



Northampton Borough Council

Draft Corporate Business Continuity Plan

Version:	V1
Approved By:	Management Board
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1 Document Maintenance and Control

1.1 Frequency of Review

This plan will be tested every third year.

This plan must be updated annually, following a live or test scenario, or on the issue of new regulations.

1.2 Record of Amendments

Date	Version number	Detail of amendment/revision	Amended/ revised by

1.3 Distribution list

Some of the information contained within this document is protected under the Data Protection Act, 1998 and should be treated as such. Anyone who is in any doubt about complying with this Act should consult the Council's Policy.

Management Board

Name	Title
David Kennedy	Chief Executive
David Bailey	Director of Planning and Regeneration
Francis Fernandes	Borough Solicitor
Isabell Procter	Director of Finance and Support
Julie Seddon	Director of Environment and Culture
Lesley Wearing	Director of Housing
Catherine Wilson	Head of Human Resources

Heads of Service

Name	Title
Christine Ansell	Head of Landlord Services
Robin Bates	Head of Revenues and Benefits
Sue Bridge	Head of Planning
Chris Cavanagh	Head of Regeneration and Development
Steve Elsey	Head of Public Protection
Marion Goodman	Head of Customer Services and ICT
Thomas Hall	Head of Policy and Community Engagement
Bill Lewis	Head of Finance
Dale Robertson	Head of Corporate Performance and Change

Fran Rodgers	Head of Strategic Housing
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Additional Key Personnel

Name	Title
Deborah Denton	Communications Manager
Aaron Goddard	Emergency Planning Officer
Sue Morrell	Corporate Risk Manager

2. Purpose and Scope

The aim of this plan is to provide Management Board and Heads of Service with the information necessary to manage an unplanned disruption which impacts on the Council's ability to deliver its critical functions.

The purpose of this plan is to ensure that the Council's critical functions are reinstated, to a tolerable standard, as soon as possible following a disruption, whilst arrangements for full restoration are planned and implemented.

This plan is dependent on service-specific business continuity plans and supported by the Council's Emergency Plan.

This plan is not intended to cover a wider emergency, please refer to the Council's Emergency Plan for further information on the Council's response to a wider emergency.

3. Plan invocation

3.1 Authority to Invoke

Any member of the Council's Management Board has the authority to invoke this plan.

See Appendix A for a list of contact details.

The invocation of the Corporate Business Continuity Plan activates certain powers and procedures that only apply during a business continuity disruption.

3.2 Circumstances for invocation

The following list provides examples of scenarios in which this plan, or aspects of the plan would be invoked:

- Loss of use of all or part of a key Council Administrative Building, through fire, flood, exclusion zone, loss of utility etc.
- Prolonged loss of IT systems.
- Prolonged loss of telephones.
- Temporary loss of significant numbers of staff through strike action, pandemic etc.
- Fuel shortage.

3.3 Checklist for invoking the plan

If you have received the call to invoke this plan you must:

Action	Completed
Assess the situation and implications.	
If received out of hours notify the on-call member of Management Board.	
On-call member of Management Board to invoke the plan.	
All members of Management Board to be notified.	
Using the list of Critical Functions - Appendix E, contact the Heads of Service for the services that have or are likely to be affected.	
Heads of Service to activate their service continuity plans.	
All Service Business Continuity Plans can be found at N:\Business Continuity Plan.	
Management Board and affected Heads of Service to meet at the earliest opportunity.	

For speed - remember to delegate some of the actions above.

3.4 Initial Planning Meeting

At the earliest opportunity a meeting should be held to enable Management Board to understand the nature of the disruption, the key actions to be taken and agree a communications plan.

A standard agenda can be found in Appendix B.

4. Authorised expenditure

The Chief Executive has authorised any expenditure necessary to maintain the Council's critical functions to a tolerable standard.

Authorisation for all other expenditure falls within the Council's existing authorisation limits i.e. the pre-agreed levels for Heads of Service and Directors.

Full records of all expenditure relating to the disruption must be recorded using the template in Appendix D.

For procurements necessary to support the business continuity plan, the contract procedure rules do not apply if the goods, services or works are as a result of unforeseen emergencies which the Chief Executive considers would involve immediate risk to persons, property or serious disruption to Council services.

5. Critical Functions

The Council's approved critical functions are listed in Appendix E. The list should be used as a guide for prioritisation of resources during a disruption.

Each service that provides a critical function is required to produce and maintain a Business Continuity Plan to ensure continuity of that function within the identified recovery period.

Services are instructed to build into their plans an element of self-resilience, detailed service-specific actions are not included in this plan.

A copy of all Service Continuity Plans can be found on the network at the following location **N:\Corporate Business Continuity Plan**. Access to this folder is restricted to Management Board and Heads of Service. Access may be affected by network availability.

6. Incident Action Plans

Recognising that it is not possible to plan for all potential disruptions, action plans covering a number of the most-likely scenarios have been produced.

Plan	Disruption	Possible Cause
A	Loss of Guildhall	Fire, bomb (threat), loss of utility.
B	Loss of Westbridge Depot	Fire, bomb (threat), loss of utility, situation at BP.
C	Loss of Staff	Strike, illness, bad weather, fuel shortage.
D	Loss of IT	Power failure, technical fault, network failure.
E	Loss of telephones	Power failure, technical fault.
F	Loss of transport	Fuel shortage, fuel strike, bad weather.

Plan A - Loss of the Guildhall

If the Guildhall becomes unavailable at short notice, arrangements are in place for the Council to use either the Derngate Theatre or Danes Camp Leisure Centre as a coordination and meeting point for all staff. It is not intended that either of these premises be used as an alternative building to operate from longer-term.

Checklist for Relocation

Action	Completed
<i>During Working Hours</i>	
Immediately call the key contact for the premises you wish to re-locate to - see Appendix F	
Use Fire Wardens and Facilities Staff to communicate next steps to staff congregated outside the Guildhall.	
Send a member of staff ahead to greet staff and pass on messages of next steps.	
Send staff to the Derngate foyer to await further instructions.	
For Danes Camp, transport arrangements will need to be made. Ensure all staff who have access to a car take other passengers.	
On arrival at the alternative location, arrange for Staff to congregate in service groups.	
Arrange for a record to be taken of all staff present.	
Management Board, the affected Heads of Service, Communications Manager and Corporate Risk Manager to meet at the earliest opportunity.	
Arrange for office-based staff to work from meeting rooms and spare hot desks at the Westbridge Depot.	
<i>Out of Hours</i>	
A decision will need to be taken to contact staff prior to the next working day to direct them to an alternative location or to remain at home until further notice.	
This decision will need to be made by Management Board and in consultation with the Heads of Service who cover critical functions.	
Contact the Communications Team to include a message to staff on the Council's web site and to contact the local radio station.	

For speed - remember to delegate some of the actions above.

Approximately 549 staff are located at the Guildhall.

If the Guildhall becomes unavailable then meeting rooms at Westbridge Depot or Fish Street can be commandeered – details in Appendix F.

If additional space is required for critical functions then staff covering non-critical functions can be relocated/sent home.

Service-level Continuity Plans will already have alternative locations identified for their critical functions, this will also include details of staff who can work from home for critical and non-critical functions.

Additional points to consider

Action	Who
Arrange for signage at the Guildhall to assist members of the public and staff.	Facilities
Arrange for re-direction of mail and alternative mail collection point.	Facilities
Salvage priorities (documents and equipment).	Facilities
Site safety and security.	Facilities
Notify insurers.	Risk and Insurance
Injuries/fatalities – notification of next of kin.	HR
Communication with other Guildhall users/bookings.	Facilities
Longer-term alternative premises. The Asset Management Team to start the search for alternative accommodation.	Asset Management

Plan B - Loss of Westbridge Depot

If Westbridge Depot becomes unavailable at short notice, arrangements are in place for all staff to use the Great Hall as a coordination and meeting point.

Enterprise Managed Services are responsible for the continuity arrangements for the waste, street cleansing and burials services.

Checklist for Relocation

Action	Completed
During Working Hours	
Immediately contact the Facilities Office to inform them that staff will be temporarily relocating.	
A decision will need to be made on moving the Council vehicles away from the depot, if safe to do so.	
Facilities Team to arrange for the Great Hall to be cleared to enable a staff co-ordination point to be set up.	
Use Fire Wardens and Facilities Staff to communicate next steps to staff congregated outside the Westbridge Depot.	
Send a member of staff ahead to greet staff and pass on messages of next steps.	
Send staff to the Great Hall at the Guildhall. Ensure transport arrangements are made for staff who require assistance. All other staff to relocate on foot, less than 20 minutes.	
On arrival at alternative location, arrange for Staff to congregate in service groups.	
Arrange for a record to be taken of all staff present.	
Management Board, the affected Heads of Service, Communications Manager and Corporate Risk Manager to meet at the earliest opportunity.	
Arrange for office-based staff to work from meeting rooms and spare hot desks at the Guildhall.	
Out of Hours	
If the Depot becomes unavailable out of hours, a decision will need to be taken to contact staff prior to the next working day to direct them to an alternative location or to remain at home until further notice.	
This decision will need to be made by Management Board and in consultation with the Heads of Service that cover the critical functions.	
A decision will need to be made on moving the Council vehicles away from the depot, if safe to do so.	

For speed - remember to delegate some of the actions above.

Approximately 155 staff are located at Westbridge Depot.

If Westbridge Depot becomes unavailable then meeting rooms at the Guildhall can be commandeered. Details can be found in Appendix F.

Service-level Continuity Plans will already have alternative locations identified for their critical functions, this will also include details of staff who can work from home for critical and non-critical functions.

Additional points to consider

Action	Who
Arrange for signage at the Depot to assist members of the public and staff.	Facilities
Arrange for re-direction of mail and alternative mail collection point.	Facilities
Salvage priorities (documents and equipment).	Facilities
Site safety and security.	Facilities
Notify insurers.	Risk and Insurance
Injuries/fatalities – notification of next of kin.	HR
Communication with other Depot users.	Facilities
Longer-term alternative premises. The Asset Management Team to start the search for alternative accommodation.	Asset Management

Plan C - Loss of Staff

Most situations resulting in staff shortages are relatively slow to develop. Intelligence about a potential situation will start to flow through to Management Board and Heads of Service well in advance of the impact being felt.

Heads of Service will already have in place Continuity Plans covering loss of staff for their critical functions. This section supports a corporate response.

Checklist for Staff Shortages

Action	Completed
Collate information relating to minimum staffing levels for the critical functions affected – contained within service-level continuity plans.	
Details of specific skills or experience required must be included - contained within service-level continuity plans.	
Identify non-critical service areas with skills that match the critical functions.	
Understand the risks of not undertaking those non-critical functions.	
Agree frequency of corporate monitoring and reporting as situation develops.	

The following HR policies are in place, a summary of each policy is set out below to provide guidance in the event of a major disruption.

Deployment of employees in the event of a major disruption

- In an major disruption, there may be a necessity to deploy employees to a different location and reallocate some of their duties without warning and without consultation. The current contract of employment allows for movement of individuals to a different NBC location.
- The reallocation of duties would, as far as possible, be commensurate with the employee’s current job description, however, in a major disruption, there may be situations where employees are requested to undertake different work based on their skills. It is likely that alterations or disruption to the normal provision of services may occur and the success of coping with this is very much dependent on our employees’ flexibility, professionalism and goodwill.
- These different arrangements would only apply during a disruption or major incident and its aftermath and the decision to deploy or reallocate work activities in these exceptional circumstances will be the responsibility of the Head of Service.

Different location/work activities

- Where employees may need to be deployed to a different location or work needs to be reallocated, an assessment needs to be made of the following:
- The current location of staff, their access to public/private transport and any reasonable constraints on their flexibility.
- The feasibility of staff being able to undertake different work based on their skills
- The duration of any such arrangements
- Any known restrictions on work that could safely be undertaken by an employee on health grounds e.g. pregnancy in the case of a virus/infection
- Any training or professional qualification that would be pre-requisite for undertaking an activity safely
- Any necessary supervisory arrangements that would facilitate more rapid deployment of employees
- Any other circumstances that may make working unreasonably unsafe

Sickness absence

- In the case of a pandemic illness, employees will be asked to report as sick under the normal procedure, or if already at work, will be asked to go home and follow the normal reporting procedures until the risk of infecting others has passed and they are well enough to return to work - (See Absence [Policy](#)).
- Employees will not be required to attend work if they are not fit enough to do so safely.
- Managers can contact individuals absent with minor ailments to ask whether they can return to work earlier than expected. FirstCare can provide advice regarding the sickness of employees and what adjustments, if any, need to be made to facilitate an earlier safe return to work.

Refusing a management request

- In general, employees should not refuse to be deployed elsewhere unless they can show that deployment would breach our duty of care to them, e.g. deploying a pregnant member of staff without first assessing the risk to that individual.
- Refusal to be deployed during an major disruption should be handled with sensitivity, but a refusal without good reason should be followed up after the event by managers.
- Managers should keep a record of the circumstances and reasons for staff deployment/reallocation of work in case this is challenged in the future.

Excess Travel Expenses

- If any member of staff incurs additional travel expenses as a result of deployment to another location, they will be reimbursed under the Travel and Subsistence Scheme and on production of relevant receipts in the normal way. With the help of those individuals affected, managers should estimate any additional costs likely to be incurred, as this may influence their deployment decisions – (See [Travel and Subsistence Scheme](#)).

Hours of work

- To cover insufficient resources, the most appropriate but least costly alternatives should be considered first e.g. agreeing temporary increased hours of part-timers, postponing leave, etc.
- Part-timers can be asked to increase their contractual hours for a specified period, however, they are not obligated to do so.
- Employees on other flexible working arrangements may be asked to temporarily alter these arrangements in response to an emergency, if it is reasonable for them to do so. However, flexible working arrangements may also enable individuals to continue working, whereas this might normally not be possible, such as working from home, shared car pools, etc.
- Employees should not normally be asked to work in excess of 48 hours per week. In an emergency situation, it will be important to ensure that they continue to receive appropriate rest breaks or compensatory rest and that they are not asked to work more than 48 hours per week averaged over a reference period of 17 weeks in accordance with the Working Time Regulations.

Annual leave

- New requests for annual leave can be refused in the event of a major disruption.
- If employees have already booked their annual leave, management have the right to cancel the leave, as long as the employee does not incur a cost by doing so.
- If leave is cancelled, it will be reinstated at a later date, unless this situation arises at the end of the leave year, in which case, the carry over arrangements may need to be altered to accommodate this.

Management guidance for staff during adverse weather

Staff are expected to carry out their normal contractual hours in a safe manner during adverse weather. Here is a reminder of what is expected:

- Staff should discuss with their line managers as soon as possible about any absence from the workplace or lateness caused by extreme weather conditions. If the decision was made to close the building then all staff working in the building will receive the flexi credit for that day.
- If a member of staff was unable to attend work during the bad weather, then the following should happen:
 - Flexible working or annual leave - employees who might be absent or delayed or who wish to leave work early because of worsening conditions should agree this with their line manager.
 - You may decide to make up the lost hours or take this time as annual leave, flexi or TOIL (where applicable).
 - If a member of staff does not have enough of the above options available then approval will be given for the staff member to go further into deficit for a set period on their flexi time, or may take leave from next year's leave entitlement.

Plan D - Loss of IT

Setting additional users up at home

- In exceptional situations Crypto Cards can be used to set up multiple users.
- This would require ICT to talk each new user through the process to set up from home.
- This is dependent on the telephone and Internet lines at the Guildhall being operational.
- Over 380 Crypto Cards in use across the Council.
- Crypto Cards and lap tops could be re-distributed from non-critical users to critical users
- A list of staff with Crypto Cards is included in Appendix G.
- Internet capacity has been increased to allow 500 users.

Servers

- The information on the servers is backed up each night from 8pm. Therefore the only information that is potentially at risk at any one time is the information from the last working day.
- Back up tapes for the Guildhall are stored at the Westbridge Depot and vice versa.
- Arrangements in place with Adam DR, and to provide 21 critical servers to the Council in less than 4 hours.
- ICT would need 24 hours to get the affected servers up and running.
- There is a 3-hour uninterruptable power supply in place for the servers at the Guildhall and Westbridge Depot.

Email

- Internet and email lines for the whole Council are dependent on the cables coming into the Guildhall.
- The cables are owned and maintained by the telecoms provider.
- Dependent on the telecoms provider for reinstatement of service.

Network/Switches

- The ICT Team hold a number of spare switches for replacement at short notice.
- Twin power supplies are in place for the two main core switches in the Guildhall and Westbridge.
- Normally switches can be replaced in less than one hour.

Power Supply

- The entire power supply to the Guildhall is backed up by a generator which kicks-in within seconds of the mains power going down.

Other useful information

- Spare computers – 20 desktops at any one time, not guaranteed – located at the Guildhall.

Plan E - Loss of telephones

Key point

- The Council's email and telephone channels rely on the cables coming into the Guildhall, even for the 03 number. The ICT Network and Telecoms Team (or if they are not available Kcom, the Council's telecoms provider), could divert this remotely to other numbers for example a Mobile, if the Guildhall lines are down.
- The cables are owned and maintained by the telecoms provider.
- Dependent on the telecoms provider for reinstatement of service.

0300 330 7000

- The Council's main contact number can be diverted to another location, in or outside the Council.
- The Network and Telecoms Team will need to do this process.
- This can be done remotely, but requires Internet access.
- If internet access is not available then the telecoms provider can move the 0300 number on the Council's behalf, Kcom helpdesk.

Relocating to another Council building

- Users can log on to a telephone at the Guildhall, Westbridge Depot or any of the Leisure Centres using the standard 'hot desk' procedure.
- This will automatically log them out of their previous location.
- This is dependent on the ICT equipment at the Guildhall being unaffected.

Relocating to a non-Council premise

- Staff can request for their extension number to be diverted to another location, home or mobile number.
- The Network and Telecoms Team will need to do this process.
- The Network and Telecoms Team can do this remotely, but require Internet access.
- Requests for extension transfers will need to be prioritised for Critical Functions.

Mobile Phones

- NBC currently has 560 mobiles, 40 Blackberries and around 20 laptops with 3G connectivity.
- Vodafone is the Council's mobile provider.

Plan F – Loss of Transport

The loss of transport can be caused by a number of different issues, for example, a fuel shortage or due to bad weather, and can have a number of implications in a business continuity context:

- Loss of staff – refer to Plan C.
- Loss of the use of Council vehicles.
- Loss of the use of private vehicles used to deliver Council services.

Service-level continuity plans will contain the details of contingency arrangements for critical functions that are dependent on any type of transportation.

Strategies available include:

- Identifying staff that can walk or cycle to work.
- The facilitation and encouragement of car share.
- Encouraging the use of public transport.
- Encouraging staff to work from home or from Council locations closer to home.
- Commandeering Council vehicles from non-critical functions to cover critical functions.

Fuel shortage – Private vehicles used to deliver Council services

Most situations resulting in fuel shortages are relatively slow to develop. Intelligence about a potential situation will start to flow through to Management Board and Heads of Service well in advance of the impact being felt.

In a fuel shortage situation the Council has a scheme in place called the Temporary Logo Scheme to help ensure that the staff covering critical functions have access to fuel to enable them to continue to deliver their service. A summary of the scheme is set out below.

- The scheme covers vehicles used in the provision of corporate essential services and fuelled outside of corporate supplies (i.e. private car users claiming business mileage).
- Under this scheme users will have access to ‘unlimited’ supplies of fuel through a small number of designated filling stations, otherwise inaccessible to the public.
- To enable purchase at a designated filling station, purchasers will be required to show a ‘fuel pass’ and corporate photographic identification.
- Fuel passes are issued to named individuals.
- Fuel passes will be issued on activation of the national plan. The Department of Energy and Climate Change is responsible for national activation.

- The Corporate Risk Manager and Emergency Planning Officer retain records of authorised users and will be responsible for issuing, recording and monitoring corporate use of the Fuel Logo scheme.

Fuel shortage – Council vehicles

- Corporate fleet vehicles identified by corporate branding, will have access to 'unlimited' supplies of fuel through a small number of designated filling stations closed to the public.
- While fuel is available to any branded vehicle, NBC has a moral and ethical duty to consider if fuel drawn under this scheme is strictly necessary. As such, services drawing fuel will be assessed in line with the life and death services and corporate critical functions.

Appendix A – Contact List

Management Board

Position / Role	Name	Office	Mobile	Out of Hours
Chief Executive	David KENNEDY			
Director of Planning and Regeneration	David BAILEY			
Borough Solicitor	Francis FERNANDES			
Director of Finance and Support	Isabell PROCTER			
Director of Environment and Culture	Julie SEDDON			
Director of Housing	Lesley WEARING			
Head of Human Resources	Catherine WILSON			

Heads of Service

Position	Name	Office	Mobile	Alternative Contact Name(s)	Alternative Contact Number(s)
Head of Finance	Bill Lewis				
Head of Landlord Services	Christine Ansell				
Head of Revenue and Benefits	Robin Bates				
Head of Planning	Susan Bridge				
Head of Regeneration and Development	Chris Cavanagh				
Head of Public Protection	Steve Elsey				
Head of Customer Services and ICT	Marion Goodman				
Head of Policy and Community Engagement	Thomas Hall				
Head of Corporate Performance and Change	Dale Robertson				
Head Strategic Housing	Fran Rodgers				

Town Centre Operations Manager	Derrick Simpson				
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Additional Key Personnel

Communications Manager	Deborah DENTON			
Emergency Planning Officer	Aaron Goddard			
Corporate Risk Manager	Sue Morrell			

Other Useful Contacts

Insurance Company – Travelers - 24 hour Emergency Claims Hotline –

Telecoms Provider – Kcom - Helpdesk -

Appendix B – Standard Meeting Agenda

Appoint a note taker and Chair

Open an Incident Log

- Evaluate the extent of the problem
- Services affected (refer to list of critical functions – Appendix D)
- Who has been informed?
- Actions required and who by
- Agree communications cascade, method and who by
 - Staff
 - Members
 - Public
- Agree key point of contact
- Time and venue of next meeting

Appendix E – Approved Critical Functions

Critical Function 1s: 0 – 24 hours

Plan Number relates to a folder containing Service Business Continuity plans stored on N:\Corporate Business Continuity Plan.

Description	Critical Function Category	Service Area	Head of Service	Plan No.
Elections*	CF1	ACE		25
Co-ordination of instruction of urgent repair works to corporate properties (not performance of actual repair works)	CF1	Asset Management	Chris Cavanagh	2
Court and Tribunal attendance for planned and emergency hearings, and urgent service of Planning Enforcement Stop Notices.	CF1	Borough Solicitor	Francis Fernandes	22
Provision of general legal advice related to the event	CF1	Borough Solicitor	Francis Fernandes	22
Provision of Monitoring Officer advice in relation to the event	CF1	Borough Solicitor	Francis Fernandes	22
External communications – media	CF1	Communications		8

External communications – partners	CF1	Communications		8
Internal communications (Live News / All User email)	CF1	Communications		8
Website / intranet home page updates	CF1	Communications		8
Switchboard	CF1	Customer Services	Marion Goodman	9
Automated Call Distribution configuration	CF1	Customer Services	Marion Goodman	9
Emergency Repairs Call Handling	CF1	Customer Services	Marion Goodman	9
Emergency Management Team	CF1	Emergency Planning	Thomas Hall	Covered by Emgcy. Plan
Burials	CF1	EMS	EMS	1
Westbridge Gatehouse	CF1	EMS	EMS	21
Fuel Supply for Council Vehicles	CF1	EMS	EMS	21
Key Holding Opening of buildings	CF1	Facilities Management	Marion Goodman	3
Disarming of Intruder Alarm	CF1	Facilities Management	Marion Goodman	3

Access/Entry System	CF1	Facilities Management	Marion Goodman	3
Evacuations	CF1	Facilities Management	Marion Goodman	3
Supply of meeting rooms & refreshments for emergency planning teams and provision of halls/meeting rooms in the event of evacuation to Guildhall.	CF1	Facilities Management	Marion Goodman	3
Corporate Health and Safety	CF1	Human Resources	Catherine Wilson	11
Access to HR systems	CF1	Human Resources	Catherine Wilson	11
Data Network Infrastructure	CF1	ICT	Marion Goodman	12a + b
Voice Network Infrastructure	CF1	ICT	Marion Goodman	12a + b
Server and Storage Area Network Support	CF1	ICT	Marion Goodman	12a + b
Emergency Repairs	CF1	Landlord Services	Christine Ansell	13
Leisure Centres – Danes Camp, Lings Forum - to be used as 'reception centres' in the event of an emergency.	CF1	Leisure Trust	Mick Tyrrell	14
Dangerous Structures	CF1	Planning	Sue Bridge	23

Responding to / disarming of intruder alarms at Community Centres	CF1	Policy and Community Engagement	Thomas Hall	26
Provisions of CCTV	CF1	Public Protection	Steve Elsey	6
Emergency Prohibitions for Food Hygiene and H & S	CF1	Public Protection	Steve Elsey	15
Immediate control measures of a serious infectious disease	CF1	Public Protection	Steve Elsey	15
Immediate control measures of a serious incident where LA is enforcer	CF1	Public Protection	Steve Elsey	15
Housing Benefit – rent allowances (Private tenants)	CF1	Revenues and Benefits	Robin Bates	16
Provision management of temporary accommodation	CF1	Strategic Housing	Fran Rodgers	10
Emergency housing allocations	CF1	Strategic Housing	Fran Rodgers	10
Provision of Eleanor House	CF1	Strategic Housing	Fran Rodgers	24
Social alarm for community	CF1	Strategic Housing	Fran Rodgers	7
Daily visits – Level 3s	CF1	Strategic Housing	Fran Rodgers	17

Hospital discharge assessments	CF1	Strategic Housing	Fran Rodgers	17
Emergency response service – coordinators	CF1	Strategic Housing	Fran Rodgers	17

Critical Function 2s: 1 – 3 days

Description	Critical Function Category	Service Area	Head of Service	Plan No.
One Stop Shop or face to face access	CF2	Customer Services	Marion Goodman	9
General Call Handling – Contact Centre (Housing, Streetscene, Revs and Bens)	CF2	Customer Services	Marion Goodman	9
Management of Waste Operations (Staff/Office)	CF2	EMS	Mick Tyrrell	20
Weekly Collection Of Domestic Waste In Black Sacks	CF2	EMS	Mick Tyrrell	20
Clinical Waste Collections	CF2	EMS	Mick Tyrrell	20
Town Centre Cleansing	CF2	EMS	Mick Tyrrell	1
Cleaning of Buildings – potentially harmful or infectious substances.	CF2	Facilities Management	Marion Goodman	3

Payroll*	CF2	Finance	Bill Lewis	5
Final accounts, budget and council tax setting, Rent setting*	CF2	Finance	Bill Lewis	4
Treasury Management	CF2	Finance	Bill Lewis	19a + b
Geographical Information Systems	CF2	ICT	Marion Goodman	12a + b
Operational Server Support / Environmental Control / Data Storage/ Security Backups	CF2	ICT	Marion Goodman	12a + b
Urgent Repairs	CF2	Landlord Services	Christine Ansell	13
Gateway Assessments	CF2	Strategic Housing	Fran Rodgers	10
Homelessness Investigations	CF2	Strategic Housing	Fran Rodgers	10
Private sector housing - duty	CF2	Strategic Housing	Fran Rodgers	10
Daily visits – Level 2s	CF2	Strategic Housing	Fran Rodgers	17
Daily visits – Level 1s	CF2	Strategic Housing	Fran Rodgers	17
Installation of life line – hospital discharge	CF2	Strategic Housing	Fran Rodgers	7
Housing advice – telephone service	CF2	Strategic Housing	Fran Rodgers	10

Critical Function 3s: 3 – 7 days

Description	Critical Function Category	Service Area	Head of Service	Plan No.
Committee Administration	CF3	ACE		25
Legal Administration supporting court etc attendance	CF3	Borough Solicitor	Francis Fernandes	22
Alternate Weekly Domestic Waste Collections In The Black Wheelie Bins	CF3	EMS	EMS	20
Business Waste Collections	CF3	EMS	EMS	20
Mail Delivery and Collection	CF3	Facilities Management	Marion Goodman	3
S151 officer	CF3	Finance	Bill Lewis	4
I.C.T. Helpdesk	CF3	ICT	Marion Goodman	12a + b
PC Support	CF3	ICT	Marion Goodman	12a + b
Email and Internet Access	CF3	ICT	Marion Goodman	12a + b

Business Application Support	CF3	ICT	Marion Goodman	12a + b
Internet and Intranet Support	CF3	ICT	Marion Goodman	12a + b
General Public Health control measures	CF3	Public Protection	Steve Elsey	15
Control measures of less serious infectious diseases	CF3	Public Protection	Steve Elsey	15
Bus Station - Management	CF3	Town Centre Management	Derrick Simpson	18
Car Parking	CF3	Town Centre Management	Derrick Simpson	18
Markets	CF3	Town Centre Management	Derrick Simpson	18

*Critical at particular time of month or year.

Appendix F – Alternative Premises Information

Preferred location for loss of Guildhall:

**The Royal and Derngate Theatre
Guildhall Road
Northampton
NN1 1DP**

Key Contact: Richard Clinton, Operations Manager on.

Second Contact: Sue Roberts, Operations Assistant on.

- Agreement in place to use as an emergency back-up.
- **A call must be made to either of the key contacts before staff can be redirected to the Derngate.**
- Staffed from 9am to 8pm.
- The whole foyer area is wireless. Password access required but will be provided on day.
- Landline in all meeting rooms.
- The stalls can seat 475 people for briefings and initial coordination.
- Crown Room ideal for command and control.
- Refreshments available (chargeable).
- WCs available.
- Wheelchair access is available to all areas except Shoosmiths Bar.
- No charge to use facilities in the first couple of days, thereafter a charge will apply.

Alternative location for loss of Guildhall:

**Danes Camp
Clannell Road
Hunsbury
Northampton
NN4 0RX**

Key Contact: Claire McNab, Operations Manager on

Second Contact: Ian Redfern, General Manager on.

- Agreement in place to use as an emergency back-up.
- **A call must be made to either of the key contacts before staff can be redirected to Danes Camp.**
- Key Contact - Claire McNab, Operations Manager on. If not available call Ian Redfern, General Manager on.
- Large sports hall for briefings and coordination.
- Other rooms available.
- Staffed from 7.15am to 10.30pm.
- Refreshments available (chargeable).
- WCs available.
- Wheelchair access.

- The Council will need to cover the costs of any losses incurred by Danes Camp (e.g. if activities in the Hall have to be temporarily suspended).
- Parking available.

Meeting Rooms Available at Westbridge Depot

Room	Location	Number room holds seated
Training Room	Westbridge main admin building	20
Room 1	Westbridge main admin building	6
Room 2	Westbridge main admin building	8
Room 3	Westbridge main admin building	4
Room 4	Westbridge main admin building	4
IT Hot desk Area	Westbridge main admin building	8
Learning Centre	Cedos Block	10
Total		60

Meeting Rooms Available at Fish Street

Location	Number room holds seated
Ground floor	15
First floor Boardroom	25
First floor small meeting room	4
Total	44

Meeting Rooms Available at the Guildhall

Room	Location	Number room holds seated
Walton	First Floor, GH Extension	10
Prentes	First Floor, GH Extension	10
Cauldwell	First Floor, GH Extension	8
Cooke	First Floor, GH Extension	6
Fowler	First Floor, GH Extension	6
Abowers	First Floor, GH Extension	10
Towcester	First Floor, GH Extension	8
Farmers	First Floor, GH Extension	6
Jeffery	First Floor, GH Extension	30
Shoosmith	Second Floor, GH Extension	14
Saxby	Second Floor, GH Extension	8
Sanbrooke	Second Floor, GH Extension	8
De Burgo	Third Floor, GH Extension	12
101	First Floor, GH Extension	6
102	First Floor, GH Extension	6
201	Second Floor, GH Extension	4
202	Second Floor, GH Extension	5
203	Second Floor, GH Extension	6
204	Second Floor, GH Extension	5
205	Second Floor, GH Extension	5
301	Third Floor, GH Extension	6

302	Third Floor, GH Extension	6
Holding	First Floor, Old Guildhall	20
Godwin	First Floor, Old Guildhall	20
Gallery	First Floor, Old Guildhall	8
Council Chamber	First Floor, Old Guildhall	14
Great Hall	Ground Floor, Old Guildhall	80
Court Room	Ground Floor, Old Guildhall	40
Total		367

Other alternative locations:

Lings Forum Leisure Centre, Billing Brook Road, Weston Favell, Northampton, NN3 8JR.

- Agreement in place to use as an emergency back-up.
- Key Contact - Claire McNab, Operations Manager on. If not available call Ian Redfern, General Manager on.
- Large sports hall and Studio 66.
- Staffed from 7.15am to 10.30pm.
- The Cinema can seat 200 people for briefings and initial coordination.
- Refreshments available (chargeable).
- WCs available.
- Wheelchair access to some areas.
- A charge to use facilities will apply.

Northampton Museum

- Exhibition space can be used for staff coordination.
- The Function Room can seat 24 boardroom style.

Appendix G – Crypto Card Users

Staff						
ABrightwell	CODonnell	FRodgers	JHenry	LOWens	PWright	SReed
AClarke	CPaintin	FRogers	JHirst	LScarff	RAustin	SSummers
ADaniell	CPerry	FScinaldi	JJahina	LWearing	RBates	StMcp
ADavies	CRous	FTew	JLee	MBedborough	RBrockwell	StuartTaylor
ADonald	CRushworth	GArterton	JMorris	MDayaji	RBullock	STyrer
ADuffin	CStaves	GCourt	JPerrin	MDenham	RFarm	SWilliams
AGoddard	CTriggs	GHill	JPidgen	MGoodman	RGittins	TAnsell
AGoodacre	CTU	GJones	JRussell	MKitchen	RHawthorne	TBrooks
AHamilton	CWilson	GMahney	JRyder	MLyons	RJohnstone	TBulford
Alniss-Haycox	CYoung	GParsons	JSeddon	mmatsell	RLewis	TClark
AKench	DAtkinson	GPenman	JSkelton	mmccarthy	RNovakovic	TDysko
aleung	DBailey	GPyne	JulieSeddon	MParsons	robertaustin	testing
ALewis	DBerwick	GRPol	KBarber	MPlant	RPlowright	THall
ALonghurst	DBlundell	GSteng	KBassey	MRhodus	RPowell	THealey
AMurby	DBrewer	GStevens	KBrooks	MSpencer	RSmith	THowell
AScerri	DCox	GTiping	KChapman	MSteele	RTurrell	TKinnear
ASteventon	DFerguson	GTofte	KChennell	MSwanston	RWalker	TMatsell
ATeahan	DHemmett	GWilkins	KCSmith	museum1	SArcher	TPowell
ATucker	DHorton	HBensusan	KFitzgerald	MWDavies	SBridge	TTiff
ATurrell	DKennedy	HBierton	KGreaves	MWilliamson	SBromley	VColeby
BARbours	DKing	Helpdesk	KHolmes	NCrump	SConway	VKneale
BBrouwer	DLabrum	Hilling	KHyde	NMacdonald	SCoomber	WBrown
BBrown	DMarten	HLavender	KIonescu	nmartin	SDavis	WDavidson
BCanham	DPerryman	IBrant	KMiller	NMarzec	SDocker	WFPol
BDixon	DRobertson	IMortimer	kpickering	NMcKenzie	SDougall	WLeader
BLane	DSimpson	IProcter	KWhite	NRobertson	SElms	ymarkie
BLewis	DSoan	IRedfern	KWhiteman	PBird	SEssex	
Bondfield	dtipping	IRichardson	LAdamson	PChambers	SFarrow	
BWalk	DWells	ISwift	LAmbrose	PFoley	SGould	
CBerry	DWhite	ITyrer	L Avery	PHarvey	SHaven	
CBiant	DWilkins	IWhite	LBessell	PHaytack	SHunting	
CBoden	EClose	JBallinger	LBurdett	PHymers	SJones	
CCavanagh	EHouse	jbonham	LCameron	PKahn	SJussab	
CDoran	EKilby	JBonnie	LDalby	pmartin	SKatz	
CGalant	emergserve	JBuckler	LGreen	PMorrison	SKennedy	
CGriffths	FBlack	JDennis	LHemmington	PPlace	SLee	
CHill	FFernandes	JDocker	Lings	PStaffell	SMorrell	
CKimmet	FJohns	JEdwards	LKay	PTipler	SMuttock	
CMcNab	FLloyd	JGoodall	LKitching	PWillmott	SPolifonte	

Members

ABottwood	GeraldineDavies	MMarkham
AKing	GMabbutt	MTaylor
BArbours	IChoudary	NBegum
BEldred	JCapstick	NChoudary
BGlynane	JCaswell	NDuncan
BMennell	JConroy	NParekh
BOldham	JNunn	PFlavell
BSargeant	JulieSeddon	PLarratt
CHill	JYates	PWilson
CMalpas	LMarriott	SBeardsworth
DMackintosh	LMason	SHibbert
DMeredith	MAziz	SPatel
DPalethorpe	MDeCruz	Spen1
DStone	MFord	SSubbarayan
Ecton1	MGolby	THadland
EGowen	MHallam	TonyAnsell
emergserve	MHill	TWire
EReeves	MHoare	WStrachan
GEales	MLynch	