



## **Business Continuity Policy 2025**

### **1. Introduction**

Cranleigh Parish Council is committed to ensuring continuity of essential services in the event of an emergency or disruption. This policy outlines the response to and recovery from incidents that may impact normal operations.

### **2. Objectives**

- Identify critical services and functions
- Provide a clear action plan to manage disruptions
- Minimise the impact of emergencies on staff, residents, and council operations
- Facilitate recovery to normal operations as quickly as possible

### **3. Scope**

This policy covers disruptions affecting:

- Staff availability
- Access to the council office or other key premises
- IT and communications systems
- Essential equipment and supplies
- External emergencies affecting council services

### **4. Responsibilities**

- Parish Clerk: Lead role in incident response and decision-making
- Senior Admin Clerk: Supports the Parish Clerk; assumes lead in their absence
- Grounds Manager for external resources
- All Staff: Follow communication procedures and business continuity protocols

### **5. Risk Assessment**

The Council maintains a risk register identifying likely threats, including:

- Fire, flood, or damage to premises
- Power or IT failure
- Cyber incidents
- Extreme weather
- Staff shortage
- External incidents (e.g., local infrastructure failure)

### **6. Critical Services**

Priority services include:

- Public communications (e.g., website updates, noticeboards, social media)
- Cemetery management
- Open spaces and play park
- Planning responses
- Financial operations (payroll, supplier payments)
- Support to vulnerable residents (through local coordination of emergency plan)

## **7. Incident Management**

If an incident occurs:

1. Initial Response: Assess severity and immediate actions (e.g., evacuation, emergency services contact)
2. Communication: Cascade messages internally and externally
3. Recovery Planning: Establish temporary working arrangements (e.g., remote working, use of alternative locations)
4. Coordination: Parish Clerk leads a coordination group to oversee decisions

## **8. Communication**

Residents will be informed through noticeboards, social media, and the council website. All media enquiries must be referred to the Parish Clerk. Contact details for key partners and staff are maintained in a confidential internal contact list.

## **9. Testing and Review**

This plan will be tested annually via a tabletop exercise and reviewed following any incident or annually at minimum.

## **10. Annexes**

- Annex A: Risk Register Template
- Annex B: Communication Cascade Chart
- Annex C: Emergency Contact List
- Annex D: Office Inventory Checklist

July 2025

**Policy Review Date: October 2026**

## **Annex A – Risk Register Template**

### **Risk Management Policy**

[https://www.cranleigh-pc.gov.uk/Policies\\_and\\_Other\\_Documents\\_15282.aspx](https://www.cranleigh-pc.gov.uk/Policies_and_Other_Documents_15282.aspx)

Generic Risk Assessment available on Sharepoint

### **Annex B – Communication Cascade Chart**

Level 1 – Parish Clerk, Senior Admin Clerk, Grounds Manager, Chairman, Vice Chairman

Level 2 – All staff, all Councillors

Level 3 – General public through website, social media, noticeboards

### **Annex C – Emergency Contact List**

IT, phones, broadband	Netcom IT Solutions
Roads/paths	Nick Knox
Grounds	Grasstex Limited
Trees	Dave Ford Tree Care
Cleaning	CMC
Pest Control	PGH
Building work	Case Electrical
Structural engineer	Hockley & Dawson
Electrician	Davd J Long
Plumbing/gas	Goodwins Building Services
Legionella	Musketeer Services
Fire/intruder alarms	Securitas
CCTV	Securitas
Key holding	Shield Guarding

### **Annex D – Office Inventory**

Data	Sharepoint – Netcom IT Solutions
Financial Data	Sharepoint – Netcom IT Solutions
Financial Software	Rialtas Business Solutions
Burial Records	Office fire safe