

# NEWTON ABBOT TOWN COUNCIL



## Council Risk Management And Business Continuity Plan

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|--------------------------|--|
| Date of adoption         | 2011   |
| Reviewed By Full Council | 09/11/2011, 27/02/2013, 25/01/2016, 07/09/2016, 25/07/2018, 05/06/2019; 30/06/2021; 01/06/2021; 08/06/2022, 07/06/2023, 05.06.2024 |
| Next Review Date         | June 2025  |

## Risk Management

***“The greatest risk facing a local authority is not being able to deliver the activity or services expected of the Council.”***

Risk assessment is a systematic general examination of working conditions, workplace activities and environmental factors that will enable the employer to identify any and all potential risks inherent in the place or practices. Based on a recorded assessment the employer should then take all practical and necessary steps to reduce or eliminate the risks, insofar as is practically possible. Making sure that all employees are made aware of the results of the risk assessment.

Newton Abbot Town Council (NATC) recognises it has a responsibility to manage risks effectively in order to protect its employees, assets, liabilities and community against potential losses, to minimise uncertainty in achieving goals and objectives and to maximise the opportunities to achieve its vision. This document has been produced to enable the Town Council to assess the risks that it faces and satisfy itself that it has taken adequate steps to minimise them. In conducting this exercise, the following plan was followed:

- Integrate risk management into the culture of the Council.
- Identify the areas to be reviewed.
- Identify what the risk may be and manage the risk in accordance with best practice.
- Evaluate the management and control of the risk and record all findings.
- Review, assess and revise if required.
- Inform policy and operational decisions by identifying risks and their likely impact.

These objectives will be achieved by:

- Establishing clear roles, responsibilities and reporting lines within the Council for risk management.
- Providing opportunities for shared learning on risk management across the Council.
- Providing risk management training opportunities.
- Effective communication with, and the active involvement of, employees
- Continual monitoring, recording and reporting.

| <b>FINANCIAL AND MANAGEMENT</b> |   |                            |   |   |
|---------------------------------|---|----------------------------|---|---|
| <b>Subject</b>                  | <b>Risk(s) Identified</b>   | <b>H / M / L</b>           | <b>Management/Control of Risk</b>   | <b>Review/Assess/Revise</b>   |
| Business continuity             | Risk of Council not being able to continue its business due to an unexpected or tragic circumstance   | L                          | <p>A business continuity plan has been adopted and is included within this document,</p> <p>IT equipment installed to ensure that council office can continue to operate from any location subject to internet connection.</p> <p>Back up of files will be kept online in a secure location.</p>  | <p>Draft, consider, adopt and review plan as necessary.</p> <p>Plan updated March 2020 to include Pandemic Covid-19 risk to public health and the closure of Newton's Place.</p> <p>Review annually</p> |
| Precept                         | <p>Adequacy of precept</p> <p>Requirements not submitted to TDC</p> <p>Amount not received by TDC</p> | <p>L</p> <p>L</p> <p>L</p> | <p>To determine the precept amount required, the Council regularly receives budget update information, and the precept is an agenda item at full Council. At the Precept meeting Council receives a budget update report, including actual position and projected position to end the year and indicative figures or costings obtained by the Clerk. With this information the Council maps out the required monies for standing costs and projects for the following year and applies specific figures to budget headings, the total of which is resolved to be the precept amount to be requested from Teignbridge District Council. This figure is submitted by the Clerk in writing to TDC.</p> | <p>Existing procedure adequate.</p> <p>Regular review of Financial Regulations</p>  |
| Financial records               | Inadequate records  | L                          | The Council has adopted Financial Regulations which set out the requirements.   | Existing procedure adequate.  |

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|                        | Financial irregularities                              | L                | Monthly reconciliations are carried out  | Review the Financial Regulations when necessary.  |
| Bank and banking       | Inadequate checks<br>Bank mistakes<br>Loss<br>Charges | L<br>L<br>L<br>L | The Council has Financial Regulations which set out the requirements for banking, cheques, and reconciliation of accounts.<br>The bank does make occasional errors in processing cheques which are discovered when the Deputy Town Clerk reconciles the bank accounts once a month when the statement arrives, these are dealt with immediately by informing the bank and awaiting their correction. | Existing procedure adequate.<br>Review the Financial Regulations when necessary and bank signatory list, when necessary, especially after an Annual Meeting and an election. Monitor the bank statements monthly. |
| Cash                   | Loss through theft or dishonesty                      | M                | The Council has Financial Regulations which set out the requirements.<br>Cash received is banked within 3 banking days. There is a small petty cash float which is kept in a locked keypad safe. Only the Town Clerk, RFO and Admin Assistant have access to the Petty Cash  | Existing procedure adequate.<br>Review the Financial Regulations when necessary.  |
| Reporting and auditing | Information communication<br>Compliance               | L<br>M           | A monitoring statement is produced regularly before each F & A Cttee meeting with the agenda, discussed and approved at the meeting.<br>This statement includes, bank reconciliation, budget update, and a breakdown of receipts and payments balanced against the bank.   | Existing communication procedures adequate.<br>Council appoints and independent auditor annually.   |

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|  |  |                       | Council should regularly audit internally to comply with the Fidelity Guarantee.  |  |
| Direct costs<br>Overhead expenses<br>Debts | Goods not supplied but billed<br>Incorrect invoicing<br>Cheque payable incorrect<br>Loss of stock<br>Unpaid invoices | L<br>L<br>L<br>L<br>L | The Council has adopted Financial Regulations which set out the requirements.<br><br>Councillors check each invoice against the <del>cheque book</del> <b>bank statement</b> and associated paperwork and initials the invoices when signing.<br><br>The Council has minimal stocks, these are checked and monitored.<br><br>Unpaid invoices to the Council are pursued and where possible, payment is obtained in advance. | Existing procedure adequate.<br><br>Review the Financial Regulations when necessary. |
| Grants and financial support - payable     | Power to pay<br>Authorisation of Council to pay  | L<br>L                | All such expenditure goes through the required Council process of approval, minuted and listed accordingly if a payment is made using the LGA 1972, S137 power of expenditure, together with the General Power of Competence, (GPC), where applicable.  | Existing procedure adequate.<br><br>S137 and GPC rules applied if required.          |
| Grants - receivable                        | Receipts of Grant  | L                     | The Council does not presently receive any regular grants. Ad hoc grants would come with terms and conditions to be satisfied e.g. Urban Aid.   | Procedure would need to be formed, if required.                                      |
| Charges - rentals payable                  | Payments of charges, leases, rentals etc.  | L                     | The Council leases pieces of land - invoices payable for the rental amounts are entered into the normal payment system for authorisation.   | Existing procedure adequate.   |
| Charges – rentals etc.                     | Receipt of rental  | L                     | The Council leases the Bradley Community  | Existing procedure   |

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| receivable                    | Insurance implication         | M | <p>Centre on a peppercorn rent. The Lessor is responsible for insurance liability.</p> <p>The Council leases a storage facility at Wharf Road. The Council is responsible for insurance liability.</p>   | <p>adequate.</p> <p>Ensure payment and copy of insurance document received.</p>           |
| Best value<br>Accountability  | Work awarded incorrectly      | L | <p>Financial Regulations require the Council to seek, if possible, more than one quotation for any substantial work required to be undertaken or goods. For major contract services, formal competitive tenders would be sought. If a problem is encountered with a contract the Clerk would investigate the situation, check the quotation/tender, research the problem and report to Council.</p>  | <p>Existing procedure adequate.</p> <p>Consider when reviewing Financial Regulations.</p> |
|                               | Overspend on services         | M |  |   |
| Salaries and associated costs | Salary paid incorrectly       | L | <p>The Council authorises the appointment of all employees through the Staffing Sub-committee. Salary rates are reviewed annually and applied on 1 April each year. Salary analysis and slips are produced by the DCK Payroll Service monthly, together with a schedule of payments to the HMRC (for Tax and NI). The Council pays for this service.</p> <p>All applicants for employment must provide an NI number and evidence upon interview.</p> <p>The Tax and NI is arranged through DCK Payroll Service. All Tax and NI payments are submitted in the HMCR Annual Return.</p> | <p>Existing appointment and payment system is adequate.</p>                               |
|                               | Wrong hours paid              | L |  |   |
|                               | Wrong rate paid               | L |  |   |
|                               | False employee                | L |  |   |
|                               | Wrong deductions of NI or Tax | L |  |   |

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|                       | Unpaid Tax & NI contributions to the Inland Revenue | L   | The Facilities Maintenance Officers submit time sheets as appropriate containing hours, tasks. These are checked and initialled by the Deputy Town Clerk and submitted into the records.<br><br>All employees have a contract of employment and job description.   |  |
| Employees             | Loss of key personnel                               | M   | Reference to the Continuity Plan should be made in case of loss of key personnel.  | Existing procedure adequate.   |
|                       | Fraud by staff                                      | L   | The requirements of the Fidelity Guarantee insurance to be adhered to with regard to Fraud.  | Purchase revised books.  |
|                       | Actions undertaken by staff                         | L   | All staff should be provided with relevant training, reference books, access to assistance and legal advice required to undertake the role.  | Membership of the SLCC.  |
|                       | Health & Safety                                     | M   | The Facilities Maintenance Officers should be provided with adequate direction and safety equipment needed to undertake the roles, i.e. Personal Protective Equipment (PPE), clothing and training. <b>Appointment of Facilities Maintenance Team Leader to oversee safe working practices are followed.</b> | Monitor working conditions, safety requirements and insurance regularly. |
| Councillor allowances | Councillors over-paid<br>Income tax deduction       | L   | No allowances are currently allocated to Town Councillors.   | No procedure required.   |
| Election costs        | Risk of an election cost                            | L/M | An amount should be budgeted for and placed in earmarked reserves each year to provide for an  | Financial contingency & contribution required.                           |

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|                        |                              |   | <p>election year. When an election is due the Clerk will obtain an estimate of costs from the District Council for a full election and an uncontested election.</p> <p>There are no measures which can be adopted to minimise the risk of having a contested by-election as this is a democratic process and should not be stifled. However, the 25% included each year for a full election could be used as a contingency for the intervening period.</p> |                               |
| VAT                    | Re-claiming/charging         | L | The Council has Financial Regulations which set out the requirements and has an accounting package which assists accuracy.   | Existing procedure adequate.  |
| Annual return/accounts | Submit within time limits    | L | <p>Employer's Annual Return is completed and submitted online, and regular VAT assessments are submitted to the HMRC within the prescribed time frame.</p> <p>AGAR part 3 is completed and signed by the Council, submitted to the internal auditor for completion and signing then checked and sent on to the External Auditor within the time limit.</p>   | Existing procedures adequate. |
| Legal powers           | Illegal activity or payments | L | All activity and payments within the powers of the Town Council to be resolved and minuted at Town Council meetings and committee/sub-committee meetings as appropriate in relation to their respective delegations.   | Existing procedures adequate. |



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| Minutes/Agendas/Notices<br>Statutory documents | Accuracy and<br>legality            | L   | Minutes and agenda are produced in the prescribed method by the Principal Administrator and adhere to the legal requirements.  | Existing procedures adequate.  |
|  | Business conduct                    | L   | Minutes are approved and signed at the next appropriate meeting.<br>Minutes and agenda are displayed according to the legal requirements.<br>Business conducted at Council meetings is managed by the Chair.<br>The Council has adopted Standing Orders to regulate business at meetings of the Council and its committees/sub-committees. | Guidance/training to Chair should be given (if required).<br><br>Members to adhere to Code of Conduct. |
| Members interests                              | Conflict of interest                | L   | Although not a requirement, the declaring of interests by members at a meeting should be an obvious process to remind Councillors of their duty and should remain on the agenda.   | Existing procedure adequate.   |
|  | Register of<br>Members<br>interests | M   | Register of Members Interest forms to be reviewed regularly by Councillors.  | Members take responsibility to update their Register.  |
| Insurance                                      | Adequacy                            | M/H | An annual review is undertaken (before the time of the policy renewal) of all insurance arrangements in place through a broker.  | Existing procedure adequate.   |
|  | Cost                                | M/H | Employers and Employee liability insurance is a necessity and must be paid for.  | Review insurance provision annually.   |
|  | Compliance<br>Fidelity Guarantee    | M/H | Ensure compliance measures are in place.<br>Ensure Fidelity checks are in place. Review costs annually.  | Review of compliance.  |

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| General Data Protection Regulations | Policy<br>Provision | L<br>L | The Council is registered with the Information Commissioner's Office and has taken the relevant steps to become GDPR compliant after its introduction in May 2018.  | Ensure annual renewal of registration, together with renewal of associated policies, where applicable. |
| Freedom of Information Act          | Policy<br>Provision | L<br>M | The Council has a model publication scheme for Local Councils in place. There have been no requests for information to date, but the Clerk is aware that if a substantial request arrives then this may require many hours of additional work.<br><br>The Council is able to request a fee if the work will take more than 15 hours, but the applicant also has the right to re-submit the request broken down into sections, thus negating the payment of a fee. | Monitor and report any impacts of requests made under the FOI Act.                                     |

| <b>Physical Assets or Equipment</b> |  |                  |   |   |
|-------------------------------------|--|------------------|---|---|
| <b>Subject</b>                      | <b>Risk(s) Identified</b>  | <b>H / M / L</b> | <b>Management/Control of Risk</b>   | <b>Review/Assess/Revise</b>   |
| Assets                              | Loss or Damage<br><br>Risk/damage to third party(ies)/property               | L<br>L           | An annual review of assets is undertaken for insurance provision, storage and maintenance provisions.   | Existing procedure adequate.  |
| Maintenance                         | Poor performance of assets or amenities<br><br>Loss of income or performance | M<br>L           | All assets owned by the Council should be regularly reviewed and maintained. All repairs and relevant expenditure for these repairs are actioned/authorised in accordance with the correct procedures of the Town Council. All assets are | Review maintenance budgets.<br>Ensure inspections strategy adopted. |

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|                  | Risk to third parties   | M                 | <p>insured and reviewed annually.</p> <p>All public amenity land should be inspected regularly by town council employees.</p> <p>An adequate maintenance budget should be made available for all the Council's assets, owned or leased.</p> <p>An adequate monitoring strategy should be adopted to ensure regular inspections are carried out.</p>   | FMO Team conduct regular inspections of all Council assets. |
| Noticeboards     | <p>Risk/damage/injury to third parties</p> <p>Roadside safety</p> | <p>L</p> <p>L</p> | <p>The Council has various notice boards/information kiosks sited around the town. All locations have approval by relevant parties, insurance cover, inspected regularly by the Facilities Maintenance Officers- any repairs/maintenance requirements are brought to the attention of the Council. Keys held at the Newton's Place</p>  | Existing procedure adequate.                                |
| Street furniture | Risk/damage/injury to third parties                               | <p>H</p> <p>L</p> | <p>The Council is responsible for various seats/benches around the town and which are covered by insurance. The amount of street furniture under the responsibility of the Council is likely to increase (the Town Gates). An asset management reporting schedule is in use whereby the Facilities Maintenance Officers carry out regular inspections of all assets and all reports of damage or faults are reported to Council and subsequently addressed.</p> | Existing procedure adequate.                                |
| Meeting location | Adequacy Health & Safety  | <p>L</p> <p>M</p> | <p>The Council Meetings are held at the Newton's Place. The premises and the facilities are considered to be adequate for the Clerk, Councillors and Public who attend from Health &amp; Safety and comfort aspects.</p> <p>Fire Wardens have been appointed and undertaken</p>   | Existing location adequate.                                 |

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|                                    |  |             | <p>relevant training.<br/>Weekly tests of the fire alarm system are carried out and recorded.</p> <p>Fire evacuation practices are carried out periodically and recorded.</p> <p>First Aiders have been appointed and trained.</p>   |  |
| Council records<br>-<br>paper      | Loss through:<br>theft<br>fire<br>damage                           | L<br>M<br>L | <p>The Council records are stored at Newton's Place. Records include historical correspondence, minute books and copies, leases for land or property, records such as personnel, insurance, salaries etc.</p> <p>Documents are in a fireproof cabinet and older more historical records in the storeroom are secured in the roof space, accessed via the Plant Room.</p> | Damage (apart from fire) and theft is unlikely and so provision adequate. Consideration should be given to Deeds/leases being copied and stored off-site.                          |
| Council records<br>-<br>electronic | Loss through:<br>Theft, fire, damage,<br>corruption of<br>computer | L/M         | The Council's data is stored in the Cloud and monitored/managed by Alchemy Systems Ltd.  | In case of loss of Newton's Place, alternative premises with internet access could allow the Town Council to operate on a limited basis. All employees are able to work from home. |

**In the event that there can be no access to Newton's Place the Council can continue to operate working remotely with minimal impact on service provision.**

The following arrangements include specific measures to manage:

| <b>Council Activity that must continue during Newton's Place shutdown</b> | <b>Process to be put in place</b>  |
|---|--|
| Responding to phone calls   | The Council telephone system operates on Voice over Internet Protocol (VoIP). All staff can answer telephones while working remotely.  |
| Responding to emails  | The Council data is cloud based. All staff can work remotely.  |
| Invoice Payments  | The Deputy Clerk (RFO) to collect and process the post and invoices as they arise. A scanned image or photo of the invoice for payment to be shared with the Clerk for authorisation of payment.<br><br>Once prepared for payment the scanned image of invoice to be shared with two councillors (from the following, to include the Mayor, Deputy Mayor, Chairperson of Finance, Vice Chairperson of Finance). Once authorised the RFO would process the bank payments from home. |
| Salary/Wage Payments  | Once a month – the Deputy Clerk would process any timesheets, wage claims and salary authorisations and forward to DCK Payroll for payments to be made direct to staff. Staff can access their Payslips online.  |
| Social Media Communication  | The Mayor's Secretary (and Events Co-ordinator) working remotely will monitor and update the website and social media sites as required. To publish notices, updated information or notice of meetings/events and or cancellations as required.  |
| <b>Council Activities cancelled</b>                                       | <b>Action Required:</b>  |
| Full Council, Annual Council, Committees and Working Groups               | Town Clerk to inform Mayor, Principal Administrator to advise Members and Mayor's Secretary to publish on Council Website  |
| Room Bookings Cancelled   | Hirers to be notified and Mayor's Secretary to put statement on Council Website and social media. Refunds rules for hirer's deposits to be relaxed.  |
| Council Events Cancelled  | Events Co-ordinator to liaise with Chairperson of Events Sub-Committee and to notify traders   |

|                   |   |
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|                   | involved and cancel services booked for the events. Mayor's Secretary to put statement on Council Website and post on social media. |
| Mayoral Functions | Mayor's Secretary to contact event organisers and give Mayor's apologies.   |

## Business Continuity Plan

### Scope

The Civil Contingencies Act 2004 places a duty on the local authority to ensure that it is prepared, as far as reasonably practical, to continue to provide critical functions in the event of a disruption.

This Plan provides the framework in order for the Council to mobilise its response and undertake work to prevent or mitigate the severity of potential disruptions. This plan identifies the first reactions, recovery objectives, structure for implementation, monitoring, follow-up procedures and communication process to keep everyone informed of necessary changes to service delivery.

### Core Business of the Council

The Council provides a Town Council service to its electorate which includes the provision of:

- Maintenance of various footpaths/seats in and around Newton Abbot.
- Use and maintenance of the Town Quay, off Brunel Road.
- Maintenance of and planting sites within Town Centre
- Marketing, operation and maintenance of St Leonards Clock Tower (including the bells) Wolborough Street.
- Shop Improvement Grants
- Maintenance and provision of bus shelters.
- Provision of allotment areas through the Newton Abbot & District Allotments Association.
- Newton Abbot Museum
- Organisation of various events and product placement opportunities.
- Various grants to local organisations, including environmental grants. For an application form please visit: <https://www.newtonabbot-tc.gov.uk/council/services/grants/> or email: [info@newtonabbot-tc.gov.uk](mailto:info@newtonabbot-tc.gov.uk)
- Statutory consultee to the District Planning Authority on Major and all other planning applications.

- Consultee on all applications for naming of streets and numbering of houses and various services provided by the District Council.
- Street furniture – Wolborough Street/ Courtenay Street/ Bank Street/Highweek Way.
- Owner of Victoria Gardens.
- Owner of St Leonard’s Tower.
- Maintenance of public conveniences at Newfoundland Way
- Maintenance of Devon County Council footpaths under the P3 Scheme
- Owner of Weedtech weeding machine to enable our Facilities Maintenance Officers to tackle and maintain areas within the town.
- **Leases a Citymaster 1650 to facilitate efficient and effective street cleansing and curb side weeding.**
- Maintenance of Golden Lion Square.
- Contribution to the running costs of the CCTV system and the representation on the Newton Abbot Security Trust.

### **Risks - Which could invoke the Continuity Plan**

#### National Disasters/Weather Related Problems

- ✚ Fire
- ✚ Flood
- ✚ Pandemic or Epidemic restricting movement and the economy

#### Failures

- ✚ Equipment
- ✚ Services

#### Losses

- ✚ Staff through resignation
- ✚ Staff through death
- ✚ Staff through long-term injury/sickness
- ✚ Staff through death or serious injury whilst working for the Council
- ✚ Equipment theft, breakage, loss or major damage
- ✚ Pandemic flu or virus [Emergency planning - Teignbridge District Council](#)

**Council Contacts**

| <b>Position</b>                                 | <b>Name</b>  | <b>Address</b> | <b>Tel Nos</b> |
|---|--|----------------|----------------|
| Mayor   | Alex Hall  | Redacted       | Redacted       |
| Deputy Mayor                                    | Colin Parker   | Redacted       | Redacted       |
| Town Clerk                                      | Philip Rowe  | Redacted       | Redacted       |
| Deputy Town Clerk & RFO                         | Samantha Scott   | Redacted       | Redacted       |
| Town Development Manager                        | Sally Henley   | Redacted       | Redacted       |
| Town Council Facilities<br>Maintenance Officers | Kevin Tagg (Team Leader)<br>Tony Little<br>Steven Ryan<br>David Samson | Redacted       | Redacted       |
| Chair – F & A                                   | TBC  | Redacted       | Redacted       |
| Chair- P & R                                    | TBC  | Redacted       | Redacted       |
| Chair – Planning                                | TBC  | Redacted       | Redacted       |
| Chair – Community & Heritage                    | TBC  | Redacted       | Redacted       |
| Chair - Staffing                                | TBC  | Redacted       | Redacted       |
| Chair – Events Sub                              | TBC  | Redacted       | Redacted       |
| Chair – Community<br>Engagement Group           | TBC  | Redacted       | Redacted       |

**Emergency Contacts (key DCC = Devon County Council: TDC = Teignbridge District Council: NATC = Newton Abbot Town Council: EA = The Environment Agency)**

| <b>Contact For/Work</b>                                     | <b>Name</b>                          | <b>Organisati<br/>on/Locati<br/>on</b> | <b>Tel Nos</b> |
|---|--------------------------------------|--|----------------|
| Emergency repairs<br>for street furniture,<br>notice boards | NATC Facilities Maintenance Officers | NATC                                   | Redacted       |



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| Roads, pavements, street signs etc                 | <p>Roads –<br/><a href="https://www.devon.gov.uk/roadsandtransport/maintaining-roads/">https://www.devon.gov.uk/roadsandtransport/maintaining-roads/</a></p> <p>Pavements –<br/><a href="https://www.devon.gov.uk/roadsandtransport/report-a-problem/Roads%20and%20transport%20(devon.gov.uk)">Roads and transport (devon.gov.uk)</a><br/><a href="https://www.devon.gov.uk/roadsandtransport/report-a-problem/">https://www.devon.gov.uk/roadsandtransport/report-a-problem/</a></p> <p>Street Signs –<br/><a href="https://www.devon.gov.uk/roadsandtransport/report-a-problem/Roads%20and%20transport%20(devon.gov.uk)">https://www.devon.gov.uk/roadsandtransport/report-a-problem/</a><br/><a href="https://www.devon.gov.uk/roadsandtransport/report-a-problem/Roads%20and%20transport%20(devon.gov.uk)">Roads and transport (devon.gov.uk)</a></p> <p>DCC reception – 0345 155 1015</p> | DCC             | 0345 155 1015 |
| Boarding up or emergency repairs to buildings/ etc | <p>TDC – Design &amp; Property Services 01626 361101<br/><b>Out of hours: 01626 361101</b><br/><b>Calls will be answered by Home Safeguard</b></p>   | TDC             |               |
| Trees fallen/broken                                | <p>DCC Roads &amp; Transport - 0345 155 1014<br/>DCC reception – 0345 155 1015</p>   | TDC/DCC (roads) |               |
| Emergency repairs for play equipment               | <p>TDC – Design &amp; Property Services 01626 361101<br/><b>Out of hours: 01626 361101</b><br/><b>Calls will be answered by Home Safeguard</b></p>   | TDC             |               |
| Waste or rubbish collections, fly-tipping          | <p>Enquiries regarding wheeled bins, boxes &amp; bags – TDC – 01626 361101<br/><a href="#">Recycling and waste - Teignbridge District Council</a><br/>Reporting fly tipping – TDC <a href="#">Report flytipping - Teignbridge District Council</a></p>   | TDC             |               |
| River related emergencies                          | <p>Estuaries Office – TDC – Graham Smith <a href="mailto:gsmith@teignbridge.gov.uk">gsmith@teignbridge.gov.uk</a></p>  | TDC             |               |
| Flood  | <p>Environment Agency Floodline – 0345 988 1188 (24 hour service)</p>  | EA              |               |

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|   | <p>South West Water – Public Sewer Maintenance – 0344 346 2020<br/>(Public foul &amp; surface water sewers)</p> <p>Devon County Council – Highway Drainage – 0345 155 1004 (Highway flooding &amp; blocked gullies)<br/><a href="https://new.devon.gov.uk/roadsandtransport/maintaining-roads/flooding-and-drainage/">https://new.devon.gov.uk/roadsandtransport/maintaining-roads/flooding-and-drainage/</a></p> <p>Teignbridge Drainage Team – 01626 361101 (After hours – 01395 516854) (Sandbag collection)</p> | TDC<br><br>DCC   |  |
| Major spillages                                 | <p>Environment Agency – <u>0370 850 6506</u></p> <p>DCC Highways - 0345 155 1004 or out of hours - 0345 155 1008</p> <p>DCC reception - 0345 155 1015</p>   | DCC/EA   |  |
| Electrical//Gas Emergencies                     | <p><b>Western Power 0800 096 3080</b></p> <p><b>Gas Emergency Number 0800 111 999 (1)</b></p>   |  | <u>0800 096 3080</u>   |
| Reports of crime emergency                      | <b>Newton Abbot Police Station</b>  | <p>Newton Abbot Police Station</p> <p>Crime Stoppers</p> | <p>101</p> <p>0800 555 111</p>   |
| Death of an employee whilst on Council business | <b>Health &amp; Safety Executive (HSE)</b>  | Health & Safety Executive (HSE)                          | <p><u>Emergency:</u><br/>0151 922 9235<br/>Or<br/>Email through<br/><a href="http://www.hse.gov.uk">www.hse.gov.uk</a></p> |
| Pandemic Flu/virus                              | Follow Government Advice, DCC and TDC websites for local updates on service changes and support for vulnerable groups <a href="http://www.gov.uk/coronavirus">www.gov.uk/coronavirus</a>  |  |  |

## Council Business Recovery Map

| TIMELINE   | MINIMISE IMPACT  | 24 HOURS  | WITHIN 7 DAYS   | WITHIN 1 MONTH  | WITHIN 3 MONTHS             |
|--|--|---|---|---|-----------------------------|
| Recovery Steps<br>Area   |  | Immediate Response & Actions  | Management Response   | BUSINESS CONTINUITY<br>Rebuild Confidence   |                             |
| Loss of Clerk due to sudden or long-term illness, incapacity or death        | <p>Ensure staff team are aware of their responsibilities.</p> <p>Ensure all key tasks are listed.</p> <p>Access to log in details, passwords and keys</p>                        | <p>Inform Mayor</p> <p>Inform Chair F &amp; A Cttee</p>                   | <p>Decide on temporary cover.</p> <p>Strategy</p> <p>Contact DALC for locum opportunities</p> | <p>Review position and procedure for improvements and begin recruitment procedures.</p> | <p>Provide replacement</p>  |
| Loss or serious injury to member of staff whilst carrying out Council duties | <p>Ensure staff are trained and understand their duties with regard to H&amp;S regulations.</p> <p>Ensure duties/tasks for each member of staff/job role are documented with</p> | <p>Inform Mayor</p> <p>Inform Chair F &amp; A Cttee</p> <p>Inform HSE</p> | <p>Decide on temporary cover.</p> <p>strategy and answer to the HSE</p>                       | <p>Review position and procedure for improvements</p>                                   | <p>Provide replacement.</p> |

APPENDIX H

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|  | <p>clear tasks and information.</p> <p>Ensure risk assessments are routinely carried out and reviewed.</p>                 |  |   |  |   |
| Loss of Clerk (or member staff) due to resignation or dismissal                    | <p>Ensure duties/tasks for each member of staff/job role are properly documented with clear task flows and information</p> | <p>Inform Mayor</p> <p>Inform Chair F &amp; A Cttee</p>  | <p>Decide on temporary cover strategy and/or begin recruitment procedures</p>   | <p>Review position and procedure for improvements</p>                                | <p>Provide replacement</p>                            |
| Loss of Councillors due to multiple resignations (causing Council to be inquorate) |  | <p>Clerk to inform remaining Councillors and staff</p> <p>Clerk to inform Teignbridge District Council's Monitoring Officer</p>                                    | <p>Teignbridge District Council to advise on temporary working strategy for Council business to be maintained followed by the instigation of a by election or co-option procedure</p> | <p>Council to review procedures for recruitment of Councillors</p>                   | <p>Co Option</p>                                      |
| Loss of 'important' Council documents due to fire, flood, theft or other causes    | <p>Ensure Council documents are stored securely in fire/flood proof cabinets</p> <p>Provide secure storage of paper</p>    | <p>Inform Mayor</p> <p>Retrieve originals from off-site location and re-copy</p> <p><b>(If that is the decision reached by the Council for future custody)</b></p> | <p>Review position</p>  | <p>Report incident to the F &amp; A Cttee.</p> <p><b>Report data loss to ICO</b></p> | <p>Review position and procedure for improvements</p> |

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|  | documents<br>Ensure backup copies of paper documents available i.e., electronic version, copy stored at an alternative location, copies obtainable from bank etc     |   |   |  |                 |
| Loss of Council computer files due to fire, flood, hardware breakdown, Corruption or theft | Ensure virus software is up to date.<br><br>Ensure online data protected by robust passwords which are regularly updated.<br><br>Ensure data is regularly backed up. | Inform Mayor<br><br>Inform Chair F & A Cttee<br><br>Report theft to the Police<br><br>Inform Insurers | Contact Alchemy Systems Ltd.                  | Report incident to the F & A Cttee.<br><br>Report data loss to ICO | Review position |
| Loss of Council equipment due to theft or breakdown  | Maintain adequate insurance cover.<br><br>Ensure regular maintenance is carried out.   | Report theft to the Police<br><br>Inform Insurers<br><br>Inform Mayor                                 | Decide if equipment needs instant replacement | Report incident to the F & A Cttee                                 | Review position |

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|   | <p>Regularly review security arrangements</p> <p>Employ specialist IT contractor to manage/oversee IT service provision.</p> |  |   |   |  |
| Loss of Newton's Place due to fire, flood or other disaster | <p>Maintain adequate insurance cover.</p> <p>Carry out Fire Risk Assessment</p>  | <p>Inform Insurers</p> <p>Inform Mayor</p>   | <p>Contact Teignbridge District Council/Devon County Council for temporary access to office space and ICT equipment.</p> <p>Inform Alchemy Systems (Western) Ltd that backup equipment and files required.</p> <p>Install backup files on temporary or replacement equipment.</p> | <p>Review position and procedure for replacement premises</p>   | <p>Institute rebuilding programme</p>  |
| Newton's Place Shutdown due to Government Advice            |  | <p>Inform Mayor</p> <p>Inform Insurers</p> <p>Follow Government Advice to shutdown</p> | <p>Staff to work from home.</p>   | <p>Review position based on government advice. Adapt working practices to comply with government advice</p> | <p>Review position based on government advice - extend working practices as needed</p> |

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| <p>Restricted Use of Newton's Place due to Government Advice</p> | <p>Follow Government Advice</p> | <p>Follow Government Advice on social distancing within building</p> | <p>Arrange for staff to work rota pattern to reduce cross over and provide PPE for staff and visitors</p> | <p>Review position based on government advice adapt staff rota to keep within guidelines but provide cover for services to public</p> | <p>Review position based on government advice - extend working practices as needed</p> |
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