

Tandridge District Council Corporate Business Continuity Plan



Corporate BC Plan V2.5 November 2023 – interim update

Title	Corporate BC plan V2.5 November 2023 interim update
Location:	SharePoint.
Version number	V2.5
Author	Emergency Planning & Resilience Specialist – Chris Hobbs
Contributing bodies	Tandridge District Council, EMT Surrey CC.
Document status	Interim update
Effective date	November 2012 – interim update November 2023
Review date	Scheduled for June 2024
Sponsor approved	Taryn Pearson-Rose - Deputy Chief Executive

This document has been published electronically ONLY.

SHAREPOINT:

You may print off a copy of this document for your records but if you do, it is your responsibility to make sure that your copy is up to date and disposed of appropriately when new versions are published.

**If you are in an Emergency Incident,
please use the action checklist on page 3.**

**Please note that the action list refers to a daytime
incident and staff have been evacuated
from the building.**

The action checklist is to be used as a prompt only.

**Please take time to consider what is being advised
and only take action if appropriate to the current
situation.**

Immediate actions to be taken in an incident

These actions assume the building has been evacuated during working hours.

If a return to normal working will not happen any time soon, the Heads of Service present or most senior people on site will form a Service Recovery Team (SRT) and co-ordinate the immediate actions.

Stage 1: Immediate action (0-30 minutes of the incident)			Who	Actioned Y/N
Ensure emergency services have been contacted - fire alarm automatically calls Fire and Rescue Service			Customer Services lead	
Liaise with Emergency Services and direct them to the problem area. Ensure Emergency Services are informed if there are any "missing" staff.			Facilities	
Ensure the Building has been made secure and no one can enter.			Facilities	
Communicate with all Tenants. Service Recovery Team contact or delegate. Please note, actions up to this point are covered by the building evacuation procedure managed by Facilities Specialist.				
TENANTS	CONTACTS	E-MAIL	PHONE	
Police		CONTENT REDACTED		
HSE				
Surrey County Council				
District Nurses				
First Community				
St Catherine				
Linaker				
IRC Care Services				
Olive Dining				
Harris IT Recruit				
Locate & review Service Level Business Continuity Plans – all Heads of Service or team leaders.				

Action	Who	Actioned Y/N
Maintain a handwritten log of actions and decisions taken.	All those involved with Service Recovery	
Invoke the Staff Welfare in an Emergency Plan: SharePoint	SRT/ HR	
Liaise with staff evacuated from building - keeping them calm and asking them to remain on site or locate to the service area's pre-designated BC assembly area.	Nominated by SRT Lead	
<p>If ITsystems are still operating, establish which staff can work from home and send them home if they have their laptops and access to transport. Ask those staff to contact their manager when they arrive home and have logged-in successfully. Consider use of mobile phones and ensure staff contact details are held before departure. Bus Con plans should have these already but check first!</p> <p>If staff are moved to an alternative location, notify the SRT Coordinator and Customer Services team and give lead contact details.</p>	Managers	
Send text message to all staff to advise of the situation. This will ensure that staff who are due into the office or already working from home have been appraised of the situation. Giuseppina Valenza and the Communications Team can remotely access the text system.	Communications / Communities & Partnerships	
Alert and inform our satellite sites; TCS (Warren Lane Depot), TOPS office and Queens Park.	Head of Housing or SRT member	
If IT accessible, update Website with appropriate message	Communications	
Switch Customer Services Phone to Night Service and liaise with Carium (contact number [REDACTED]) to take calls.	IT or Customer Services	
<p>Message (and if appropriate a member of staff) should be placed outside the Council Offices to inform Public of the Situation and give details of an alternative location (if established).</p> <p>SRT to agree wording.</p>	Media Creation to print large format (if they can access the building and print).	
Scripts to be drafted for Customer Services Staff and Staff located outside the building.	SRT and Comms	
<p>Contact and update Members.</p> <p>Nominate Single Point of Contact to continue situation updates and answer questions.</p>	SRT Lead	
No staff to communicate with the press – refer all enquiries to the Head of Communications who will draft a generic response. Key partners should be informed of the disruption and of what steps are being taken to restore operations. This should include media statements to maintain business reputation. Comms/EP to Liaise with other LRF partners if this incident has required a Blue Light response to create an agreed joint LRF Comms message.	All staff to be made aware of press silence by SRT, Comms or Emergency Planning	

Stage 2: Next steps for services after immediate actions have been completed (between 30 minutes and 2 hours after incident). Identify in the table below who from your service will carry out the actions as appropriate.

Action	Who	Actioned Y/N
Continue to maintain a handwritten log of actions and decisions taken.	All involved with Service Recovery	
Review Service level Business Continuity plans held or online.	Service area plan owners	
Service Manager or other responsible persons continue to brief their teams on what has happened. Share a situation update.	Managers	
Determine where the recovery location will be. MoU in place with Oxted United Reform Church to use as a temporary reception area . The Church secretary (██████████) can be contacted on ██████████. Alternatives could be Queens Park Pavilion and Warren Lane Depot.	Service Recovery Team	
Determine who should attend at the recovery location.	Service Recovery Team	
Give details of alternative working, either at home or location(s) Address: Phone number: Directions: Other details i.e. car parking arrangements	Service Recovery Team	
Staff who were not in the office that day should also be contacted by their managers.	Managers	
Review services and other critical functions from the Corporate Business Impact Analysis (attached to this plan on page 6)	Service Recovery Team	
If appropriate, start to alert essential stakeholders.	Managers	
Stand down any team members not immediately needed and ask them to work from home (if possible) and await further contact (making sure your service level plan has up to date contact details).	Managers	
Inform staff of the location, timescale, working arrangements and rota etc. for the recovery work area or whether they should continue to work from home.	Managers	
Re-assess the facilities allocated to your service functions and liaise with the business areas where urgent additional requirements are needed. The Service Recovery Team will notify Extended Management Team of these requirements who will delegate tasks as appropriate as part of the Incident Response. This may include IT hardware if access to the building is still denied.	Service Recovery Team	
If Committee Meeting due to take place during disruption, contact Chair of Committee and if necessary, advise of alternative meeting venues, postponement or whether it will be held virtually.	Committees Lead	
Stage 3: Next steps. (Between 3 – 24 hrs after incident and ongoing) Continuation of response or stand down.		
Establish a “new working normal” for the duration of the recovery. Working from home should be encouraged where possible. Business Continuity plans should highlight critical functions that should be delivered first.	Managers/All staff	
If event ended and Fire Service allow access, stand down the event. Ask staff to return to normal working practice. Set up incident debrief and complete all logs .	Service Recovery Team	

Corporate Business Impact Analysis' for Critical Services

The Corporate Level Business Impact Analysis (BIA) has identified critical services of the authority. As IT plays such an important role in our business, the critical systems associated in each area are also listed.

MTPoD: Maximum Tolerable Period of Disruption - based on the assessment criteria and the Maximum Tolerable Period of Disruption, services are determined to be criticality level 1 (i.e. high), through to 5 (i.e. low). The table below shows those at the highest level of criticality and are those which need to be addressed first

RTO: Recovery Time Objective - shows an ideal and potentially achievable time to resume a service to an acceptable/workable level.

RPO: Recovery Point Objective - the amount of data that can be lost before significant harm to the business occurs. The objective is expressed as a time measurement from the loss event to the most recent preceding backup.

BUSINESS UNIT	SERVICE REQUIREMENT	Applications & systems	CRITICALITY	MTPoD	RTO	RPO
Customers Services	Customer Services interface – telephone, email and reception	Telephony, email, Salesforce, Sharepoint	1	1 hour	1 hour	2 hours
Emergency Planning	24 hour emergency response for the Council	Email, website, network drives, Sharepoint	1	1 hour	1 hour	1 day
Emergency planning	Advise the Business Continuity Management arrangements	Email, website, network drives, Sharepoint	1	1 hour	1 hour	1 day
IT	Response to application or infrastructure problems		1	1 hour	1 hour	1 hour
IT	Data back-up and recovery		1	1 hour	1 hour	1 hour
Building Control	Dangerous Structures	Arcus, Salesforce	1	1 hour	1 hour	1 day
Operational Services	Housing Maintenance. Emergency 24 hour call out	Telephony, Orchard, Sharepoint	1	1 hour	1 hour	1 day
Planning – Trees	Responding to information on dangerous trees (if necessary)	Salesforce, GIS, Sharepoint	1	1 hour	12 hours	1 day
Communications	External & Staff Communications, website, email and text	Email, website, network drives, Sharepoint	1	2 hours	1 hour	1 day
Facilities	Provision of office accommodation/ reception/ post room	Email, website, network drives, Sharepoint	1	1 day	24-48hrs	1 day
Electoral Registration	Parliamentary & Local elections #	Email, Idox, Sharepoint	1	1 day	12 hours	24-48hrs
Housing	Homelessness prevention – Emergency accommodation	Email, Arbritas, Sharepoint	1	1 day	1 day	1 day
Housing	Rent Collection	Orchard, Adelante, Sharepoint	1	1 day	1 day	1 day
Local taxes & benefits	Payment of housing benefit	Academy, Civica, EDMS, Sharepoint	1	1 day	1 day	1 day
Amenity Services	Refuse and food waste collection	Salesforce, Whitespace, Sharepoint	1	1 day	1 day	1 day
Housing	Community Alarm service (MVDC manage this service on our behalf)		1	1 hour	12 hours	1 day
Environmental Health	Investigation & testing of infectious diseases. Responding to food poisoning. (MVDC provide EH on our behalf)		1	1 day	12 hours	1 day

Dependent on the time of year - not critical all year round

Corporate Business Continuity Plan

Business as usual section

This section contains all the background information that is to be used in preparation for an incident.

Contents

1. Introduction	8
2. Business continuity policy	8
3. Plan activation	8
3.1 Activation of this plan.....	8
3.2 Criteria determining activation: How Corporate level disruption is determined	8
3.3 Identified Risks to major service disruption.....	9
4. Corporate response.....	10
5. Roles and responsibilities.....	10
5.1 The Incident Management Team	10
5.2 The Corporate Coordinator	11
5.3 Corporate Management Team responsibility	11
5.4 Emergency Planning Liaison Officers	11
5.5 Head of Communications.....	11
6. Service continuity coordinators	11
7. Functional and specific plans	11
8. Logging /Record Keeping.....	12
9. CRIP	12
10. Stand down	12
11. Post activation debrief/plan review	12
12. Key contacts directory.....	12
13. List of Functional Plans.....	12
14. List of Specific Plans	12
15. Suggested recovery Options.....	12
15.1 Chief Executive’s – Office services.....	13
15.2 Customer Services, Communication and Media Creation	13
15.3 Information Technology.....	14
15.4 Housing Services.....	14
15.5 Building Control & Planning Service.....	14
15.6 Accounts, Exchequer, Revenues and Benefits	14
15.7 Facilities & Business Support Services	14
15.8 Environmental Health, Amenities & TCS Services.....	14
Appendix A CRIP (Common Recognised Information Picture).....	16
Appendix B Sample of Incident Log Sheet.....	17
Appendix C Suggested Agenda Template	18

1. Introduction

The Civil Contingencies Act 2004 states that Local Authorities have a responsibility to ensure that the authority and staff within are prepared, and able to respond to business disruptions. This plan provides staff, partners and other interested parties with TDC's Corporate Business Continuity response arrangements, underpinned by supporting plans.

2. Business continuity policy

Tandridge District Council's policy:

- A Business Impact Analysis has been undertaken across all Council services. These will be reviewed by the service managers **bi-annually** as part of the performance management process.
- Activation, response and recovery procedures have been developed and reflected in the Service Level Plans which are owned and maintained by service continuity coordinators.
- BC activities are, and will be, regularly reviewed as an integral part of the performance management programme.
- BC plans will be validated through testing or activation regularly to prove they are fit for purpose and drive constant improvement.
- All staff must be aware of their BC responsibilities, trained appropriately and records kept.
- Each service unit will have a Service Continuity Coordinator to lead on Business Continuity. This will usually be the Head of service in that area, the plan owner, or an appointed deputy.

3. Plan activation

The process of activation including determining whether it is necessary to do so, is the responsibility of the Extended Management Team (EMT) Duty Officer or most senior officer available, either in the building or online.

3.1 *Activation of this plan.*

This plan will be activated by members of the EMT if there is a Corporate Level Disruption occurring or threatened. Members of the EMT will then be notified within 15 minutes of a disruption. When contacted, they may be:

- Asked to collate and provide information about how an incident or issue may have or has already impacted on services.
- Alerted that an issue has arisen, but that participation is not required at this time.
- Asked to participate in delivering a cross-service corporate response to the incident.
- Asked to attend the District Emergency Control Centre (DECC) to participate in planning the response to an incident.

3.2 Criteria determining activation: How Corporate level disruption is determined.

Corporate level disruption will be deemed to have occurred in the event of one or more of the following, and serious impact to Council services is caused as a result.

- Disruption cannot be dealt with through normal operational procedures or the implementation of a limited number of Service Area Business Continuity Plans.
- Special arrangements need to be implemented by TDC to deal with disruption.
- Existing response arrangements within a Service area are in danger of being or have been overwhelmed.
- A co-ordinated corporate response is required to deal with the disruption.
- An issue is likely to cause widespread disruption to most or all of the Council Services.
- A council site/building is rendered unavailable.
- Extreme Weather conditions.
- Significant/prolonged loss of IT/communications.

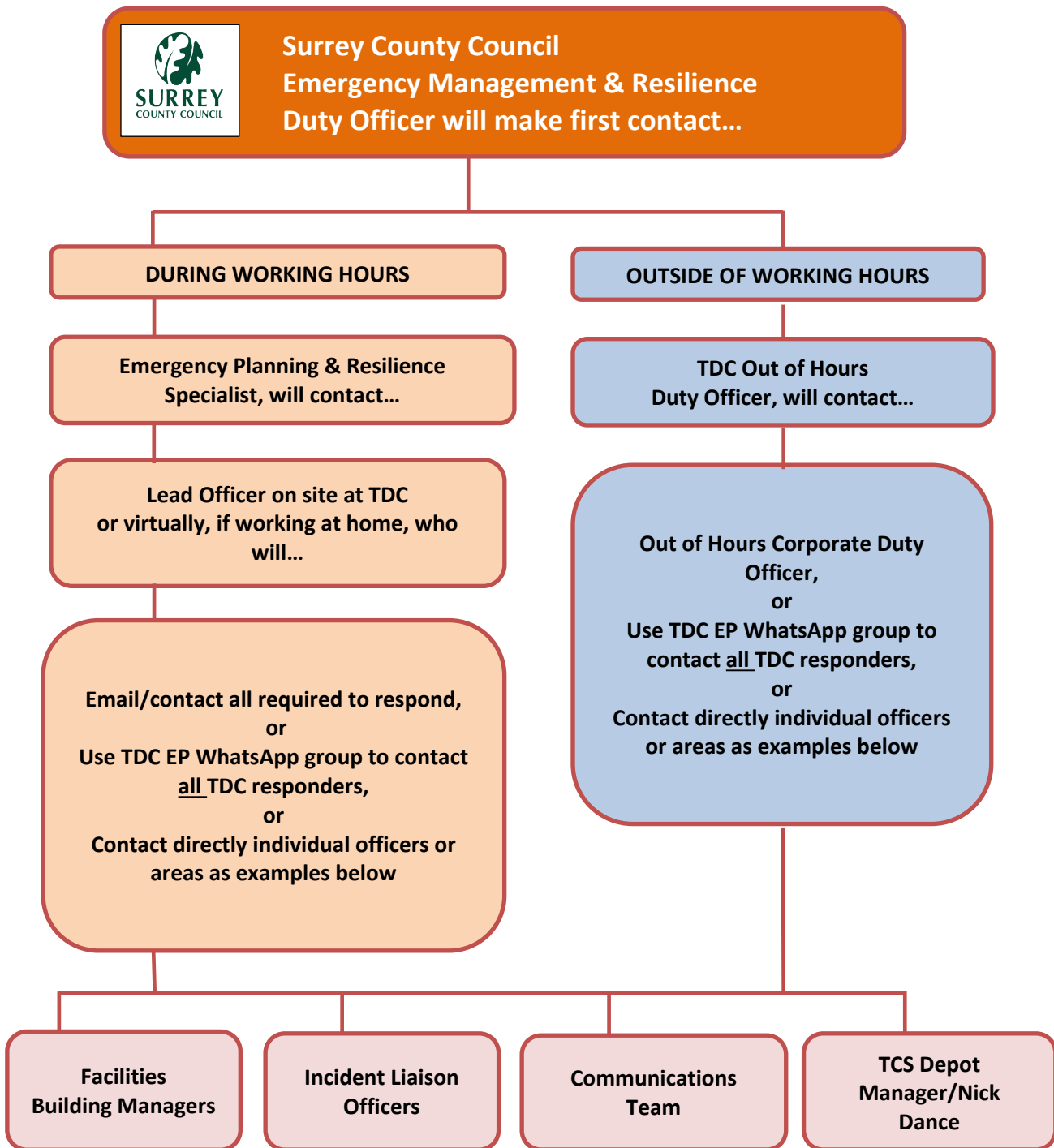
3.3 Identified Risks to major service disruption

The number of risks is non-exhaustive but could include:

Risk	Reason
Loss of workplace/premises	<ul style="list-style-type: none"> • Fire • Flood • Act of Terrorism • Unsafe Building • Extreme Weather conditions • Govt. legislation due to Pandemic (stay at home order)
Loss of staff	<ul style="list-style-type: none"> • Industrial Action • Pandemic Influenza or other disease • Extreme weather causing transport difficulties • Act of terrorism (fear of attending workplace)
Loss of IT	<ul style="list-style-type: none"> • Loss of server access • Loss of Power • Loss of telecommunications • Theft/Crime • Loss of information • Cyber attack
Loss of Communications	<ul style="list-style-type: none"> • Power Failure affecting phone exchange/server • Loss of service due to supplier issues
Loss of Postal services	<ul style="list-style-type: none"> • Industrial action • Severe Weather
Loss of utilities	<ul style="list-style-type: none"> • Loss of supply
Loss of supplies	<ul style="list-style-type: none"> • Supplier goes into receivership • Extreme weather
Loss of reputation	<ul style="list-style-type: none"> • Poor decisions
Fuel Shortage	<ul style="list-style-type: none"> • Industrial Action • Scarcity of supply • Technical problems with part of the fuel infrastructure
Financial risk	<ul style="list-style-type: none"> • Lack of sufficient budget /financial regulation

4.0 CORPORATE RESPONSE

If the incident is wider than just internal issues, it is likely that a multi-agency response could be activated by Surrey CC's Emergency management Team. In this instance, the council will be notified as below.



5.0 ROLES AND RESPONSIBILITIES

A Corporate Coordinator will be identified to coordinate the authority's response. This could be the Chief Executive, Extended Management Team Duty Officer, or the most senior Officer available at the time.

On the decision to invoke the Corporate BC plan, the Corporate Coordinator will ensure notification of appropriate senior managers and members and establish a Service Recovery Team (SRT) appropriate to the level of response required to manage the incident and start the recovery.

The operation of this plan will be coordinated in the first instance from the Council Offices. Consideration should be given to activating the District Emergency Control Centre. The DECC will ideally be established at the Council Offices, 8 Station Road East, Oxted. In the event of the District Emergency Control Centre being excluded from use by the incident, staff will relocate to the Depot, Warren Lane, Hurst Green or can now be delivered in a virtual environment, remotely from the team members homes. If the response requirement is large enough and includes other Authorities, it may need to be coordinated from a location outside of our District.

If required, any member of the Incident Management Team should be able to set up the Emergency Control Centre following the guidance in the [Control Centre plan](#).

5.1 *The Service Recovery Team (SRT)*

The SRT will co-ordinate the Council's response to the incident, while ensuring that the council continues to meet its statutory responsibilities and maintain normal delivery of services wherever possible. It will consist of the Chief Executive, EMT, members of Key Officer Forum (Comms, Customer Services, leads from all affected areas), the Emergency Planner and anyone else this core team may deem necessary to assist the response. Roles are defined as follows in 5.2 below.

5.2 *The Corporate Coordinator*

- Will maintain a log of all his/her actions and decisions
- Heads up the Service Recovery Team (SRT)
- Will determine the need to invoke the Corporate BC plan and/or functional and specific plans
- Requests or authorises mutual aid
- Communicates appropriate information to elected Members and the Member of Parliament if appropriate
- Represents the District Council and provides the public face for the media
- Allocates resources and personnel as appropriate to the management of an emergency

5.3 *EMT will be responsible for:*

- Maintaining a log of all their actions and decisions
- Reviewing the Business Continuity plan to continue/ restore critical activities
- Allocating resources and personnel as appropriate to the management of an emergency
- Ensuring that staff resources are managed in accordance with a planned rota
- Maintaining liaison with Heads of Service over emergency response
- Coordinating and recording all financial transactions related to an emergency
- Activating specific functional plans as appropriate

5.4 *Emergency Planning & Resilience Specialist*

- Mobilising, assisting and advising the SRT in emergency situations as required.
- Ensuring all Heads of Service are notified of a situation and that their emergency arrangements are activated as necessary
- Ensure that staff resources are managed in accordance with planned rotas
- Standing down staff at the end of an incident and facilitating debriefing sessions
- Advise plan owners to update their plans with any new learning from the incident

5.5 Head of Communications

- Gathering information in relation to an emergency
- Preparing and disseminating information, after consultation with, and on behalf of the Chief Executive to the press, the public and others concerned with an emergency
- Updating the Tandridge Website and our social media pages with key information
- Responding to Social Media sites where appropriate
- Liaising with the emergency services press officers to ensure that District interests are fully represented
- In a multi-authority incident, liaising with the Surrey LRF Multi-agency Information Group to ensure a consistent message is delivered across the affected Districts and Boroughs.

6.0 SERVICE CONTINUITY COORDINATORS

Service Continuity Coordinators will be responsible for the implementation / management of their service continuity plan. They will ensure an assessment of the impact is made and that the SRT receive this information. They will coordinate resources in their service unit and those allocated to them from the SRT. Where resources have been provided by the Corporate Coordinator / SRT, reallocation to another area will require their prior approval.

7.0 FUNCTIONAL AND SPECIFIC PLANS

The Corporate Coordinator and SRT will decide on the activation of functional and specific plans depending on the incident. These functional plans are specifically the Staff Welfare in an Emergency Plan, IT disaster recovery plan and The Adverse Weather Communications plan.

In a larger event, such as a pandemic or large area incident, overarching plans from the Surrey Local Resilience Forum will also come in to play. These will be shared at the first Strategic Co-ordinating Group meeting. Please refer to the Tandridge District Council Emergency Plan.

8.0 LOGGING / RECORD KEEPING

Any service disruption may result in a legal requirement for TDC to provide evidence. Consequently, TDC may be obliged to give access to documents produced prior to, during and as a result of an incident.

Great emphasis is therefore placed on the recording and retaining a log of all key actions. A template for this is shown in Appendix B page 18. The template will normally be kept as an excel file and feed into the CRIP (Common Recognised Information Picture) at the end of the day. It would normally be completed by those working in the Control Centre. Appropriate procedures should be adopted to preserve all documentation and electronic records.

9.0 CRIP (Common Recognised Information Picture)

If the incident goes on for more than a day, then it is important to develop a CRIP. The Common Recognised Information Picture is a collated record of the current situation at the end of the business day. A template of this is included in this plan at Appendix A page 17. This can sometimes be referred to as a COP (Common Operating Picture) but essentially provides the same information.

10. STAND DOWN

The appropriate Coordinator will determine when to stand down. The timing of this decision will not necessarily reflect that of partners or suppliers involved in the response. The Heads of service will be responsible for informing their own staff directly, but consideration should be given to a wider email to all staff outlining a summary of the incident and notification on the current expectations on them to return to work and resume business as usual.

11. POST ACTIVATION DEBRIEF/PLAN REVIEW

The Corporate Coordinator in conjunction with relevant business units will consider the need for a debrief following an emergency or disruption. However, a debrief is recommended so that any learning can then be applied to plans.

12. KEY CONTACTS DIRECTORY

See TDC Emergency Response Directory or individual Service Continuity plans.

13. LIST OF FUNCTIONAL PLANS

- Available to view on Sharepoint

- Staff welfare in an Emergency plan
- Control Centre Plan
- IT Disaster Recovery plan (Workplace recovery)
- Adverse Weather Plan

14. SPECIFIC PLANS

- Available to view on Sharepoint

- TDC Emergency Plan
- Multi Agency Flood Plan Part 2 (Tandridge)
- Fuel Crisis
- Pandemic Flu Plan

15. SUGGESTED RECOVERY OPTIONS

In the event of an incident affecting the Council Offices the following recovery options have been identified for each critical service.

15.1 Chief Executives Office Services

Conduct of Parliamentary and Local elections

- These recovery options are only considered at the critical period leading up to an election.
- All systems and information for elections are backed up and stored securely. If the equipment was lost then new lap tops and printers would need to be sourced, either from stock or purchased, delivered and set-up. If stock were not available, depending on the time of the incident, it could take up to 24 hours to purchase the equipment and load the software onto the new machines. Emergency procurement procedures and regulations would have to be considered.
- The council offices are not required to host the count, so this should not be affected. However, for the count an alternative building would need to be identified if de Stafford School or Oxted School were not available. This could be a school hall or village/sports hall as long as it had access to wifi.

Provision of 24-hour emergency response for the council

To continue this critical service, the key officers can work from home if IT systems are available but coordinating any response is better served from a physical location. A District Emergency Control Centre may be established elsewhere, and officers should attend if able.

Coordinate the Council Business Continuity Management Arrangements

To continue this critical service, the key officers can work from home if IT systems are available but

coordinating any response is better served from a physical location. A District Emergency Control Centre may be established elsewhere and officers should attend if able.

15.2 Customer Services, Communication and Media Creation

Services Customer Services Interface

- Customer Services staff can work, in most capacities, from home. This may be dictated by the software needed.
- The Out of Hours call centre, Careium, could be contacted to arrange emergency response on behalf of the Council for a short period of time. This would be a limited service but should be considered in extreme circumstances.
- IT can also divert calls from any location to another line within an hour:
 - Option 1 – Divert calls to another borough Council and staff will need to be relocated to that Council to answer the calls.
 - Option 2 – Divert calls to the Depot or Bluehouse Lane Sheltered scheme communal room (need to establish how many phone lines they have going into these premises).

Front Desk

- A joint agreement is in place with 'ADAM Continuity' with Mole Valley District Council (<http://www.adam.co.uk/>). They will provide equipment and mobile accommodation (in the form of a portacabin) if there is a failure or loss of premises. However, it was agreed that due to the porta-cabin requiring connectivity a more sustainable option would be preferred:
 - Option 1 – An agreement is in place with the United Reformed Church (Blue House Lane) Oxted, to use a room to set up a Customer facing area in the event that the Oxted building is not available. The Church secretary ([REDACTED]) can be contacted on [REDACTED]
 - Option 2 – Contact local Estate Agents and Establish if there were any vacant shops/offices available in Oxted. This could be up and running within a week.
 - Option 3 – One Public Estate may give us access to the Library on Gresham Road, Oxted.
 - Option 4 – If incident did not affect whole of the office, a makeshift reception could be relocated in another part of the office.

External & Staff communications

Communications staff are able to work from home.

Media Creation

Media Creation staff can complete art and design work from home. However, the specialised printing and finishing that happens on site would have to be sourced externally. Collaboration with another District or Borough should be considered.

15.3 Information Technology

If there was a complete loss of the main Council Offices there is a backup server facility at the Depot in Warren Lane, Hurst Green.

The Mutual Resilience agreement with other Surrey authorities means we have an offsite backup at a location where, in an emergency, essential services could be restored for access on alternative premises at one of the 11 Districts and Boroughs in Surrey.

15.4 Housing Services

Community Alarm

This service is carried out by Mole Valley DC on behalf of TDC so this could continue initially without the need for office accommodation. (The Mole Valley Telecare Service Continuity Planning document should be available under the Housing Supporting documents in their service plan).

Homelessness Prevention

Officers can work from home, but consideration should be given to availability for face-to-face contact via any new designated reception area, including a desk and PC.

15.5 Building Control & Planning

Service Dangerous structures

The administrative functions could be carried out from the officer's home. On-site visits would still be expected.

Planning - Trees

The administrative functions could be carried out from the officer's home. On-site visits would still be expected.

15.6 Accounts, Exchequer, Revenues and Benefits

Accounts receivable

This function could be carried out from the officer's home.

Payment of Housing Benefit

This function could be carried out from the officer's home.

15.7 Facilities & Business Support Services

Provision of office accommodation

The administrative functions could be carried out from the officer's home. Any alternative work area would require a physical presence at the new location once identified.

15.8 Environmental Health, Amenities & TCS Services

Investigation & testing of infectious diseases & food poisoning outbreaks

The most appropriate option would be for Environmental Health to re-locate to Mole Valley District Council as a shared Service with Mole Valley. Alternatively, where possible, this function could be carried out from the officer's home.

Responding to food poisoning outbreaks

The most appropriate option would be for Environmental Health to re-locate to Mole Valley District Council as a shared Service with Mole Valley. Alternatively, where possible, this function could be carried out from the officer's home.

Building Maintenance – Emergency 24 hours call out

This function can be carried out without office accommodation.

Refuse and food waste collection

Biffa should have their own Business Continuity plan. A copy of the Biffa contract and their Business Continuity arrangements should be included in the Locality team business continuity, “additional documents” section of their continuity plan.

Street Cleaners & TCS would need to use another depot in Reigate and Banstead, Sevenoaks or the Surrey Depot in Godstone as a temporary measure for equipment etc.

Tandridge District Council Common Recognised Information Picture (CRIP)

Event: Date: Time: Author:	CRIP Number 01
Strategy	
Overarching objective:	To work together as a Council to return the District to normality
Working strategy:	<ul style="list-style-type: none"> • Minimise the risk to human life as a consequence of this event. • Provide appropriate welfare and support to those affected by the event. • Maximise the safety of staff involved in responding to these incidents. • Minimise the risk of disruption to roads and transport infrastructure. • Minimise the risk to key national infrastructure. • Maintain normal business as far as practicable. • Maintain public confidence in TDC. • Return the District to normality.

SITUATION OVERVIEW

Example: The Caterham Bourne flowing in Woldingham/Whyteleafe/Caterham has led to extensive flooding issues in Whyteleafe and Woldingham. Some houses and businesses have been affected as have road networks in the area. TDC, along with other agencies are reacting to mitigate problems.

Department/Section/ Individual	
Specific situation update:	
Welfare Issues:	
Financial position:	
Customer Services:	
Environmental Issues:	
Infrastructure Issues: E.g. transport disruption & utility issues	
Vulnerable People:	
Media Comms:	Key messages: Reassurance: Advice and guidance: Reputation management:
Weather warnings:	
Flood warnings:	
Other agency updates:	

Sample of Incident Log Sheet.

Log sheet owner:							
Event:						Date:	
Incident Log Sheet							
Sheet No.	Date	Time	From	To	Issue	Action	Completed or Outstanding

Suggested Agenda template.

Suggested item headings for first meeting.

1. Confirm initial understanding of the incident.
 - What, where, how and why it has happened.
 - Estimated longevity of incident.
 - Immediate impact on staff ability to work.
 - Run through Impact Analysis' For Critical Services.
 - Immediate impact on delivering services to the public.
2. Staff Welfare
3. Customer Services
4. Communication
 - Public
 - Members
 - Staff
5. Building Security
6. Other Agency/3rd party updates
7. Logging and Action Plan
8. Update of CRIP/COP
9. Time of next incident meeting