

Hart District Council Business Continuity Plan

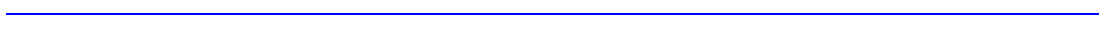


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1.0 BACKGROUND

The Business Continuity Plan is designed to provide a structured approach to recover functions following a period of disruption to our services.

The smooth delivery of services could be threatened by many events for example flooding, fire or loss of IT Systems. It is impossible to predict the impact an event would have on service delivery, or how easily the council would recover as no one incident is the same, and the time taken to recover would depend on the severity of the incident.

It is important that the content of the plan is understood by staff and that there is a clear understanding of roles and responsibilities that staff may have during a period of disruption. This is because not all services will be restored at the same time, where necessary Heads of Service and other managers may be asked to support the restoration of other services that are seen as a priority.

1.1 Document Purpose

The purpose of this document is to ensure there are plans in place to continue providing critical services in the event of disruption.

1.2 Review and Change Control

Please detail all reviews made even if document is not amended.

| Version | By | Date | Comments |
|-----------|----|----------|---|
| 0.1 Draft | NC | 31.1.08 | First Draft for internal review |
| Final | NC | 27.2.08 | Final |
| Final | NC | 31.7.08 | Updated Contact Details Added key documents and information for key services |
| Final | NC | 4.11.08 | Updated Contact Details and added Dog Warden details |
| Final | NC | 8.3.10 | Updated to take into account outsourcing of support services |
| Final | NC | 29.11.10 | Updated to take into account Snow Plan |
| | | | |
| | | | |

1.3 Test Record

| Date | Description of Test Exercise | Parties Involved in Test |
|---------|--|--------------------------|
| 14.8.08 | Tested loss of IT and loss of part of building | Heads of Service |
| | | |
| | | |

2.0 ROLES AND RESPONSIBILITIES

2.1 Owner = Chief Executive

- Strategic owner of the Business Continuity Plan (BCP)
- Takes ownership of all threats identified and ensures the Business Impact Analysis (BIA) is current
- Participate in test and exercise planning and execution
- Ensure plans are maintained, located and secured appropriately
- Ensure staff are aware of the BCP and their role following an incident
- Ensure staff are aware of the policy in respect of media enquiries
- Liaise with Recovery Team to deliver Business Continuity education to all staff
- During Incident - Incident Management Team Leader
- Liaise with appropriate members

2.2 Deputy Owner / Plan Maintainer = Audit Manager

The Plan Maintainer is responsible for:

- Maintaining plan currency through regular review
- Participate in all BCP meetings, tests and exercises
- Assist the Plan Owner in their day to day Planning and Incident Management activities
- If required, take on the role of the Plan Owner

2.3 Heads of Service and Service Managers

- Ensure they are familiar with the content of the plan
- Ensure that contact details of key staff within their service are known
- If departmental plans exist ensure they are up to date and robust
- Ensure telephone contact lists are in place for their service
- Provide support to restoring priority services

3.0 INCIDENT MANAGEMENT TEAM

The Recovery Team will form as soon as any of its members declare the need and informs The Chief Executive. On forming, those present can take decisions to apply appropriate resources to deal with an event as it occurs (ideally to prevent it becoming a crisis). It is essential for this reason that the team be made up of individuals representing core areas of the organisation.

| Service Area | Name | Mobile Tel No. | Home Tel No. |
|----------------|------|----------------|--------------|
| Corporate | | | |
| Corporate | | | |
| Buildings | | | |
| IT & Telephony | | | |
| Communications | | | |
| | | | |
| | | | |

Meeting Locations

| | |
|--------------------|---|
| Location 1 | Committee Room 1, Civic Offices, Fleet |
| Location 2 | Hart Leisure Centre |
| Location 3 | Frogmore Leisure Centre |
| Equipment Required | Laptop, linked to network if possible, mobile phones, Business Continuity Plan, Contact Details for employees |

3.1 Incident Escalation and Invocation

3.2 Policy

The Council has a clear and simple method by which it can quickly recognise a business continuity threat and act accordingly. The agreed escalation and invocation framework is set out in Section 3.3 below

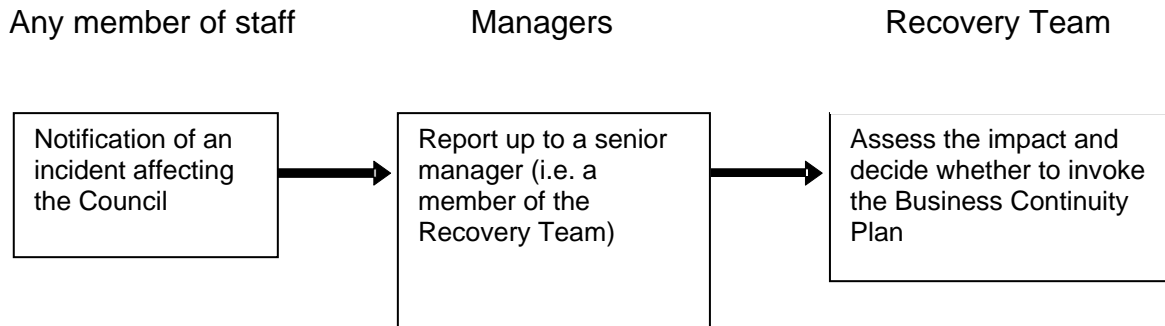
3.3 Escalation

All staff have a responsibility to notify their line manager, or other appropriate manager, if they feel the Council's ability to operate effectively may be in danger or there may be a need to invoke Business Continuity Plans. This should then be escalated until a member of the Recovery Team is informed.

3.4 Invocation

All members of the Recovery Team have a responsibility to meet as soon as is reasonable to discuss an incident, or the threat of an incident, which could force Business Continuity Plans to be invoked.

Invocation flowchart:



4.0 RECOVERY TEAM CHECKLIST (Initial Actions)

In the first 24 hours following a major incident there will be a number of actions that will need to be completed in the short term.

| | Action Required | Completed | Responsible Officer |
|----|--|-----------|---|
| 1. | Decision taken not to invoke Business Continuity Plan. Monitor Situation if the issue develops. | | Chief Executive |
| 2. | Decision taken to invoke Business Continuity Plan | | Chief Executive |
| 3. | Decide location of Control Centre Civic Offices Hart Leisure Centre Frogmore Leisure Centre Harlington Centre Other Private Sector Site | | Chief Executive |
| 4. | Is switchboard operational? Is IT Network operational? | | Client Officer (Customer Services) Client Officer (IT) |
| 5. | Have all members of the Recovery Team been contacted? | | Chief Executive |

| | | | |
|-----|--|--|-----------------------------|
| 6. | Has the nature of the incident and the impact on services been assessed? (form @ 4.3) | | Chief Executive |
| 7. | Have appropriate staff and key stakeholders been identified and informed. | | Chief Executive |
| 8. | Implement Media Contact List Ensure means of communication eg Website/Telephones and Post are in place. | | Press Officer |
| 9. | Ensure any costs incurred are properly recorded. (proforma @ 6.0) | | Client Officer (Finance) |
| 10. | Has a log been established to record actions taken | | Chief Executive |
| 11. | Set a target for the restoration of services affected. | | Chief Executive |
| 12 | Contact all staff (directly or indirectly) to explain if attendance is required | | Heads of Service |

4.1 Response Actions for Specific / Service Area affected by Incident

| # | Actions for Department / Service Area | Responsibility | Completed |
|---|--|----------------|-----------|
| | . | | |
| 1 | Notify / liase with Recovery Team/senior member of staff on site (where appropriate) | | |
| 2 | Call out key staff using Contact Details from Capita HR | | |
| 3 | Specify location and time of meeting for staff required to attend | | |
| 4 | Place other staff on stand-by | | |
| 5 | Consider relevant Continuity Plans | | |
| 6 | <i>Further actions particular to service area</i> | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| | |
|---------------------------|---------------|
| News Group | 01483 508700 |
| British Gas | 0845 955 5200 |
| British Telecom | 020 73565000 |
| Southern Electric | 0845 770 8090 |
| Hampshire Police | 0845 45 45 45 |
| Hampshire Fire | 023 80643178 |
| Thames Water | 08459 200800 |
| Environment Agency | 08708 506506 |
| Insurance | 01252 810352 |
| South West Communications | 0844 8712020 |
| Southern Communications | 0845 6340800 |
| CAPS (Uniform) | 01635 6340800 |

5.0 BUSINESS IMPACT ANALYSIS (BIA)

A BIA underpins the whole Business Continuity Management process. The BIA process for the council identified the following priority functions.

| Service / Function / Process | How Important | Start Restore Within | Alternative |
|---|---------------|----------------------|--|
| Refuse Collection | High | 24 Hrs | Use of Contractor Facilities |
| Homelessness (Providing Information to customers) | High | 24 Hrs | Web Based System. Only access to web is required |
| Drainage Investigations (Providing information to customers, equipment to access manhole covers) | High | 24 Hrs | Dependant on type of incident. |
| Food Safety (Providing information to customers) | High | 24 Hrs | Reciprocal arrangement to be agreed |
| Infectious Diseases (Providing information to customers) | High | 24 Hrs | Reciprocal arrangement to be agreed |
| Chemical Spillage/Contamination | High | 24 Hrs | Details to be passed on to Hampshire Fire Brigade |
| Dangerous Trees (Provide advice) | High | 24 Hrs | Reciprocal arrangement to be agreed |
| Dangerous Structures (Provide advice) | High | 24 Hrs | Reciprocal arrangement to be agreed |
| Housing Benefit (provide advice, making payments to claimants) | Medium | 1 Week | a) Cheque run based on previous list of claimants. b) Issue of manual cheques |
| | | | |

Enabling Functions

| | | | |
|---|------|--------|---|
| Finance (accounting for income and expenditure) | High | 24 Hrs | Provision of emergency finance if required. |
| IT | High | 24 hrs | Begin to restore network |
| HR | High | 24 hrs | Staff Contact Lead |
| Telephony | High | 24 hrs | Communication Needs |
| Website | High | 24 hrs | Communication Needs |
| e:mail | High | 24 hrs | Communication Needs |

5.2 Threat Assessment

Threats to the Council's Mission Critical Activities have been assessed against the likelihood and impact of the identified threats occurring.

| | | | | | | |
|------------|--------|---|---|-----|---|---|
| Likelihood | A | | | | | |
| | B | | | | | |
| | C | | | 4 | | |
| | D | | | 5,3 | | |
| | E | | 2 | 6 | 1 | |
| | F | | | | | |
| | | 5 | 4 | 3 | 2 | 1 |
| | Impact | | | | | |

Likelihood:
 A = Very High
 B= High
 C= Significant
 D= Low
 E= Very Low
 F= Negligible

Impact:
 1 = Catastrophic
 2 = Critical
 3 = Significant
 4 = Marginal
 5 = Negligible

Business Continuity threats are listed below.

| # | Threat Scenarios | Score |
|----|---|-------|
| 1 | Unable to access buildings e.g. fire, flood, severe weather | E2 |
| 2 | Loss of staff e.g. flu pandemic, strike, severe weather, transport disruption | E4 |
| 3 | Loss of utilities e.g. electricity, gas, water, fuel | D3 |
| 4 | Loss of IT / Comms e.g. virus, hacking, theft, fire, flood, data | C3 |
| 5 | Loss of key supplier/contractor | D3 |
| 6. | Chemical Spillage/Contamination | D4 |

5.3 Continuity Plans

The Continuity Plans are concerned with dealing with the Threat Incident once it has occurred. **All plans to be controlled by the Recovery Team.**

| Threat | Description |
|---|---|
| Unable to access buildings | <ul style="list-style-type: none"> • Whole or part of building is unavailable to provide a normal level of service • Staff unable to access buildings |
| <p><u>How will the council respond to the threat</u></p> <ol style="list-style-type: none"> 1. Prepare initial assessment of the continuity issue. (Recovery Team) 2. Ensure alternative accommodation is available. (Hart Leisure Centre, Frogmore Leisure Centre, Harlington Centre. alternative private or public sector) <p>Note: Ensure all alternative sites has the infrastructure in terms of power and communication</p> <ol style="list-style-type: none"> 3. Use Communication List to notify staff of situation (Section 4.2) <ul style="list-style-type: none"> • Inform Recovery Team where alternative site is (Section 3.0) • Inform staff required for priority functions where alternative site is • Inform all other staff that they will not be required to attend work until further notice • Notify organisations who have agreed to provide any reciprocal arrangements for priority functions • Notify stakeholders that services will be disrupted for a period of time • Notify media and the public of the situation regarding the availability of services • Inform councillors of the situation • Establish temporary contact centre • Establish contact details for each priority function • Obtain equipment required to provide each priority service (Section 5.6) • Ensure people requirements identified in Section 5.7 are put in place • Restore IT required to administer each priority function for a temporary period. (Section 5.4). Consider whether full system is required or whether actions can be recorded on Laptops or other means. | |

| Threat | Description |
|--|--|
| Loss of Staff | <p>The council being unable to provide services to the public due to:</p> <ul style="list-style-type: none"> • Flu Pandemic • Strike • Severe weather • Transport Disruption |
| <p><u>How will the council respond to the threat</u></p> <ol style="list-style-type: none"> 1. Establish what services have been affected by staff unavailability, is the loss of staff temporary or permanent. 2. Establish the length of time priority functions will be affected <p>Less than 24 Hrs - Temporary period consider reduced level of service 2 – 5 Days - Temporary period consider reduced level of service Longer than 5 Days - Consider the use of agency staff to provide support - Contact other providers - Notify organisations who have agreed to provide reciprocal arrangements</p> <ol style="list-style-type: none"> 3. If loss of staff is permanent begin recruitment process to replace 4. Ensure Contact Centre is operational 5. Ensure Contact details for priority functions are operational 6. Are we able to transfer staff from non priority services 7. If priority functions are operating at a reduced level of service. Ensure customers and key stakeholders are aware of the situation and when the service will be restored to normal working. 8. Inform Councillors of the situation 9. Response to severe winter weather see Snow Plan Nov 10. Resources to be allocated to provide priority services. <p>Note 1 For Flu Pandemic monitor and review staffing levels and ensure internal communication remains effective.</p> <p>Note 2: Whilst the above deals with the immediate response to the threat, The Recovery Team must take into account how the council will recover priority services to full operation. Other non-priority services will also need to be recovered, progress on these services will also need to be monitored.</p> | |

| Threat | Description | | | | | | | | | | | | |
|--|---|-----------------|-----------------------|-------------------------|--------------------|-----------------------|-------------------------------|------------------------------|------------------------------------|---------------------|-----------------------------|-----------------------------------|----------------------------|
| Loss of utilities e.g. gas, electricity, water, fuel | <ul style="list-style-type: none"> • Disruption to the supply of gas, electricity or water to the building, (Short or long term) • Fuel for vehicles is restricted or not available, (short or long term) | | | | | | | | | | | | |
| <p><u>How will the council respond to the threat</u> Disruption to Utility Supplies</p> <ul style="list-style-type: none"> • Establish how long the disruption to supply will last • Establish what priority functions are affected • Is the disruption confined to the Civic Offices or is it wider • If only the Civic Offices is affected see the plan for unable to access buildings. • Ensure Emergency Supply is at an optimum level to allow telephone network to remain operational <p>Fuel</p> <ul style="list-style-type: none"> • Implement emergency fuel supply process <p>Use of Depot Fuel Tanks For Temporary Period (Max Fuel Level 10,000 Litres)</p> <p>The fuel plan for Hart DC covers the following vehicles and staff:</p> <p>17 Refuse/Street Cleaning Vehicles 1 Pest Control Van 1 Dog Warden Van 17 Private vehicles for the drivers of the above vehicles 4 Street Care Officers (Private vehicles) 1 Depot Manager (Private Vehicle)</p> <p>Private vehicles for the following officers:</p> <table data-bbox="231 1574 1409 1794"> <tbody> <tr> <td>Chief Executive</td> <td>Community Wardens x 2</td> </tr> <tr> <td>Corporate Directors x 1</td> <td>CCTV Operators x 5</td> </tr> <tr> <td>Building Managers x 2</td> <td>Building Control Officers x 2</td> </tr> <tr> <td>Car Park Vehicles Logoed x 2</td> <td>Reception/Contact Centre Staff x 9</td> </tr> <tr> <td>1 Drainage Engineer</td> <td>Emergency Plan Officers x 8</td> </tr> <tr> <td>Environmental Health Officers x 9</td> <td>Housing Needs Officers x 4</td> </tr> </tbody> </table> <p>Note: Whilst the above deals with the immediate response to the threat, The Recovery Team must take into account how the council will recover priority services to full operation. Other non-priority services will also need to be recovered, progress on these services will also need to be monitored.</p> | | Chief Executive | Community Wardens x 2 | Corporate Directors x 1 | CCTV Operators x 5 | Building Managers x 2 | Building Control Officers x 2 | Car Park Vehicles Logoed x 2 | Reception/Contact Centre Staff x 9 | 1 Drainage Engineer | Emergency Plan Officers x 8 | Environmental Health Officers x 9 | Housing Needs Officers x 4 |
| Chief Executive | Community Wardens x 2 | | | | | | | | | | | | |
| Corporate Directors x 1 | CCTV Operators x 5 | | | | | | | | | | | | |
| Building Managers x 2 | Building Control Officers x 2 | | | | | | | | | | | | |
| Car Park Vehicles Logoed x 2 | Reception/Contact Centre Staff x 9 | | | | | | | | | | | | |
| 1 Drainage Engineer | Emergency Plan Officers x 8 | | | | | | | | | | | | |
| Environmental Health Officers x 9 | Housing Needs Officers x 4 | | | | | | | | | | | | |

| Threat | Description |
|--|---|
| Loss of IT | <ul style="list-style-type: none"> • Loss of Data/Backup Failure • Virus/Hacking resulting in corrupt data • Interruption of power supply • Fire or flood |
| <p><u>How will the council respond to the threat</u></p> <p>Back Up Failure/Loss of Data</p> <ul style="list-style-type: none"> • Restore to last system backup. (Full system backup is carried out weekly, daily incremental back up held onsite) • Backup tapes are held offsite (Hart Leisure Centre, Fire Proof Safe) • Test system <p>Virus/Hacking</p> <ul style="list-style-type: none"> • Anti-Virus software installed, daily updates provided • Firewall installed • Apply relevant fix to system • Test <p>Interruption to Power Supply</p> <ul style="list-style-type: none"> • UPS installed allows 20 minutes to safely shutdown systems • Await power to return • Reboot systems • Test <p>Fire or Flood</p> <ul style="list-style-type: none"> • Evaluate the extent of damage • Decide what hardware needs to be replaced • Purchase hardware • Install software for key systems • Restore Backups • Test <p>Note: Whilst the above deals with the immediate response to the threat, The Recovery Team must take into account how the council will recover priority services to full operation. Other non-priority services will also need to be recovered, progress on these services will also need to be monitored.</p> | |

| Threat | Description |
|--|---|
| Loss of key supplier/contractor | <ul style="list-style-type: none"> Key supplier or contractor unable to provide service (temporary or permanent) |
| <p><u>How will the council respond to the threat</u></p> <ol style="list-style-type: none"> Establish how critical to the council the loss of supplier/contractor is High risk suppliers/contractors are identified below: <ul style="list-style-type: none"> Vehicle Maintenance - Geesink Norba Refuse Collection/Street Cleaning - If outsourced Revenues – Capita Grounds Maintenance - Continental Landscapes Payroll Hampshire County Council Choice Based Letting Website from Abritas Establish alternative supplier/contractor if required <p>Note: Whilst the above deals with the immediate response to the threat, The Recovery Team must take into account how the council will recover priority services to full operation. Other non-priority services will also need to be recovered, progress on these services will also need to be monitored.</p> | |

| Threat | Description |
|--|--|
| Chemical spillage/contamination | <p>The council only uses a limited number of hazardous chemicals to conduct its business. If there was a spillage it is likely that it would be confined to a leisure centre.</p> <p>If the spillage were in any other part of the district, the control and making safe the area affected would be the responsibility of Hampshire Fire and Rescue.</p> |
| <p><u>How will the council respond to the threat</u></p> <p>If spillage is within a council owned building</p> <ol style="list-style-type: none"> 1. Restrict access to the area affected (Liase with Police and Hampshire Fire and Rescue) 2. Contact specialist organisations required to lead on the clearance of the spillage 3. If spillage/contamination is within the district but not in a council building, pass the details of the incident to Hampshire Fire and Rescue. 4. If a fuel at the Depot is identified contact Environment Agency, regarding possible contaminated land. <p>Note: Whilst the above deals with the immediate response to the threat, The Recovery Team must take into account how the council will recover priority services to full operation. Other non-priority services will also need to be recovered, progress on these services will also need to be monitored.</p> | |

5.4 Resource requirements

5.5 IT Services

To be completed by the IT Function, list the main IT Services used by the Business. The Departments / Service areas should use this as a pick list to select IT Services that are critical to them in completing the tables below.

Notes

- Server lead in time is up to 48 hours
- Application resource for each key system supplier will need to be booked as no call out agreements are in place.

| Service | Description |
|--------------------------------|--|
| All Priority Functions | Use of Laptops (Call in laptops from all services) |
| Restore network infrastructure | Establish network, includes domain server |
| Printers | <ul style="list-style-type: none"> • Assess whether corporate printers are usable • If printers are not in working order purchase from PC World Business. |
| Uniform | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |
| IBS | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |
| Housing Services | <ul style="list-style-type: none"> • Restore Internet Connection to enable access to Abritas |
| FMS | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |
| e-mail | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |
| CRM | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |
| Home Working | <ul style="list-style-type: none"> • Restore Citrix |
| Receipt of Income (PARIS) | <ul style="list-style-type: none"> • Ensure appropriate server is functional • Ensure software is loaded • Restore backup Data • Test system and data (end user) |

5.6 People, Equipment and IT Services

Pre- Identify the resources required to support your mission critical processes for each Priority Service

Service Area: Housing Benefits

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|----------|----------|----------|
| People | | | |
| HB Assessors | 1 | 4 | 4 |
| Assessment Team Leader | 1 | 1 | 1 |
| Control Staff | 1 | 1 | 1 |
| | | | |
| Equipment | | | |
| Desks | 1 | 2 | 3 |
| Workspace | 5 sqm | 10 sqm | 15 sqm |
| Lap Tops/PCs | 1 | 4 | 4 |
| Printers | 1 | 1 | 1 |
| Mobile Phones | 1 | 1 | 1 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 1 Secure | 1 Secure | 2 Secure |
| Other | 0 | 0 | 0 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Dangerous Structures

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|---------|--------|--------|
| People | | | |
| Building Control Manager | 1 | 1 | 1 |
| Building Control Officer | 0 | 1 | 1 |
| | | | |
| | | | |
| Equipment | | | |
| Desks | 1 | 2 | 2 |
| Workspace | 5 sqm | 10 sqm | 10 sqm |
| Lap Tops/PCs | 1 | 1 | 1 |
| Printers | 1 | 1 | 1 |
| Mobile Phone | 1 | 1 | 1 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 0 | 0 | 0 |
| Camera | 1 | 1 | 1 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Dangerous Trees

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|----------------------------------|---------|-------|-------|
| People | | | |
| Landscape & Conservation Manager | 1 | 1 | 1 |
| | | | |
| | | | |
| Equipment | | | |
| Desks | 1 | 1 | 1 |
| Workspace | 5 Sqm | 5 Sqm | 5 sqm |
| Lap Tops/PCs | 1 | 1 | 1 |
| Printers | 1 | 1 | 1 |
| Mobile Phone | 1 | 1 | 1 |
| Photocopiers | 1 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 0 | 0 | 0 |
| Camera | 1 | 1 | 1 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Refuse Collection/Street Cleaning

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|---------|-------|-------|
| People | | | |
| Waste & Recycling Manager | 1 | 1 | 1 |
| Waste Officer | 1 | 1 | 1 |
| Street Care Officer x 3 | 1 | 3 | 3 |
| | | | |
| Equipment | | | |
| Desks | 1 | 2 | 3 |
| Workspace | 5 sqm | 5 sqm | 5 sqm |
| Lap Tops/PCs | 1 | 1 | 1 |
| Printers | 1 | 1 | 1 |
| Mobile Phones | 1 | 4 | 4 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 1 | 1 | 2 |
| Other | 0 | 0 | 0 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Homelessness

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|-------------------|------------|-------------|
| People | | | |
| Housing Needs Manager | 1 | 1 | 1 |
| Housing Options Officer | 0 | 1 | 1 |
| | | | |
| | | | |
| Equipment | | | |
| Desks | 1 | 2 | 2 |
| Workspace | 5 sqm | 10 sqm | 10 sqm |
| Lap Tops/PCs | 1 | 2 | 2 |
| Printers | 1 | 1 | 1 |
| Mobile Phone | 1 | 1 | 1 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 1 | 1 | 1 |
| Other | 0 | 0 | 0 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Drainage, Chemical Spillage, Contamination

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|-------------------|------------|-------------|
| People | | | |
| Senior Engineer | 1 | 1 | 1 |
| | | | |
| | | | |
| | | | |
| Equipment | | | |
| Desks | 1 | 1 | 1 |
| Workspace | 5 sqm | 5 sqm | 5 sqm |
| Lap Tops/PCs | 1 | 1 | 1 |
| Printers | 1 | 1 | 1 |
| Mobile Phone | 1 | 1 | 1 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 0 | 0 | 0 |
| Camera | 1 | 1 | 1 |
| Reciprocal Arrangements | N/A | N/A | N/A |

Service Area: Health Functions (Food Safety, Infectious Diseases)

| Requirements | <24 hrs | 1Wk | 2Wk+ |
|--------------------------------|---------|--------|--------|
| People | | | |
| Environmental Health Manager | 1 | 1 | 1 |
| Principal Env Health Officer | 0 | 1 | 1 |
| Principal Env Health Officer | 0 | 1 | 1 |
| Equipment | | | |
| Desks | 1 | 2 | 1 |
| Workspace | 5 sqm | 10 sqm | 10 sqm |
| Lap Tops/PCs | 1 | 1 | 1 |
| Printers | 1 | 1 | 1 |
| Mobile Phone | 1 | 1 | 1 |
| Photocopiers | 0 | 1 | 1 |
| Fax Machines | 0 | 0 | 0 |
| Filing Cabinets | 0 | 0 | 0 |
| Other | 0 | 1 | 1 |
| Reciprocal Arrangements | N/A | N/A | N/A |

5.8 Telephony Requirements

Ensure the following has been carried out:

- Pre-Identify the priority order in which the telephony call streams ought to be recovered against their Recovery Time Objective
- Pre plan the locations to where call streams are to be re-routed bearing in mind the capacity of recovery location
- Pre plan the configuration required to re-route call streams to another location

| Priority | Call Stream | Routing to location other | Description of Department / Service served | RTO 0-12hrs |
|----------|-------------|---------------------------|--|-------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| | | | | |
| | | | | |

5.9 Procedures/Backup Data

Identify all vital documents and data sources that are crucial to the recovery of pre-identified Critical Processes.

These may include:

- Hardcopy documents and manuals
- Data applications
- Data stored in Word, databases and spreadsheets
- Documents or data stored on tapes, CDs and floppy disks
- Documents stored in fireproof safes

5.10 Key Documents/Information For Key Services

| Service | < 24 hrs | 1 – 7 Days | 7 Days > |
|------------------------------------|---|--|---|
| Refuse Collection | Route Plans | Route Plans, details of special collection arrangements | Route Plans |
| Homelessness | Access to Abritas | Access to Abritas | Access to Abritas |
| Drainage Investigations | Maps, plans of drainage systems, Flood response plan, | Maps, plans of drainage systems, Flood response plan, | Maps, plans of drainage systems, Flood response plan, |
| Food Safety | List of high risk food premises | Ability to record visits that are made, provision of information to customers, | Ability to record visits that are made, provision of information to customers, |
| Infectious diseases | Providing information to customers | Providing information to customers | Providing information to customers |
| Chemical Spillage or Contamination | Link to Hampshire Fire and Rescue Service | Link to Hampshire Fire and Rescue Service | Link to Hampshire Fire and Rescue Service |
| Dangerous Trees | District Plans Land Ownership records | District Plans Land Ownership records | District Plans Land Ownership Records |
| Dangerous Structures | None required. Evaluation to be carried out on site | None required Evaluation to be carried out on site | None required Evaluation to be carried out on site |
| Housing Benefit | Details of current claimants | Details of current claimants Ability to make Payments if required | Details of current claimants Ability to make payments Access to benefit files |

6.0 Media Contact List

| Name | Tel No | Fax No | Email | Contact |
|--|----------------|---------------|--|---------|
| Local Press | | | | |
| Aldershot News | 01252 339760 | 01252 339770 | Newsdesk@aldershot.co.uk | |
| Basingstoke Gazette | 01256 337414 | 01256 337425 | Chris.gregory@basingstokegazette.co.uk | |
| Basingstoke Observer | 01256 694120 | 01256 694134 | s.davies@basingstokeobserver.co.uk | |
| Courier Series | See News Group | | | |
| Farnham Herald | 01252 725224 | 01252 899257 | Farnham-herald@internet-today.co.uk | |
| Fleet News | 01252 600237 | 01252 816468 | Newsdesk@aldershot.co.uk | |
| | | | | |
| Star Newspaper | 01252 316311 | 01252 313902 | Editorial@starnewspaper.co.uk | |
| Star Newspaper | 01252 316311 | 01252 313902 | Editorial@starnewspaper.co.uk | |
| Yateley News | 01252 339788 | | Newsdesk@aldershot.co.uk | |
| Other Press | | | | |
| Municipal Journal | 0207 973 6400 | 0207 233 5051 | | |
| LGC Magazine | 0207 728 3769 | | | |
| Radio | | | | |
| BBC Southern Counties Radio | 01483 306306 | 01483 304952 | Southern.counties.radio@bbc.co.uk | |
| BBC Berkshire Radio | 0118 946 4200 | 0118 946 4555 | Radio.berkshire.news@bbc.co.uk | |
| Eagle (96.4) | 01483 300964 | 01483 531612 | Onair@964eagle.co.uk | |
| Kestrel FM | 01256 694000 | 01256 694111 | Kestrelfm@kestrelfm.com | |
| Radio 210 FM | 0118 925 4400 | 0118 928 8483 | 2progs@creation.com | |
| Television | | | | |
| BBC TV South | 02380 226201 | 02380 339931 | | |
| Meridian Broadcasting Ltd, Southampton | 02380 222555 | 02380 335050 | | |

