for those decisions. (Appendix A)</li> <li>➤ Report details of business continuity activation, additional staff and resources to Emergency Planning <a href="mailto:EPRR@wiltshire.gov.uk">EPRR@wiltshire.gov.uk</a></li> <li>➤ Prioritise services to be recovered</li> <li>➤ Allocate staff to priority roles and notify all service staff of the disruption, identify additional staff for specific or additional service roles</li> <li>➤ Consider the financial expenditure during the course of the disruptive event – use the form in Appendix B to log spend if needed.</li> <li>➤ Consider whether the disruption will lead to regional or national media interest</li> <li>➤ Contact contractors / partner organisations / Council Services and inform them that you are activating your business continuity procedures</li> <li>➤ Identify gaps in critical service provision (checking with other Council services and partner organisations to ensure they are still able to deliver services)</li> <li>➤ Provide mutual aid to other service areas (as required/requested)</li> <li>➤ Consider messages that are required for the public linking with Comms</li> </ul>	
Plans/Procedures to Consider	Standing Down
<ul style="list-style-type: none"> <li>• Integrated Emergency Management Plan</li> <li>• Service Level Agreements and Procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Notify staff in your service that the business disruption is over</li> <li>• Give a full briefing when handing over</li> </ul>

## Section 2

# Risks and Resources

This section allows you to identify your dependencies within your departments, whether this is staff skills, workplace location, access to fuel etc.

Once identified, this section will allow you to understand the support you may require from other departments within the council to ensure you activities return to normal with as minimal disruption as possible.

## 7.0 Staff Skills

This table is to identify what easily transferable and in date skills your team has. This will be used to help with movement of staff to priority areas in a prolonged or major incident. We do not require the names and details of staff, just the number who have the below skill sets.

**If you are a priority A service, you may not be able to release key staff to assist elsewhere. Only use the table below for staff completing functions that fall under Priority B and C.**

Should there be any other specific skills your team have please state these in the bottom section.

Skill/ Qualification	Number of Staff with skillset	Comments
<b>General Skills and Experience</b>		
Delivering Training	3	
Driving (General)	25	
Interviewing Skills	5	
Customer Service Experience	10	
Statistics (Basic Data Analytical Skills)	5	
Minute Taking	5	
Report Writing	5	
<b>Specialist Skills</b>		
GIS Skills	0	
Resilience Direct	0	
My Wilts App (User)	0	
Website Content Editor	2	
DBS Checked	0	
Making Payments/Invoices	2	
Trained Loggist	0	
<b>Driving</b>		
Able to pull a small trailer and trained to do so (BE on driving license)	0	
Able to drive large vehicles and training to do so (C on driving license)	0	
<b>Additional Team Specific Training</b>		
<i>e.g. Chainsaw trained, languages</i>		

## 8.0 Identifying Risks

### 8.1 Staffing

Some individual roles within your team require specialist qualifications and suitable experience and knowledge. What measures have you put in place to cover long term absence to prevent disruption to your service.

Role	Skills required for role (qualifications, knowledge, experience)	Contingency / Training Plan
Pension Fund Accountant	Accountancy qualifications	This can be picked up by the senior management team with accountancy experience
Systems Manager	Knowledge of internal Altair system	Improvements to guides and shared knowledge between the Systems Manager and Senior
Investment Manager	Ability to make investment decisions on behalf of the Committee	Can be passed up to the Head of Pensions or external resources with specific LGPS investment knowledge utilised
Employer Funding and Risk Manager	Knowledge of the employer funding and legal obligations of employers	New member of staff to set up policies and procedures and share knowledge within the wider team
Technical Specialist	Technical specialism to be provided by third party	Technical specialism to be provided by outsourcing issues to a third party with specific LGPS legislative knowledge
Payroll Manager	Payroll knowledge	Running payrolls can be picked up by the payroll software provider in case of emergency together with training notes and the knowledge of the Payroll Officer
Communications Manager	Websites and comms specialism	Websites can generally be picked up by a few others in the team with historic knowledge. Specialists in our comms (mailchimp, etc.) can be resourced externally on short term contracts

### 8.2 Inability to access workplace

Working from home has become a staple of working life. It is imperative that staff are able to carry out their roles to their best ability whether they are in a Wiltshire Council space or at home.

The below resources may help with working from home set-ups that may assist in your contingency plan to mitigate risk.

[Wellbeingresources \(sharepoint.com\)](#)

[#WeAreWilts- Working from home \(sharepoint.com\)](#)

[Flexible working \(sharepoint.com\)](#)

### 8.3 Loss of IT Programs

It is vitally important that all services understand the importance of IT and technology in their service. **It is down to every individual service to work out what to do during a full or partial disruption to IT services for an indefinite amount of time.**

Not all programs are internally hosted (e.g Altair, PayGate), this means that should they stop working, this is not an internal IT issue and will need to be resolved by the programme supplier.

Regardless of whether your system and/or program is internally or externally hosted **you as a service have the responsibility to plan for the possibility of these going down.** How would you cope without them? You need to consider this.

Please complete the below table for the five outlined programmes (internal and external) plus any extra you use. This data will be shared with IT and is it therefore vital you consider the impacts a loss of IT will have on your service. If you aren't sure whether a program is internally or externally hosted, contact IT.

**Please consider that any alternative work around for IT issues will need to consider Information Governance and GDPR regulations and legislation.**

Program	Externally or Internally Hosted	Number of Users	Required for Statutory Service	*RTO	Time Critical Periods?	Work around	
						Short Term	Long Term (2+ weeks)
Example: Handle	External	12	No	Between 2 - 7 days	N/A	Nothing – we could live without this for a week	Need to use Paper based records and input into a spreadsheet
<b>Microsoft Teams</b>	Internal	35	Yes	Between 12 - 24 hours	Office hours	Seek to communicate using an alternative platform such as WhatsApp, mobile texting or Outlook (if working)	Establish an alternative platform for all to use – Zoom is a current backup used with other third parties
<b>Outlook</b>	Internal	35	Choose an item.	Between 12 - 24 hours	Office hours	Seek to communicate using an alternative platform such as WhatsApp, mobile texting or Teams (if working)	Establish an alternative email exchange or way to share information noting GDPR limitations
<b>Shared Drives/Network Drives</b>	Internal	35	Choose an item.	More than 1 week	Office hours	We have limited information on shared drives so are able to deal with short time period without access	We have limited information on shared drives so are able to deal with short time period without access
<b>SharePoint</b>	Internal	35	Choose an item.	Between 2 - 7 days	Office hours	The majority of member documentation is held on our Altair administration database. Scheme information, policies and procedures are on SharePoint	Seek to recreate the information gradually but some historic data could mean a halt to certain services
<b>Fixed Line Telephony</b>	Internal	35	Yes	Between 1 - 2 days	Office hours	Seek to communicate using an alternative program, potentially WhatsApp, mobile phones or Outlook (if it is still working) Add a warning to our webpage to ask members to contact us via our online 'contact us' page	Establish an alternative telephone exchange or way to share information noting GDPR limitations
<b>Altair Pensions Administration System</b>	External	35	Yes	Between 12 - 24 hours	Office hours	We have a major problem if we have no access to the Altair administration system, we are unable to operate as a service. There are back up tapes produced	We have a major problem if we have no access to the Altair administration system, we are unable to operate as a service. There are back up tapes produced



						daily and Heywoods have their own disaster recovery plan Work to focus on those cases that are highest priority if we can obtain any data, i.e. forthcoming retirements, etc.	daily and Heywoods have their own disaster recovery plan
<b>Altair i-Connect</b>	External	35	Yes	Between 1 - 2 days	24/7	As our main system for our 190 employers providing us with data the Altair i-Connect system is fundamental to our service. We would have to advise employers to delay providing us with the information	
<b>Altair Member Self Service (MSS)</b>	External	35	Yes	Between 1 - 2 days	24/7	We are becoming more and more reliant on our self-service offering. Without this we would struggle to keep on top of our daily processing so would have to prioritise the manual administration of high priority cases only during the recovery time	Potential requirement to obtain agency staff to cover the additional administration work. Focus on high priority cases only. This would leave a 'backlog' that would then need addressing in the long term
<b>SAP Payroll</b>	Internal	35	Yes	Between 12 - 24 hours	24/7	Wiltshire Council Payroll pay approximately 19000 pensioners and dependants on 25 <sup>th</sup> of each month	
<b>Altair Payroll</b>	External	35	Yes	Between 12 - 24 hours	Office hours	As a system for paying pensioners we are reliant on this working every month. IN the event of an emergency a repeat payment would of last month's payroll file would be pushed through the BACS bureau but this does have ongoing risk attached.	Depending on the time of the month, i.e. proximity to the payroll payment date, the same work around would be needed as the short term. A BACS file is saved each month on a USB drive for us to make a repeat payment in the event of an emergency.

							Real long term issues would need a tender and migration of payroll to a separate provider.
<b>BACS Bureau</b>	External	35	Yes	Between 12 - 24 hours	Office hours	Needed to pay our pensions and all adhoc payments. As the Council use the same BACS bureau we would potentially follow the same response	Review of other BACS Bureaus to make payments
<b>Altair (Mortality)</b>	External	35	Yes	Between 1 - 2 days	Office hours	Not being advised of deaths in a timely manner could result in more significant overpayments. This may involve additional resource to reclaim the overpayments but only a small issue	We do have the tell-us-once service and could rely on that for a short term
*RTO – Recovery Time Objective - The amount of time you can live without this operating before it causes intolerable consequences (financial, reputation, welfare etc)							

## 9.0 Adverse Weather (Flood, Wind, Heat, Cold, Snow)

This section should demonstrate what your service does in the event of adverse weather.

Action	Does your service have a role in this?	Details
Are you proactive with weather advice to any vulnerable groups?	No	
Does your service provide any additional functions when hot weather is expected?	No	
Does the official 'Heatwave' warning make a difference to your ways of working?	No	
What does your service do for the public when adverse weather is predicted?	No	
Are you proactive with cold weather advice to any vulnerable groups?	No	
Do you support homeless people with accommodation? Or any similar roles?	No	
Do you fill grit bins, salt roads/pavements, protect any infrastructure from the cold?	No	
What does your service do for the public when flooding is predicted?	No	
Do you have plans for staff when severe heat is predicted?	No	Usual wellbeing protocols
Do you reinforce any comms for severe weather (especially if staff work outside)?	No	
For snow – Do you advise not to come into the office unless it's necessary (assess the risk)?	Yes	Home-based working now but any in-person meetings to be held over Teams
What Council and private vehicles does your service use? Are they prepared for winter weather?	No	

## Appendix A - Incident Event Log

**Incident:**

**Log Started (Date and Time):**

**Log Started by:**

Date and Time	Event / Issue / Request / Decision /	Action / Notes / Reason	Staff Initials

## Appendix B - Finance arrangements

Heads of Service should collate details of all spending that is incurred during the incident and liaise with finance following the incident.

Details of Expenditure	Value (£)	Purchased By (Full Name)	Receipt (Yes/No)	Item Received (Yes/No)	Paid (Yes/No)

## Appendix C - Contacts List - redacted

### Document History and Version Control

Version	Date	Comments	Reviewer
1.0	05/01/2023	Initial Issue	EPRR – RI & MM
1.1	15/03/2023	Updates for WPF	MB
1.2	28/08/2024	Updated for 2024	MB