



**BRAUNSTONE TOWN COUNCIL**

# **Business Continuity Plan**

**Adopted 30th APRIL 2018**  
**(updated 21st October 2020)**

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# BRAUNSTONE TOWN COUNCIL

## Business Continuity Plan

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## BRAUNSTONE TOWN COUNCIL

### BUSINESS CONTINUITY PLAN

#### 1. PURPOSE

To prepare Braunstone Town Council to cope with the effects of an incident/emergency:

- To identify Key Roles & Responsibilities
- To analyse the emergency risks to the Council's Services
- To define and prioritise the Critical Functions of the Council's business
- To detail the agreed response to an incident/emergency

#### 2. SCOPE

The plan's scope extends to dealing with major incidents which affect the availability of the Council's services, for example:

- Directly: major fire at one of our buildings destroying large parts of the building and making other parts unusable; resulting in the loss of operating space and equipment; and/or
- Indirectly: use of parts of one of our buildings as an emergency evacuation centre or for the provision of another critical service to the community, e.g. GP Surgery, impacting on the ability of the Town Council to continue to provide its services.

The plan guides the Town Council's response to incidents which impact on the delivery of its services. Depending on the nature of the incident, another statutory agency, such as the Police and/or Fire Service, may be in charge.

#### 3. ROLES AND RESPONSIBILITIES

**Overall responsibility** for ensuring the Council has contingency plans and is able to deliver its services rests with the Council's Policy & Resources Committee, who review and revise this policy as necessary at regular intervals. The Corporate Governance Sub-Committee has oversight of the systems and processes which ensure the Council undertakes appropriate assessment of risk and implements mitigating actions.

**Day to day responsibility** for ensuring this policy is put into practice is delegated to the Executive Officer & Town Clerk, who has delegated authority under the Council's Scheme of Delegation "*To take such action as is required in the case of an emergency or urgency subject to:*

- a) consultation with the Town Mayor, Leader of the Council and the Chair of the relevant Standing Committee, or, in their absence, the relevant deputy; and*
- b) a report on the action taken being made to the next meeting of the Council or relevant Standing Committee, as appropriate".*

**The Incident Response Leadership Team** will consist of the Council's Officer Management Team:

- Executive Officer & Town Clerk (Chair)
- Deputy Executive Officer & Community Services Manager
- Resources & Facilities Manager

supported by an administrator (usually the Personal Assistant & Administrative Officer).

Depending on the nature of the incident and progress with the response, **Councillors, particularly the Leader and Deputy Leader of the Council**, Town Mayor and relevant Standing Committee Chairs as appropriate, may serve on the Incident Response Leadership Team.

Once the initial critical stages have been dealt with, the Council's **Policy & Resources Committee**, and any other relevant Standing Committee, should be convened at reasonable notice to receive a report on the action taken, to consider the current position, options available for ongoing management of the incident and restoring the Council's Services, and to determine a recovery plan, including further actions, staffing required (including whether enhanced payments are required), finance and timescales.

**All employees**, may be required at some point to assist with responding to the incident, and should:

- co-operate with supervisors and managers;
- be flexible with their working hours, place of work and with the duties they undertake; and
- follow all procedures to protect their own health and safety and that of others.

#### 4. TYPES OF INCIDENT

The following lists potential incidents and their impact on the Council's services (this is not an exhaustive list):

<b>INCIDENT</b>	<b>SERVICE IMPACT</b>
Fire / Flood damage at Braunstone Civic Centre	Customer Services, Town Council Offices, Bar Service, cancellation of room hires
Fire / Flood damage at Library	Library
Fire / Flood damage at Thorpe Astley Community Centre	Cancellation of Pre-school and Doctor's surgery/clinics/treatment. Cancellation of room hires.
Fire / Flood damage at Mossdale Pavilion / Depot	Loss of / damage to Parks Machinery and Equipment
Use of a Community Centre as an Evacuation Centre	Cancellation of Room Hires, use of toilet and kitchen facilities to support evacuation centre. Use of rooms to support Evacuation Centre operation. Building open 24 hours.
Re-location of Critical Service to a Community Centre	Cancellation of room hires and loss of space for room hires.

<b>INCIDENT</b>	<b>SERVICE IMPACT</b>
Terrorist incident / serious crime	Unavailability of space and services located within that space while investigations are undertaken.
Significant disruption to power, gas and/or water	All services, including cancellation of room hires, Customer Services, Library and Licensed Bar.
Significant interruption to phone and internet services	Customer Service Shop (including enquiries and payments); limited access to bookings system to process new bookings and payments.
Pandemic / Restriction on activities and social contact	Customer Services, Library, Town Council Offices, Bar Service, cancellation of room hires, closure of play / gym equipment

## **5. DECLARING THE INCIDENT**

The Executive Officer & Town Clerk is responsible for assessing the incident, as guided by the examples in section 4 of the plan and/or by the emergency services or other appropriate statutory body, and determining whether there is a significant impact upon the Council's Services. Where practical, the Executive Officer & Town Clerk will involve Service Managers and the Council's Leadership. Should the impact upon the Council's Services be significant or there is a wider emergency declared, then the Executive Officer & Town Clerk will "declare an incident" and take immediate steps to enact the provisions and processes in this plan.

In the absence of the Executive Officer & Town Clerk, the Deputy Executive Officer & Community Service Manager will be responsible and then the Resources & Facilities Manager.

## **6. INITIAL INCIDENT RESPONSE**

As soon as it is practically possible and safe to do so, the Incident Response Leadership Team will meet to determine:

- Allocation of Responsibilities (including Deputies) to key duties, including liaison with the emergency services, where necessary and liaison with the Council's Insurance and IT Services provider;
- Potential Impact on the organisation and its services;
- The likely impact of individual services;
- Recovery Timeframe;
- Staffing required (numbers, skills, knowledge);
- Data / IT systems required;
- Premises from which to operate (relocation, working from home);
- Communications and Engagement (Councillors, Partners, Staff, Customers, Residents, Hirers);
- Equipment (key equipment recovery or replacement, alternative sources);
- Supplies (replacement of stock, key supplies required).

## **7. INITIAL DUTIES**

The Incident Response Leadership Team will initially meet and identify immediate actions, staffing required, how staff will be contacted to respond to the incident and allocate responsibilities. The allocation of responsibilities will be dependent upon the incident and which actions are initially required to facilitate the recovery process.

The list below allocates key responsibilities to an officer, this allocation is for guidance, it is not exhaustive and ensures that key actions are quickly identified and allocated.

In practice the Incident Response Leadership Team may choose to reallocate the responsibilities to ensure that critical actions are carried out quickly and in a timely manner. Dependent upon progress, actions are likely to be re-prioritised and reallocated, particularly in the first 48 hours.

Officer	Initial Duties
Executive Officer & Town Clerk	<ul style="list-style-type: none"> <li>• Liaison with Emergency Services</li> <li>• Convening Incident Response Leadership Team</li> <li>• Liaison with the Leader of the Council, Town Mayor, Committee Chairs and Deputies, including briefings ahead of press statements</li> <li>• Contact / Liaison with Insurance Broker and Underwriter</li> <li>• Ensuring information is provided to, and engagement with, Councillors</li> <li>• Identifying key messages for staff, public, customers</li> <li>• Seeking guidance from other bodies, such as principal councils, who could provide advice on an emergency/contingency/business recovery situation.</li> </ul>
Deputy Executive Officer & Community Services Manager	<ul style="list-style-type: none"> <li>• Ensuring information is provided to the public</li> <li>• Notifying Public Service partners</li> <li>• Dealing with initial press enquiries and making arrangements for statements</li> <li>• Contacting staff needed in the service area to undertake initial recovery duties</li> <li>• Ensuring any affected parks premises are made safe</li> </ul>
Resources & Facilities Manager	<ul style="list-style-type: none"> <li>• Contact / Liaison with IT provider</li> <li>• Identifying access to IT systems and server, computers, printers and copying facilities, telephone and communication links</li> <li>• Contact / Liaison with Utility companies</li> <li>• Contacting staff needed in the service area to undertake initial recovery duties</li> <li>• Ensuring any affected Centre premises are made safe</li> <li>• Overseeing initial purchases of equipment and supplies required for recovery</li> </ul>

<b>Officer</b>	<b>Initial Duties</b>
Personal Assistant & Administrative Officer	<ul style="list-style-type: none"> <li>• Administrative support to Incident Response Leadership Team</li> <li>• Ensuring that appropriate filing systems (electronic and paper) are established to assist the Management Team in undertaking their responsibilities and keeping records</li> <li>• Ordering equipment and supplies, processing and recording orders, invoices and payments under the emergency procedures</li> </ul>
Communications & Events Officer	<ul style="list-style-type: none"> <li>• Updating information on the Council's website</li> <li>• Providing updates on Social Media</li> <li>• Drafting Press Releases</li> <li>• Producing required notices</li> <li>• keeping residents and the community updated</li> </ul>
Customer & Information Services Advisor	<ul style="list-style-type: none"> <li>• Contacting Hirers</li> <li>• Dealing with and recording enquiries (phone, email and in person) concerning the incident</li> <li>• Producing documentation, establishing processes and taking action to enable the service (if directly affected) to be recovered</li> </ul>
Duty Officer – Community Centres	<ul style="list-style-type: none"> <li>• Duty at Centres, potentially out of hours (e.g. Evacuation Centre)</li> <li>• Contacting Hirers</li> <li>• Dealing with and recording enquiries (phone, email and in person) concerning the incident</li> <li>• Producing documentation, establishing processes and taking action to enable the service (if directly affected) to be recovered</li> </ul>
Parks/Grounds Staff	<ul style="list-style-type: none"> <li>• Establishing processes and taking action to enable the service (if directly affected) to be recovered</li> <li>• Making the premises safe</li> <li>• Moving equipment and supplies required for recovery to an alternative location</li> </ul>
Cleaner & Premises Operatives	<ul style="list-style-type: none"> <li>• Ensuring Centres are cleaned, potentially out of hours (e.g. Evacuation Centre)</li> <li>• Making the premises safe</li> <li>• Assisting with moving equipment and supplies required for recovery to an alternative location</li> </ul>

## 8. CRITICAL FUNCTION ANALYSIS AND RECOVERY PROCESS

### Community Centre Facilities – Rooms for Hire

Priority:	1	Critical function:	Community Centre Facilities – Rooms for Hire
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Executive Officer & Town Clerk Resources & Facilities Manager
Potential impact on organisation if interrupted:			Loss of room hire Cancellation of local group meetings/events Damage to reputation
Likelihood of interruption to organisation:			Medium – <i>fire, flood, alternative use for evacuation or critical service, pandemic / restriction on activities and social contact</i>
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>to provide information to customers</i> 2 weeks: <i>Loss of customers to competitors</i>
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Customer & Information Services Advisors and Duty Officers: <i>contact hirers, make alternative bookings, arrange refunds, assess hirer's needs and keep them updated.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Facilities System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.
Premises <i>(potential relocation or work-from-home options)</i>			Alternative Community Centre. Work from Home – provide link to download Edge, enable web access to Council email server.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Hirers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Computer, printer and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Headed Paper, Compliments Slips, envelopes, stamps. Printer cartridges.



## Customer Service Shop (including Citizens Advice and Benefits)

Priority:	1	Critical function:	Customer Service Shop (including Citizens Advice and Benefits)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Executive Officer & Town Clerk Deputy Executive Officer & Community Services Manager
Potential impact on organisation if interrupted:			Suspension of Service Shop Services Unable to provide information to customers Unable to collect payments
Likelihood of interruption to organisation:			Medium – <i>power and internet disruption, fire, flood, closure of centre due terrorism or serious crime, pandemic / restriction on activities and social contact</i>
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>to provide information to customers</i> 1 week: <i>loss of CAB / Benefit Surgeries</i> 2 weeks: <i>impact on SLA requirements</i>
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Customer & Information Services Advisors and Duty Officer (cover): <i>to re-establish service.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Enquiries and Facilities System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services. VPN for file system.
Premises <i>(potential relocation or work-from-home options)</i>			Alternative location at Civic Centre or Library (unaffected room or temporary portable cabin) Telephone and Email services could be operated from Thorpe Astley Centre.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Partners: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Computer, printer, photocopier and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Headed Paper, Compliments Slips, customer forms, information leaflets, administrative forms (e.g. cash summary) envelopes, stamps. Printer cartridges.

## Library

Priority:	2	Critical function:	Library
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Deputy Executive Officer & Community Services Manager Executive Officer & Town Clerk
Potential impact on organisation if interrupted:			Suspension of Library Services Cancellation of local group meetings/events
Likelihood of interruption to organisation:			Medium – <i>power and internet disruption, fire, flood, closure due terrorism or serious crime, pandemic / restriction on activities and social contact</i>
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>to provide information to customers</i> 2 weeks: <i>impact on users, lending and returns</i>
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Library Assistants: <i>to re-establish service.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			County Council Library System: <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.
Premises <i>(potential relocation or work-from-home options)</i>			Alternative location at Civic Centre (room or temporary portable cabin).
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Partners: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Shelves, storage, Computer, printer, photocopier and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Stamps, customer forms, information leaflets, administrative forms (e.g. cash summary).

## Town Council Management & Administration

Priority:	2	Critical function:	Town Council Management & Administration
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>		Executive Officer & Town Clerk Deputy Executive Officer & Community Services Manager	
Potential impact on organisation if interrupted:		Impact on Council's decision making process Failure to meet statutory deadlines Loss of advice/support for Members Uncollected income/payments not made.	
Likelihood of interruption to organisation:		Medium – <i>power and internet disruption, fire, flood, closure of centre due terrorism or serious crime, pandemic / restriction on activities and social contact</i>	
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>		24 hours: <i>decision making process</i> 1 week: <i>ordering</i> 2 weeks: <i>payments to suppliers/payroll</i>	
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>		Personal Assistant & Administrative Officer <i>re-establish service.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>	
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>		Finance System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services. VPN for file system (Backup at Thorpe Astley Community Centre).	
Premises <i>(potential relocation or work-from-home options)</i>		Alternative Community Centre. Work from Home – provide link to download Edge, enable web access to Council email server and VPN for file system.	
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>		Councillors/Partners/Suppliers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>	
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>		Computer, printer, photocopier and telephone.	
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>		Headed Paper, Compliments Slips, address labels, administrative forms, envelopes, stamps. Printer cartridges.	

## Parks Depot

<b>Priority:</b>	<b>2</b>	<b>Critical function:</b>	<b>Parks Depot</b>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>	Deputy Executive Officer & Community Services Manager Executive Officer & Town Clerk		
Potential impact on organisation if interrupted:	Loss of equipment, vehicles and Mowers Delayed on Maintenance Schedules Closure of playgrounds if inspections cannot be carried out/mitigating actions not taken.		
Likelihood of interruption to organisation:	Medium – <i>fire, flood, terrorism or serious crime</i>		
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>	1 week: <i>maintenance / inspections</i> 2 weeks: <i>use of pitches / changing and toilet provision</i>		
<b>Resources required for recovery:</b>			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>	Parks & Grounds staff: <i>to re-establish service.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>		
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>	N/A.		
Premises <i>(potential relocation or work-from-home options)</i>	Alternative location for equipment (Shakespeare Park or temporary portable cabin).		
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>	General Public: <i>Website, Social Media, Press Releases, Notices.</i>		
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>	Maintenance equipment, protective clothing, essential tools, vehicles and Mowers.		
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>	Fuel, chemicals, fixings, nuts and bolts.		

## Licensed Bar Facilities

Priority:	3	Critical function:	Licensed Bar Facilities
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Resources & Facilities Manager Executive Officer & Town Clerk
Potential impact on organisation if interrupted:			Possible closure of the Licensed Bar Loss of room hire, particularly where Licensed Bar services are required for the function.
Likelihood of interruption to organisation:			Low – <i>power and internet disruption, fire, flood, closure of centre due terrorism or serious crime, pandemic / restriction on activities and social contact.</i> Temporary bar could be set up in function room. License could be lifted to allow hirers to bring their own alcohol.
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours: <i>closure of Bar</i> 1 week: <i>loss of hires</i> 2 weeks: <i>impact on contractor – who may not be able to recover service.</i>
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Customer & Information Services Advisors and Duty Officers: <i>contact hirers, arrange refunds, assess hirer's needs and keep them updated.</i> Communications & Events Officer: <i>update website, social media, notices, press releases.</i>
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Facilities System (Edge): <i>remote access system, requires internet connection and computer.</i> Telephone & Email services.
Premises <i>(potential relocation or work-from-home options)</i>			Centres (if available). Work from Home – provide link to download Edge, enable web access to Council email server.
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Hirers: <i>Telephone / Email</i> General Public: <i>Website, Social Media, Press Releases, Notices.</i>
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			Computer, printer and telephone.
Supplies <i>(processes to replace stock and key supplies required; provision in emergency pack)</i>			Headed Paper, Compliments Slips, envelopes, stamps.

## APPENDIX 1 – EMERGENCY RESPONSE CHECKLIST

Task	Completed (date, time, by)
<b>Actions within 24 hours:</b>	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them.	
Identify which critical functions have been disrupted (use section 4, Types of Incident)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 8 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate <i>Consider how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc.</i>	
Recover vital assets/equipment to enable delivery of critical activities. <i>Identify the essential equipment/resources/information that need to be recovered where possible</i>	

Task	Completed (date, time, by)
<b>Daily actions during the recovery process:</b>	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> <li>• Staff</li> <li>• Suppliers and customers</li> <li>• Insurance company</li> </ul>	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
<b>Following the recovery process:</b>	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

## APPENDIX 2 – ACTIONS AND EXPENSES LOG

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred