



Pimlico Toy Library (PTL)
133A Lupus St
London SW1V 3EN
Registered Charity: 1157856
Tel/fax: 020 7834 3356
e-mail: ptlcharity@gmail.com

BUSINESS CONTINUITY PLAN

Pimlico Toy Library's Business Continuity Plan is a roadmap for continuing our operations under adverse conditions. It provides a framework for an effective response and aims to safeguard the interests of our key stakeholders (staff, volunteers, members and visitors).

Our critical functions are:

- Toy lending
- Play sessions
- Essential administration and fundraising

The objective of the Business Continuity Plan is to enable these functions to continue in the context of an adverse event.

Adverse conditions or events impacting these core operations might include:

- Building or site incidents, for example, flood, fire, or terrorist attack affecting access to premises;
- Infrastructure incidents, for example, loss of IT, loss of toy equipment;
- Staff / Operational incidents, for example, loss of key staff, loss of critical documents;
- Widespread environmental factors, for example, flu pandemic.

This plan covers operations based at 133A Lupus Street London SW1V 3EN. The primary objective of the Business Continuity Plan is to show how Pimlico Toy Library would respond to identified risks and continue to manage its operations under adverse circumstances.

1. Chain of Command

Overall responsibility for business continuity in the Pimlico Toy Library is held by the Coordinator and in her absence the Toy Librarian.

If a major adverse event occurs then the Pimlico Toy Library Crisis Management Group will be mobilised. The membership of this group is the Coordinator, Toy Librarian and Trustees.

All communication with the media must be via the Coordinator.

2. Review of Business Continuity Plan

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Date adopted: 17/09/2012
Last updated: 02/02/2016

A review of risk is taken annually. Revisions will be made to this plan as required and submitted to the Management Committee for approval.

3. Coordinated Responses

We will be informed by government, the local authority and other relevant organisations to ensure an effective and co-ordinated response to emergency situations.

4. Risk Assessment and Response

The following table identifies some of the main risks, their likely level of impact on core operations and the planned responses and/or mitigating actions.

Risk Area	Impact on core functions	Risk Level	Mitigation / Response
Loss of premises (e.g. flood, fire)	Toy lending and play sessions would be impacted. Core administration could be continued offsite.	High	- An action plan is in place for dealing with floods - Time and resources would be prioritised to returning the premises to a usable condition - Possible alternative venues have been identified - Stakeholder relationships would be managed via swift and appropriate communication - PTL is insured against fire and flood
Loss of IT	Toy lending and core administration would be impacted. Play sessions could be continued.	Medium	- Key files are backed up regularly and stored offsite - Manual records of toys are held
Website Down/Attack on website	Restricted Marketing of PTL information	Medium	Email member database and inform members via posters at premises and word of mouth to inform of situation:- Include information for immediate key events, damage assessment and expectation of when website will be up and running
Loss of toys / key equipment (e.g. theft, fire)	Core administration, toy lending and play sessions, party loan could be impacted depending upon which equipment is lost/damaged.	Medium	- PTL is insured against burglary, fire and flood - Key files are backed up regularly and stored offsite
Loss of key staff	Core administration, toy lending and play sessions would be impacted.	Medium	- Clear and simple policies and procedures exist to aid business continuation - PTL works with a number of volunteers with

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			<p>knowledge/experience of core functions</p> <ul style="list-style-type: none"> - Trustees are kept informed of financial and operating matters at regular meetings - Core Business Plan aim is to keep contingency funding in place to secure replacement or temporary staff
National / regional incidents (e.g. pandemic illness)	Core administration, toy lending and play sessions could be impacted depending upon the nature of the incident.	Medium	<ul style="list-style-type: none"> - Liaise with the appropriate authorities to be aware and informed in respect of a national or regional incident - Prepare for any approaches by members of the press. Communication plan with members - Mobilisation of team (Including staff and trustees) to agree response and action plan
Unexpected loss of funding	Pimilico Toy Library may run out of funds and may not be financially viable to continue some or all of its operations.	Medium/high	<p>PTL tries to mitigate this risk through several policies:</p> <ul style="list-style-type: none"> - PTL has a diverse set of funding sources to reduce this risk - PTL maintains good relationships with its supporters. This should translate to a good notice period if funding were to be withdrawn. - PTL holds a reserve fund which can support 3 months cash requirements

5. Key Contacts

Position	Name	Mobile number
PTL Coordinator	Maggie Harper	07951 230 529
PTL Chair	Max Stanford	07817 114 703
Manager City West Homes(CWH)	Vince Lyons	07803 857 405
Managing Agents GVA Grimley	Tracey Vane	020 7911 2165 - 07887 931 789 Email: tracey.vane@gva.co.uk
Insurers: Morton Michel	Kelly Soave	08452 570900
British Gas	Emergency Number	0800 111 999
Thames Water	Emergency Number	0845 9200 800
Environmental Health	Westminster City Council	020 7641 1063

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Repair helpdesk @ CWH Contractors	AMEY Helpdesk	TFMhelpdesk@amey.co.uk 0800 1444000

6. **Recording Incidents**

Details of major incidents and action taken will be recorded in a major incidents log (see Appendix 1 below). These notes may be referred to if there is any further investigation and it will also inform future business continuity planning.

APPENDIX 1 – MAJOR INCIDENTS LOG

Date	Event	Info / Actions / Decisions taken	Owner/s