



Serving Parish & Town
Councils in Kent

**KENT ASSOCIATION OF
LOCAL COUNCILS**

**BUSINESS CONTINUITY
PLAN**

Risk	What Key Functions / Services would be impacted?	List arrangements already in place to reduce the likelihood or impact	List additional arrangements that could be put in place	Action to be taken in an emergency	Impact of short term loss 4-8 hours	Impact of long term loss – more than 8 hours
Loss of telephone lines or telephone system.	<ul style="list-style-type: none"> • No calls in to the business. • No calls out of the business. • No answer phones to take messages. • May involve more calls getting the engaged tone or continual ringing. • All contact slows down. • Contact with members requiring help breaks down. • Unable to continue to do business in a responsive manner. 	<ul style="list-style-type: none"> • All KALC Staff have work mobiles and their numbers are in the “Contact us” section of the website. • Email to members with KALC staff office mobile numbers. (Staff have each other’s mobile numbers) • All staff have the knowledge of who to contact and how to re-direct calls. • F&GP agreed on 6th Sept 2016 that KALC should move to a VoIP System which uses the Internet. <p>(VoIP being reviewed due to increased costs. Other options and proposals being considered)</p>		<ol style="list-style-type: none"> 1. Contact telephone and internet provider for emergency assistance 2. Assess where work can be continued. 3. Email to members with KALC staff office mobile numbers. (Staff have each others mobile numbers). 	Med - High	High
Loss of Internet Access / IT Services.	<ul style="list-style-type: none"> • No online or cloud based application. • No use of PCs • No email communication. 	<ul style="list-style-type: none"> • Can work anywhere Wi-Fi is available. Alternative MiFi has been purchased by KALC. Ramada Hotel, Whitfield, has been identified as a 	<ul style="list-style-type: none"> • Barclays Online facilities can be accessed via a KALC laptop. 	<ol style="list-style-type: none"> 1. Contact MPR-IT Solutions for emergency assistance. 2. Assess where work can be continued. 		

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	<ul style="list-style-type: none"> • No Quickbooks System, no finance processing, no invoices raised. • No RTI (PAYE) • No online banking facilities, unable to make any payments. • No off-site back up storage. • No Wi-Fi for mobiles, laptops etc. 	<p>suitable alternative (short term) venue.</p> <ul style="list-style-type: none"> • Use back up/KALC laptops & mobiles from home. • Off-site data back-up and storage (Azure) • Everything is backed-up regularly and automatically to QNAP. • QNAP Drive is accessible through KALC mobiles and KALC laptops. • PAYE/RTI – access is via the KALC laptop. • Contracted MPR-IT Solutions to provide remote assistance. • Quickbooks on-line using KALC laptop remotely. • Contact details of members are accessible via the QNAP and all email addresses through Office 365 on KALC laptops. 	<ul style="list-style-type: none"> • Contracted MPR-IT Solutions to provide remote assistance to minimise disruption to KALC's IT services. 	<p>3. Use laptop remotely to contact members and advise loss of IT service and alternative arrangements for contacting the office.</p> <p>4. If Quickbooks access is required, KALC have a 5 user licence which can be accessed through the KALC laptop.</p>	High	High

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	<p>GAS</p> <ul style="list-style-type: none"> No Heating 	<ul style="list-style-type: none"> There is no alternative heating source in the building. 		<p>4. Flood – whatever type will mean the following must be carried out:</p> <ul style="list-style-type: none"> -Assess what has been flooded and how. - Is the flood water clean or toxic? - What or how much of the building has been affected - Can we gain access to our office and are all of our services working. - Is any part of our office affected e.g. ceiling - Assess the damage to the office and report it. - Has the flood affected any of the critical services e.g. IT/telephones. - Is the office safe to work in - If the services are not available divert to laptops/mobiles as required. - Get assessment from Landlord. - make the room as comfortable as possible <p>5. Assess if KALC's Insurance Company need to be involved, if yes contact them.</p>	Med	High

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				<p>1. Work on report from landlord:</p> <ul style="list-style-type: none"> - How long before it is restored. Dover District could provide fan heaters as utilities included in our rent. - The CEO will decide if working from another location is necessary. 	Low	Low
Loss of access to premises –	<ul style="list-style-type: none"> • No calls in to the business being taken. • No calls out of the business through the landline, but calls can be made via KALC office mobile phones. • We would be reliant on the answer phones to take messages. • May involve more calls getting the engaged tone whilst messages are being left. • All contact slows down. 	<ul style="list-style-type: none"> • Landlord to advise the length of time it will take before access can be gained to the building. • Use KALC laptops to email members with KALC staff office mobile numbers. • Use KALC office mobile phones. • Can work anywhere Wi-Fi is available. • QNAP drive accessible via a KALC laptop and KALC mobile phones. Off-site back up and data storage can be accessed. 	<ul style="list-style-type: none"> • Scan and retain key documents eg, Lease, Insurance documents, signed minutes of F&GP, Executive and AGM. These will be backed up onto the cloud and will always be available to view. 	<ol style="list-style-type: none"> 1. Landlord not responsible for providing temporary accommodation but where possible, and if KALC wanted to move with DDC, a contribution from KALC may be required to cover the costs of the temporary accommodation. Claim to insurance company likely to cover this cost to a maximum of £10,000. 2. Assess where work can continue. 3. Use KALC laptops to email members with KALC staff office mobile numbers. 	High	High

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	<ul style="list-style-type: none"> • Contact with members requiring help breaks down. • Unable to continue to do business in a responsive manner. • No access to PCs • No email communication. • No Quickbooks System, no finance processing, no invoices raised. • No online banking facilities, unable to make any payments. • Unable to access paper documents, presentation equipment/banners 	<ul style="list-style-type: none"> • Quickbooks On-Line can be accessed via a KALC laptop. • PAYE/RTI Tools can be accessed via a KALC Laptop. • Online Barclays Bank can be accessed via a KALC Laptop. 		<p>4. Should the delay be long-term, contact insurance company for assistance in finding temporary accommodation – should landlord not be able to do this.</p> <p>5. Order stationery to new address to be able to continue to operate.</p> <p>6. Contact Geerings – can they provide a second hand temporary replacement? If not make arrangements for copying.</p> <p>7. Can we borrow projection equipment to continue the training programme?</p> <p>8. Tell all members where we are.</p>		
Total loss of premises	<ul style="list-style-type: none"> • No calls in to the business being taken. • No calls out of the business. 	<ul style="list-style-type: none"> • Landlord to advise the length of time it will take before access can be gained to the building and what 	<ul style="list-style-type: none"> • Scan and retain key documents eg, Lease, 	1. Assess where work can continue.		

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	<ul style="list-style-type: none"> • We would be reliant on the answer phones to take messages. • May involve more calls getting the engaged tone whilst messages are being left. • All contact slows down. • Contact with members requiring help breaks down. • Unable to continue to do business in a responsive manner. • No access to PCs • No email communication. • No Quickbooks System, no finance processing, no invoices raised. • No online banking facilities, unable to make any payments. • No off-site back up storage. 	<p>accommodation and parking they can offer in the meantime.</p> <ul style="list-style-type: none"> • Main line and extensions can be diverted to mobiles or other landline. • Use DAISY if necessary to provide telephones or transfer calls. • Can work anywhere Wi-Fi is available. • Use KALC office laptops and mobile phones to work until IT support is available. • Off-site back up and data storage can be accessed via the QNAP Drive on KALC mobiles and KALC Laptops and essentially Azure Cloud Based backup. • Backup Drive can be accessed via a KALC laptop. 	<p>Insurance documents, signed minutes of F&GP, Executive and AGM. These will be backed up onto the cloud and will always be available to view.</p>	<ol style="list-style-type: none"> 2. Divert telephone lines, change messages to reflect the problem. 3. Contact the insurance company for assistance in finding temporary accommodation etc. – should landlord not be able to do this. 4. Assess what is required furniture, equipment and stationery wise to be able to continue to operate, arrange to be delivered to the new address. 5. Contact Geerings – can they provide a second hand temporary replacement? If not, make arrangements for copying. 6. Can we borrow projection equipment to continue the training programme? 7. Tell all members where we are. 8. Contact all relevant bodies with the new address. 	<p>Med</p>	<p>High</p>

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	<ul style="list-style-type: none"> No Wi-Fi for mobiles, laptops etc. Unable to access paper documents, presentation equipment/banners 	<ul style="list-style-type: none"> Quickbooks online can be accessed via the KALC laptop. PAYE/RTI tools can be accessed via a KALC laptop. 		<p>9. Contact Neopost re postal arrangements.</p> <p>10. It is unlikely that we would lose everything but we need to be prepared in just case.</p>		
<p>Unable to reach office e.g. bad weather</p>	<ul style="list-style-type: none"> Short staffed or unmanned. No calls in to the business being taken. No calls out of the business. We would be reliant on the answer phones to take messages. May involve more calls getting the engaged tone whilst messages are being left. All contact slows down. Contact with members requiring help breaks down. 	<ul style="list-style-type: none"> All Staff have office mobiles and 2 laptops available. Can work anywhere Wi-Fi is available. Off-site data and back-up storage available on QNAP Drive and essentially Azure Cloud based back-up. Everything is backed up automatically and regularly to QNAP Drive. 	<ul style="list-style-type: none"> All contact details for appointments must be kept in something that is kept on the person e.g. Google Calendar. 	<ol style="list-style-type: none"> Person/s unable to get to the office can use their office mobile. Use QNAP Drive to access files at home or elsewhere. Advise reception if no one in the office in case someone calls in. 	<p>Med</p>	<p>Med</p>

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	<ul style="list-style-type: none"> • Unable to continue to do business in a responsive manner. • No email communication. • No Quickbooks System, no finance processing, no invoices raised. • No online banking facilities, unable to make any payments. 					
Loss/Long Term sick of Key personnel	<ul style="list-style-type: none"> • Appointments / Meetings / Training / Events/Advice Service. • Continuity of the business • Continuity of support to members. • Continuity with business contacts. • Maintaining short term quality approach to the business operation. 	<ul style="list-style-type: none"> • Keep Google Calendars up to date at all times showing meetings etc. • Ensure that all contacts are shown on one of the databases or an area everyone can access and is aware of. • Personnel next of kin contact details held in safe. • Insurance cover held for injury/death. 	<ul style="list-style-type: none"> • Be aware of any specialist help from outside that could step in to help out. • Locum Technical Advice Service agreement to be extended or seek further support from another CALC (eg SSALC). 	<ol style="list-style-type: none"> 1. We are all key personnel, carrying out individual roles. A team effort must be maintained. 2. To ensure that colleagues are fully aware of what is happening at all times. 3. Assess everybody's work load and capability to help cover for the missing person. 4. Locum Technical Advice Service agreement to be extended or seek further support from another CALC. 	Med	High

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		<ul style="list-style-type: none"> Locum Technical Advice Service. 		5. Temporary Admin Recruitment.		
Loss of key or main supplier	<ul style="list-style-type: none"> Landlord. Telephone lines and equipment. IT cover and emergency assistance. Stationery supplies. Franking Machine (Neopost) BT/Daisy GEERINGS 	<ul style="list-style-type: none"> Enter discussions with the Landlord on extending the Lease at least 18 months before contract ends. Resource other quality companies. Approach for emergency quote. Make a decision and implement a contract. 		<ol style="list-style-type: none"> Resource other quality companies. Approach for emergency quote. Make a decision and implement a contract. 	Med	Med / High

Landlords – Dover District Council have been consulted on sections of the Plan which they are responsible for (meeting with Frank Thompson and Sue Carr of DDC - 9th June 2016)