



Wells City Council

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Subject	Business Continuity Plan
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For consideration at	Full City Council
Date of consideration	24 th July 2025

Background

As part of my review of internal process and practice, as well as an increased requirement regionally and nationally for Parish Councils to review their internal business continuity associated with natural disasters and weather events, this report looks to provide you with the required governance for Wells City Council to ensure its preparedness. This is broken down into three elements:

Wells City Councils Business Continuity plan - Confidential.

This provides detail of the actions and resilience that would be applied to WCC services in the event that a situation arose to the business directly. This plan looks at the processes of WCC, the impacts and its responsibilities that should be deployed.

Attention is drawn to the first page of the document which highlights the mechanisms and timing of communication, should the plan need to be applied.

Out of Hours Handbook - Confidential

In addition to the above noted plans, there is also a need to bolster internal processes associated with the functioning of buildings and running of services and any response to out of hours support or action. This is encapsulated within the Out of Hours Handbook, which is a confidential document held by key members of staff and supports the above processes and those individuals who may be responding.

Due to the growth in service delivery, and the likelihood of out of hours customer contact increasing, it is essential to have a working handbook and to spread the load of responsibility across the wider management team of the Council and ensuring resilience in the absence of the Clerk.

This will only cover essential call outs. All other services, which are considered to be normal operating services will continue to be delivered within normal business hours only.

Wells Community Resilience Plan.

This looks to provide support to the wider community, in the event that a situation occurred, detailing specifically the outward looking actions of the City Council in support of wider resilience offer by Somerset Council. This plan is supported by local MOU's with partner agencies such as WCN. This element is still being developed and will likely come Full City Council in early Autumn 2025.

The two plans are different, as one focuses on WCC as the responsible party solely, looking at employer responsibility for example. Whereas the other looks at the wider community picture, which will see WCC support possibly larger entities such as national civil contingency, Somerset Council or Blue Light services. It is also focused on natural disasters, such as flooding, given its emphasis through Somerset Rivers Authority.

Recommendations

It is recommended to Full City Council to:

- Note and adopt the Wells City Council Business Continuity Plan.
- Note that the business Continuity Plan and Out of Hours Handbook are held confidentially, due to the information contained within, and that the Clerk or nominated Senior Officer of the Council will enact if required.