ANDOVER TOWN COUNCIL

Business Continuity Policy

1. Purpose

This plan ensures that Andover Town Council (ATC) can continue to deliver critical services during and after a disruption, minimise the impact on the community and support a structured recovery.

---

2. Scope

This plan applies to:

- All ATC staff and councillors
- Town Council facilities and operations
- Critical services provided to residents

---

3. Objectives

- Maintain delivery of essential services
- Protect staff, councillors, and the public
- Safeguard assets, data, and reputation
- Restore normal operations as quickly as possible

---

4. Key Services (Critical Activities)

Service	Priority	Maximum acceptable downtime
Financial payments (payroll, suppliers)	High	2–3 days
Council meetings & decision-making	High	3–5 days
Allotment management	Medium	5–7 days
Public communications	High	1 day
Community services/events	Medium	7–14 days

Version	Date	Minute Number	Approved by	Review Date
1.1 (26)	1 July 2026		Policy and Resources	Annual
			Full Council	

5. Roles & Responsibilities

Incident Management Team (IMT)

Role	Responsibility
Town Clerk (Lead)	Overall coordination, decision-making
Deputy Town Clerk	Operational support
Mayor/Chair	**Political leadership, public reassurance**
Responsible Finance Officer	**Financial continuity**
Town Clerk	**Public information and media**
Cobweb/Microsoft/Coalition/Cllr S Hardstaff	**Systems recovery**

---

6. Incident Types Covered

- Severe weather (flooding, storms)
- IT failure or cyberattack
- Loss of building access
- Loss of staff (e.g. illness)
- Utility outages
- Fire or physical damage

---

7. Incident Response Plan

Step 1: Identify Incident

- Assess severity (Minor / Major / Critical)
- Confirm impact on services

Step 2: Activate BCP

- The Town Clerk declares the incident.
- Notify the Incident Management Team.

Step 3: Ensure Safety

- Account for all staff
- Liaise with emergency services if required

Step 4: Maintain Critical Services

- Prioritise key services (Section 4)
- Use alternative arrangements.

Step 5: Communicate

- Staff updates
- Public notices (website/social media)
- Notify partners (district council, suppliers)

---

8. Business Continuity Strategies

Staffing

- Cross-trained staff for key roles
- Remote working arrangements
- Use of temporary staff if needed

Premises

- Alternative workspace (e.g. community centre, partner offices)
- Remote working capability

IT Systems

- Cloud-based backups
- Remote access to systems
- IT recovery plan with suppliers

Communications

- Website and social media updates
- Emergency contact lists maintained
- Dedicated spokesperson

---

9. Key Contacts

Contact Type	Details
Emergency Services	**999 / 101**
Borough/District Council	**Test Valley Borough Council – 0126 368 000**
IT Support Provider	**Microsoft**
Utilities	**Electricity, water and telecommunications**

---

10. Communications Plan

Internal

- Email and phone tree
- Staff briefings

External

- Website announcements
- Social media updates
- Press statements (if required)

---

11. Recovery Plan

- Assess damage and impact
- Restore IT systems and data
- Resume full-service delivery
- Hold a debrief and record lessons learned.

---

12. Testing & Maintenance

- Annual BCP review
- Scenario testing (e.g. IT outage, building loss)
- Staff awareness training