

Woodley Town Council

Disaster Recovery Plan

Version 5 - Jan 2025

Revision History

Current version of document stored on office server and available to all staff.

REVISION	DATE	NAME	DESCRIPTION
Original 1.0			
Version 2	1/12/20	K Murray	Updated in regard to pandemic and established home working practices.
Version 3	6/01/22	K Murray	Updated in regard to staff contacts and utility suppliers. Reviewed Jan2023
Version 4	6/01/22	K Murray	Updated in regard to staff contacts/job roles
Version 5	Jan 2025	K Murray	Updated in regard to staff contacts and utility suppliers Approved at FC 11/02/25

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Statement of Intent

This document details our policies and procedures for technology disaster recovery, as well as our process-level plans for recovering critical technology platforms and the telecommunications infrastructure. This document summarizes our recommended procedures. In the event of an actual emergency situation, modifications to these procedures are likely to be required dependent on the nature and scale of the incident.

Our mission is to ensure information system uptime, data integrity and availability, and business continuity.

Policy Statement

- The Council shall develop and maintain an IT / disaster recovery plan.
- A risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.
- The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.
- All staff must be made aware of the disaster recovery plan and their own respective roles.
- The disaster recovery plan is to be kept up to date to take into account changing circumstances.
- The disaster recovery plan will be reviewed annually.

Objectives

The principal objective of the disaster recovery programme is to develop, maintain and review a well-structured and easily understood plan which will help the Council recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other Council sites
- Disaster recovery capabilities as applicable to key customers and services

This Plan should be used in conjunction with the **IT Manual** and **IT Risk Assessment**.

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Key Functions

The following key functions are identified as priorities to be recovered as soon possible and maintained;

- Payroll
- Invoicing
- Banking
- Bookings
- Planning
- Allotments
- Council / Committee Meetings

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Key Personnel Contact Info

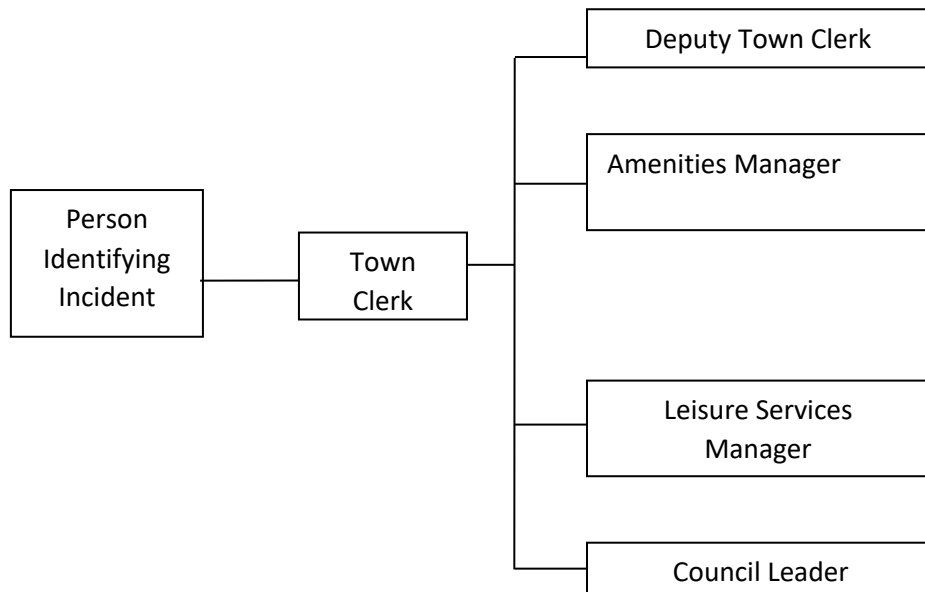
Name	Contact Option	
Kevin Murray	Work	0118 969 0356
	Mobile	REDACTED
	Home	
	Email Address	Kevin.murray@woodley.gov.uk
	Alternative Email	townclerk@woodley.gov.uk
Matthew Filmore	Work	0118 969 0356
	Mobile	REDACTED
	Home	
	Email Address	Matthew.filmore@woodley.gov.uk
	Alternative Email	
Colin Holland	Work	0118 969 0356
	Mobile (work)	REDACTED
	Home	
	Email Address	Colin.holland@woodley.gov.uk
	Alternative Email	
Ed Whitesmith	Work	0118 921 6969
	Mobile	
	Home	
	Email Address	Ed.whitesmith@woodley.gov.uk
	Alternative Email	

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Name	Contact Option	
Nikki Syers	Work	0118 969 0356
	Mobile	REDACTED
	Home	
	Email Address	bookings@woodley.gov.uk
	Alternative Email	
Brian Fennelly	Work	0118 969 0356
	Mobile	0750 674 1591
	Home	
	Email Address	tcm@woodley.gov.uk
	Alternative Email	

Notification Calling Tree



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External Contacts

Name, Title	Contact Option	Contact Number
Electricity Supplier	Ecotricity	01453 373033
	Email Address	business@ecotricity.co.uk
Water Supplier	Thames Water (leaks/supply)	0800 714 614
	Castle Water (billing/account)	0333 300 5763
Gas Supplier	Crown Energy	0161 762 1883
	Email Address	salessupport@crowngas.co.uk
	National Gas Emergency Line (gas leaks)	0800 111 999
Electricity – contracted works/cable faults etc	SSE	0118 912 6681
Broker – All energy contracts	Inspired Energy	01772 689 250
Telecom Supplier – (VOIP office phones and mobiles – all sites)	Global 4	01403 272910
	Email Address	G4customer.services@global4.co.uk
IT Support Contractor (Apple Macs – Oakwood Centre & mail server)	Cloudy IT	01280 814684
	Email Address	hello@cloudyit.co.uk
IT Support Contractor (PCs – Woodford Park Leisure Centre)	Cloudy IT	01280 814684
	Email Address	hello@cloudyit.co.uk
Office Supplies 1	Frasers	0118 931 0310
	Email Address	sales@fraserooffice.co.uk
Building Supplies	Bowak	0118 941 5511
	Email Address	info@bowak.co.uk

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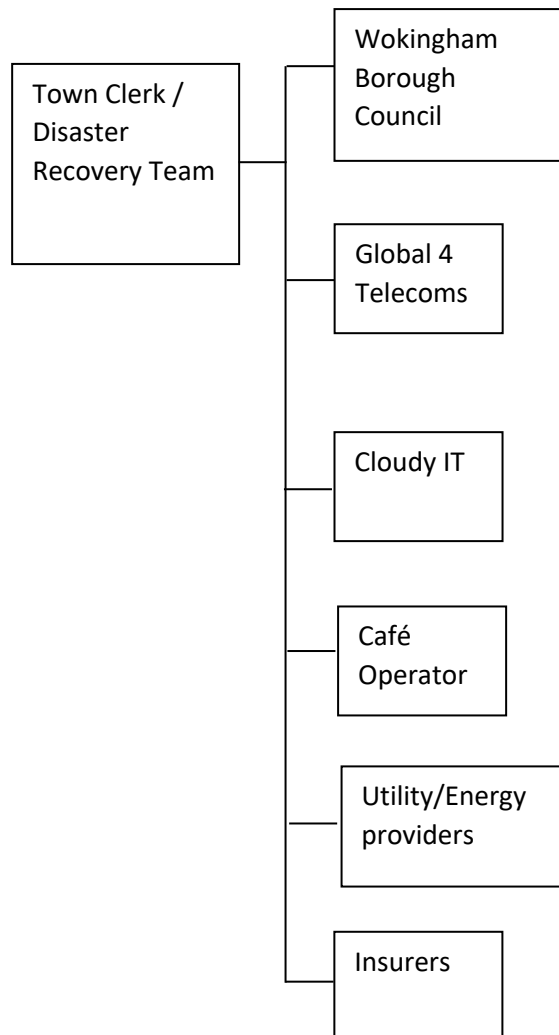


Name, Title	Contact Option	Contact Number
Insurance	Came & Co / Gallagher Insurance	01483 407481
	Email Address	Kevin_Millard@ajg.com
Site Security / Key holding	Token Security	0118 979 8304 07990 828817
	Email Address	mail@token-security.com

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External Contacts Calling Tree



1 Plan Overview

1.1 Plan Updating

It is necessary for any updates to this plan to be properly structured and controlled. The plan should be reviewed annually or following any significant changes e.g. personnel changes, supplier changes or building works affecting the plan.

1.2 Plan Documentation Storage

- Copies of this Plan will be stored in hard copy at the Oakwood Centre and Woodford Park Leisure Centre and in digital format on the fileserver (backed up off site).
- Copies of this plan will be issued to senior management to be filed at home.
- A master protected copy will be stored on the Cloud storage.

1.3 Emergency Scenario

Loss of use/access to the Oakwood Centre / Council Offices

In the event of loss of use or access to the Oakwood Centre the chosen strategy is to revert to a home working set up as successfully demonstrated during the pandemic lockdown/restrictions. Key staff have the means to operate effectively from home as required. Rooms at the Leisure Centre or community halls may be utilised as required for face-to-face public services.

If the Oakwood Centre is completely inaccessible or destroyed it will be necessary to set up a new server and remote network connections to this server along with installation of the Omega accounting package and retrieval of backup data.

1.4 Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

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Potential disasters have been assessed as follows:

Potential Disaster	Probability Rating	Impact Rating	Risk Rating	Brief Description Of Potential Consequences & Actions
Pandemic / epidemic	2	3	6 (Med)	Significant potential danger to employee and customer health. Significant financial impact on venues and leisure services from lockdown and on-going social restrictions.
ACTIONS				
<ul style="list-style-type: none"> • Appropriate working environments set up and maintained. Reduced office numbers, PPE, staggered working hours, home working, virtual meetings, single occupancy toilets, enhanced cleaning/sanitising regime, adherence to Government guidance and legislation. • Up to date information provided to staff and customers/public on current restrictions and guidelines. • risk assessments carried out for all work areas and communicated to staff. • IT systems configured to enable effective home working and data backup. • Processes put in place to enable virtual/electronic signing off of invoice and payments documentation while maintaining appropriate audit trail. • Explore and apply for available financial support – grants/furlough scheme. 				
Flood	1	3	3 (Low)	Damage to furniture/loss of use of building and offices. Loss of IT infrastructure/equipment.
Fire	1	4	4 (Med)	Loss of life, building, documents, IT infrastructure and income.
ACTIONS				
<ul style="list-style-type: none"> • Fire evacuation procedures in place in all buildings • Fire detection and alert systems in place and maintained • Fire extinguishers in place and maintained under service agreement 				
Severe electrical storms	1	2	2 (Low)	Temporary loss of power, telephone and/or broadband & IT systems

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Act of terrorism	1	4	4 (Med)	Loss of life, building, documents and IT infrastructure
Act of sabotage / hacking / virus	1	3	3 (Low)	Temporary loss of IT system functionality/website. IT system updated to MS Office /Teams with full support and cloud based server. All machine software kept up to date. Machines password protected and two factor authentication where appropriate.
Extended electrical power failure	2	3	6 (Med)	Temporary loss of telephone and/or broadband. Server protected by UPS.
Major gas leak or explosion	1	4	4 (Med)	Loss of life, building, documents and IT infrastructure
Loss of communications network services	2	2	4 (Med)	VOIP phone system implemented – all calls can be diverted to alternative landline or mobile numbers as required. This can be configured immediately by the telecoms provider or web browser.

Probability: 1=Very Low, 4=Very High

Impact: 1= Minor disruption 4=Total destruction/loss of life

Risk Rating: 1-3 = Low, 4-6 = Medium, 7+ = High

IT systems have been configured to enable staff to work from home or from the office with a secure, remote link between certain machines. This link enables continuity of documentation and storage on the server while maintaining an effective backup process.

Processes are in place to ensure that all essential Council functions are able to continue, including financial, audit, democratic, contractual, information provision and operational functions.

2 Emergency Response

2.1 Plan Triggering Events

Key trigger issues at the Council Offices that would lead to activation of the DRP are:

- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Loss of the building or access to the building

2.2 Assembly Points

Where the premises need to be evacuated the procedures laid down in the Council's Evacuation Plan shall be followed.

2.3 Activation of the Disaster Recovery Plan

When an incident occurs the Town Clerk will decide the extent to which the DRP must be invoked and will:

- Assess the extent of the disaster and its impact on the business;
- Decide which elements of the DRP should be activated;
- Establish and manage the Disaster Recovery Team (DRT) to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required.

2.4 Disaster Recovery Team

The Disaster Recovery Team (DRT) will be contacted and assembled by the Town Clerk. The team's responsibilities include:

- Establish facilities for an emergency level of service
- Restore key services
- Recover to business as usual as soon as possible
- Report progress and issues to the Town Clerk

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

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The DRP will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as the Council returns to normal operation.

2.5 Emergency Alert

The person discovering the incident calls a member of the DRT in the order listed:

- **Kevin Murray – Town Clerk**
- **Matthew Filmore – Deputy Town Clerk**
- **Colin Holland – Maintenance Manager - 07984979375**

The DRT is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects the Council's capability to perform normally.

In the event of an emergency the DRT will be led by the Town Clerk, who will be responsible for taking overall charge of the process and ensuring that the Council returns to normal working operations as early as possible.

Members of the DRT will keep a hard copy of the names and contact numbers of each employee in their departments. In addition, team members will have a hard copy of the Council's disaster recovery / business continuity plans on file in their homes in the event that the Oakwood Centre is inaccessible, unusable, or destroyed.

Emergency services will be contacted as required and the DRT will liaise directly with them.

2.6 Contact with Employees

Managers will serve as the focal points for their departments, while designated employees will call other employees as directed to explain the crisis/disaster and the Council's immediate plans.

2.7 Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalization of injured persons, it will be necessary to notify their immediate family members as soon as possible.

3 Media

3.1 Media Contact

Assigned staff will coordinate with the media, working according to guidelines that have been previously approved and issued for dealing with post-disaster communications.

3.2 Media Strategies

1. Avoiding adverse publicity
2. Take advantage of opportunities for useful publicity
3. Have answers to the following basic questions:
 - What happened?
 - How did it happen?
 - What are you going to do about it?

3.3 Media Team

- Town Clerk
- Deputy Town Clerk
- Communications Manager
- Leader of the Council

3.4 Rules for Dealing with Media

Only members of the Media Team are permitted direct contact with the media; anyone else contacted should refer callers or in-person media representatives to the Town Clerk.

4 Insurance

As part of the Council's disaster recovery and business continuity strategies an insurance policy has been put in place. This covers errors and omissions, staff and officers' liability, general liability, and business interruption insurance.

The Council's insurance is arranged through;

- **Came & Company (Gallaghers) - 01483 462860**
- **Out of hours emergency/claim - Hiscox Insurance – 0330 828 6193**
- **Policy number (to be quoted) – 8308184**

5 Financial and Legal Issues

5.1 Financial Assessment

The DRT shall prepare an initial assessment of the impact of the incident on the financial affairs of the Council. The assessment should include an appraisal of the loss of:

- Financial documents
- Revenue
- Assets
- Cash

5.2 Financial Requirements

The immediate financial needs of the Council must be addressed. These can include:

- Cash flow position
- Temporary borrowing capability
- Upcoming payments for invoices, payroll, taxes etc.
- Availability of replacement Council debit card to pay for supplies and services required post-disaster

5.3 Legal Actions

The Council's solicitors and DRT will jointly review the aftermath of the incident and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against the Council for regulatory violations, etc.

6. Disaster Recovery Report

- On completion of the disaster recovery response the DRT leader should prepare a report on the activities undertaken.
- The report should contain information on the emergency, who was notified and when, action taken by members of the DRT together with outcomes arising from those actions.
- The report will also contain an assessment of the impact to normal business operations.

The report will include:

- A description of the emergency or incident
- Those people notified of the emergency (including dates)
- Action taken by members of the DRT
- Outcomes arising from actions taken
- An assessment of the impact to normal business operations
- Problems identified
- Assessment of the effectiveness of the DRP
- Suggestions for enhancing the disaster recovery plan

Appendix A – Disaster Recovery Plan

Scenario A: Loss of use / access to Council Offices

In the event of the loss of use or access to the Council Offices and associated documents, IT network etc. the Disaster Recovery Plan may be implemented at the instruction of the Town Clerk. This plan will involve a combination of home working and set up / relocation of some facilities to a temporary location in order to maintain core Council functions until longer-term plans are established.

The nature, extent and duration of the emergency situation may require variations to this procedure – as directed by the Town Clerk.

<p>TEMPORARY LOCATION</p>	<ul style="list-style-type: none"> • HOME WORKING • WOODFORD PARK LEISURE CENTRE <p>Key staff are equipped to work remotely. Data backups and server are cloud based. Alternative buildings may be used as an information centre or Council Office reception functions.</p>
<p>IT REQUIREMENTS</p> <p>Cloudy IT 01280 814684 hello@cloudyit.co.uk</p>	<p>EQUIPMENT</p> <ul style="list-style-type: none"> • Mac/PC Rialtus Buseiness Suite • Essential Application Software: Rialtus Suite • RBS OMEGA • RBS BOOKINGS • RBS ALLOTMENTS • RBS PLANNING • Printer/copier <p>CLOUDY IT will;</p> <ul style="list-style-type: none"> • provide and install Mac computers, network/backup drives, cabling etc to enable office network to be established. • Recover backed up data from mirrored drive at WPLC and/or cloud storage as required. • Install and configure Rialtus Suite on specified machines <p>Refer to the IT Manual for information regarding the IT set up.</p>

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<p>RBS 01793 731 296 info@rbssoftware.co.uk</p>	<p>RIALTUS BUSINESS SOLUTIONS (RBS) will; Provide access to / install Rialtus Suite on selected machines and assist with recovery of data.</p>
<p>COMMUNICATIONS Global 4 01403 272910 G4customer.services@global4.co.uk</p>	<ul style="list-style-type: none"> • Dedicated broadband line. • Divert 01189 69 0356 calls to 0118 921 6969 or mobiles as required. • Update websites & social media with current information on the situation and contact details.
<p>OFFICE EQUIPMENT Frasers 0118 931 0310 sales@fraseroffice.co.uk</p>	<ul style="list-style-type: none"> • Chairs & desks – use Committee Room furniture • Purchase office equipment as required from credit account supplier.
<p>FINANCES / PURCHASING Lloyds Bank</p>	<ul style="list-style-type: none"> • Contact Lloyds bank and arrange for replacement debit card. • Where purchase required goods from suppliers where we hold a credit account.

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Scenario B: Loss of use / access to Woodford Park Leisure Centre

In the event of the loss of use or access to Woodford Park leisure Centre the Disaster Recovery Plan may be implemented at the instruction of the Town Clerk.

The nature, extent and duration of the emergency situation may require variations to this procedure – as directed by the Town Clerk.

In the event that the leisure centre building is lost or not accessible it may be possible to continue to operate some income generating functions from elsewhere e.g. relocating gym equipment or fitness classes to the Oakwood Centre or community halls.

<p>TEMPORARY LOCATION</p>	<ul style="list-style-type: none"> • THE OAKWOOD CENTRE • COMMUNITY HALLS • OUTSIDE SPACES <p><i>Alternative locations may be used where income generating activities are to continue to operate. This will depend on the nature of the activity and the priority in terms of income over other bookings in the Council's venues.</i></p> <p><i>Outside spaces may also be utilised as they were during the Coronavirus lockdown – where the car park was used to provide outdoor classes within the permitted activities under Government rules.</i></p>
<p>IT REQUIREMENTS</p> <p>Cloudy IT 01280 814684 hello@cloudyit.co.uk</p>	<p>EQUIPMENT</p> <ul style="list-style-type: none"> • PC to access and operate/provide access to gym membership suite (cloud based) • Additional PCs as may be required <p>info@asapcomputers.co.uk / 0118 984 5005</p> <p>Refer to the IT Manual for information regarding the IT set up.</p>
<p>COMMUNICATIONS</p> <p>Global 4 01403 272910 G4customer.services@global4.co.uk</p>	<ul style="list-style-type: none"> • Dedicated broadband line. • Divert calls to mobiles as required. • Update websites & social media with current information on the situation and contact details.

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Scenario C: Business interruption due to IT failure

In the event of a partial or total failure of IT systems due to malware/virus/hack it may be necessary to set up a new network depending on the scale and nature of the failure.

The nature, extent and duration of the emergency situation may require variations to this procedure – as directed by the Town Clerk. Security software is installed, monitored and updated as part of the maintenance contract.

<p>Cloudy IT 01280 814684 hello@cloudyit.co.uk</p>	<ul style="list-style-type: none"> • Contact Cloudy IT to establish the nature/extent of the issue. • Arrange and set up replacement loan or purchased computers if required • Obtain backup information as required • Refer to the IT Manual for information regarding the IT set up. <p>CLOUDY IT will;</p> <ul style="list-style-type: none"> • provide and install computers, network/backup drives, cabling etc to enable office network to be established. • Recover backed up data from cloud storage as required. • Install and configure Rialtus Suite on specified
<p>RBS 01793 731 296 info@rbssoftware.co.uk</p>	<p>RIALTUS BUSINESS SOLUTIONS (RBS) will;</p> <p>Provide access to / install Rialtus Suite on selected machines and assist with recovery of data.</p>