

**BUSINESS CONTINGENCY PLAN**

**Evolve Youth Academy CIC**

**Aim**

The aim of this plan is to provide a reference tool for the actions required during or immediately following an emergency or incident that threatens to disrupt normal Evolve Youth Academy service.

An **emergency** is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption to normal business operations to such an extent it poses a threat.

An **incident** is any event that may be, or may lead to, an interruption, disruption, loss and/or crisis.

The plan will ensure the continuation of residential care by minimising the impact of any damage to staff, residents, premises, equipment or records.

The plan will include an adequate level of detail is provided:

* To ensure a prepared approach to an emergency/incident.

* To facilitate an organised and co-ordinated response to an emergency/incident.

* To provide an agreed framework within which people can work in a concerted manner to solve problems caused by an emergency/incident.

The plan will also help to identify actions that could be taken in advance of an emergency or incident to reduce the risk of it happening.

# BUSINESS CRITICAL PROCESSES

Whilst most parts of Evolve Youth Academy are considered important, if an incident occurs at a any point, we will prioritise the restoration of the processes or services that are deemed to be critical to the safety and wellbeing firstly of the residents and secondly of the staff.

Business critical processes are defined as: *“those where loss of delivery would endanger finances, damage the reputation of the business in the eyes of its customers, or would seriously affect its ability to comply with legislation.”*

These business critical processes must be given preferential access to premises, staff, equipment or records if an emergency situation restricts their overall availability. It is for these processes that plans need to be prepared.

# SCOPE OF THE PLAN

The plan will illustrate how to reduce the potential impact of an incident by being prepared to maintain services in the event of the:

* Loss or damage to premises
* Loss of key staff
* Loss of IT / data
* Loss of telecommunications
* Loss of hard data / paper records
* Loss of utilities (electricity, water, gas)
* Loss of a key partner or supplier
* Disruption due to a fuel shortage
* Disruption due to severe weather

# ASSUMPTIONS

## Generally used assumptions

* The business continuity plan will cover two scenarios: for the first 24 hours following an incident and 2-7 days following an incident. (Recovery plans needed to cover longer periods would normally be developed during the first fourteen days of an incident.)
* The business continuity plan will be reviewed regularly, with a full update on an annual basis or where a significant change to the business occurs.

# THE PLAN

* **Form A – Immediate Actions Checklist** is a list of the actions that should be taken in response to the initial incident. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required.

* **Form B – Response Actions Checklist** is a list of the actions that should be taken to maintain business critical processes. The checklist is not prescriptive, exclusive or prioritised; any incident will require a dynamic assessment of issues and actions required.

* **Form C – Essential Services** is a list of the essential functions undertaken by that must be maintained or quickly restored in the event of a disruptive incident.

* **Form D – Summary of Post Incident Resources & Equipment** summarises the accommodation and equipment needed to maintain operations.

* **Form E – Staff Details** lists all staff, indicating those business critical staff that will be required to maintain services in the event of an incident.

* **Form F – Key Contacts** a list of those people that might need to be contacted in the event of an incident. This could be business partners, or suppliers.

* **Form G – Plan Summary** provides a single sheet summary of the main business continuity options of the plan.

## Form A – Immediate Action Checklist

**To be completed by the Senior Employee at the incident site**

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| --- | --- | --- | --- |
| **Action**  |   | **Notes**  | **Tick** **Done**  |
| **If necessary:** * Follow Evacuation Procedures
* Call emergency services

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| Maintain a record of all emergency actions taken. Use the log in the Annex 6.2    |   |   |   |
| Assess the situation and level of response required. Can it be dealt with as a day-to-day management issue or does the business continuity plan need to be invoked?   |   |   |   |
| **Communications:**  * Advise staff and residents of the immediate implications for them and service provision
* Advise staff of the immediate requirements to deal with the situation, including temporary accommodation etc if required.
* If necessary, advise key partners / suppliers.

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| If necessary, allow all staff and residents to contact next of kin to advise they are safe?   |   |   |   |

**Name of attending Senior Employee…………………………………………..**

## Form B – Response Actions Checklist

**To be completed by the Senior Employee at the incident site**

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| **Action**  | **Notes**  | **Tick** **Done** |
| Once you are in control of the initial emergency update staff, residents and any key contacts on a regular basis and keep them fully informed of developments.    |   |   |
| Priority should be given to the needs of the residents and the business critical processes that support them.   |   |   |
| **Temporary Accommodation**  * Do you need to consider moving to temporary accommodation?
* Do you need to arrange for replacement equipment to be ordered?
* Do you have access to all essential systems or records?
* Make arrangements for telephones and post to be re-directed.

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| **Non-Business Critical Staff**  * Non-essential staff should be reallocated to support business critical processes.
* Make sure any sent home are aware of when to make contact to check on progress or when to return to work.

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| **Residents**  Give careful consideration to any distress caused to residents. Do they need counselling? Can they be kept warm and comfortable?   |   |   |
| Create any new operational procedures and instructions.    |   |   |
| Give careful consideration to staffing levels. In a low staff level situation a priority will be a rota of replacements to avoid fatigue.  |   |   |

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| Closely monitor staff issues, morale, overtime, welfare, etc. Do any of the staff need counselling?   |   |   |
| Do you need to complete an Accident Log?   |   |   |
| **Financial Procedures**  Keep records of all additional expenditure for insurance purposes.   |    |    |
| **Preservation of records**   • Do not destroy anything. Try to recover as many  |  •  |  •  |
| documents as possible and preserve them somewhere where they can be retrieved easily. This is an ongoing obligation throughout and after the incident. * Make someone responsible for co-ordinating and preserving a Master Log.
* Make a record of all actions and decisions.
* Make a hard copy of any relevant computer data and electronic mail.

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| If mobile phones are being used make chargers available and ensure they have sufficient credit if PAYG.   |   |   |
| Support the post-incident evaluation by direct contribution and by facilitating the involvement of key members of staff. Recovery should always be treated as an opportunity to improve the business.   |   |   |
| At the end of the recovery phase when normality is achieved, inform all interested parties and mark with an occasion.   |   |   |
| Review the Business Continuity Plan to learn from the decisions taken.   |   |   |

**Name of attending Senior Employee: Richard Bonsu**

## Essential Processes

**What are the essential parts of the business that are required within the first 24 hours?**

* Accommodation
* Gas/Electricity
* Water/Sewage
* Furniture
* Staffing

**What are the essential parts of the business that are required within 2 – 7 days?**

* ICT Hardware
* Internet

**Which external suppliers / partners / contractors (if any) does your business depend upon?**

|  |  |
| --- | --- |
|  •  | Trades (Plumbing, Electrics, Door Hangers)  |
| •    | Estate Agents  |

## Staff Details

Staff contact details including email addresses and telephone numbers are stored on the Management Drive which is accessible by all members of the management team. This list is updated and emailed to all staff at the beginning of every month alongside the staff rota.

## Key Contacts

Evolve Youth Academy Management hold a list of all key Local authority contacts. This is kept both electronically on the management shared drive which can be accessed remotely as well as on a paper copy in the Head office.

## Form G – Plan Summary

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| --- | --- | --- | --- | --- |
|   | **Service**   | **Trigger & Disruption**   | **Preventative Measures**   | **Contingency Plan**   |
| **1**   | **Loss of all or a significant part of the building**   | **Could be due to a major fire, gas leak, virus outbreak (legionnaires disease), storm damage, flooding or vandalism**   Residents and staff may need to be accommodated at alternative premises for a few hours or possibly days this could lead to a financial loss.   | Evolve Youth Academy carry out weekly health and Safety checks on all parts of the home to ensure that facilities are maintained to the highest standards.  Evolve Youth Academy ensures that all gas/electric safety certificates are produced in accordance with LA guidelines  |  *Young people will be supported by staff offsite to engage in keywork if the placement is not habitable for a few hours.* *Should YP not be able to stay at the placement for a few days then Evolve Youth Academy will make use of other Evolve Youth Academy homes to accommodate these young people.*   |
| **2**   | **Loss of the Kitchen**   | **The loss of power source (electricity or gas) or breakdown of cooking equipment in the kitchen.**   The loss of the main cooker in the kitchen would make it impossible to cook hot meals for staff and residents in the kitchen.   .  |  Young people are shown regularly how to prepare food by utilising a microwave.  |  *Evolve Youth Academy will purchase a hotplate or other suitable cooking equipment to aid in the preparation of food. Should this not be an option then Evolve Youth Academy will use external suppliers such as Takeaways and restaurants.*   |
| **3**   | **Loss of individual bedroom(s).**   | **The Duty Manager assesses that a resident cannot be allowed to remain in his/her bedroom for safety reasons.**   If alternative provision cannot be made residents would have to be moved to another home resulting in the loss of revenue.  |   |  *Should YP not be able to stay at the placement for a few days then Evolve Youth Academy will make use of other Evolve Youth Academy homes to accommodate these young people.*  |

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|   | **Service**   | **Trigger & Disruption**   | **Preventative Measures**   | **Contingency Plan**   |

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| **4**   | **Staffing**   | **A number of staff members report sick or do not turn up for their shift due to an accident**   There may be insufficient staff to meet the staffing ratio requirements which may put residents at risk. It may depend on whether the member of staff is considered vital.    |  Evolve Youth Academy ensure that there is adequate staffing including available bank staff at all times to cover emergency sickness or absence.  |  Evolve Youth Academy management will step in to cover sites should staff become unavailable.  In the event that additional staff is needed then Evolve Youth Academy will utilise Agency staff as a last resort and ensure that close supervision is given during this time.  |
| **5**   | **Loss of electricity**   | **Failure of all electrical appliances**   Accumulated problems arising from the loss of electricity could force the closure of the home.   | Evolve Youth Academy have extra heaters in the event that there is no heat.  Battery powered lights are also kept for emergency situations  |  *Should YP not be able to stay at the placement for a few days then Evolve Youth Academy will make use of other Evolve Youth Academy homes to accommodate these young people.*  |
| **6**   | **Loss of Gas supply**   | **A loss of the gas supply within the home.**   The loss of the gas supply would result in the loss of heating and hot water and cooking facilities   | Portable electric heaters kept in store.  |  *Should YP not be able to stay at the placement for a few days then Evolve Youth Academy will make use of other Evolve Youth Academy homes to accommodate these young people.* *Young people will be allowed to shower in other Evolve Youth Academy homes that are nearby.* *YP will be supported to boil water by staff to use this to wash.*  |
| **7**   | **Water or sewerage supply**   | **A loss of the water supply within the home or evidence of a loss of the sewerage system or blocked drain etc.**   There would be no water for personal hygiene, washing clothes, cooking or flushing of toilets as a result of which staff and residents’ health could be put at risk.  |  *Emergency Plumbing services to be utilised.* *Estate agents to be contacted and problem looked into according to timescales.*   |   |

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| **9**   | **Breakdown of essential white goods.**   | **The breakdown of the washing machine / tumble dryer / freezer etc or the loss of the electric supply.**   The loss of the washing machine  |  Young people will be supported to find and utilise the nearest Laundromat. YP will be encouraged and supported to handwash clothing.  |  *Evolve Youth Academy to purchase new white goods*   |

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| **10**   | **Loss of landline telephone**   | **Staff and residents not being able to make or receive telephone calls.**   Inconvenience to the operation of the home and those trying to contact the home.   | All Evolve Youth Academy homes are equipped with both landlines and duty mobile phones.  | YP to be allowed to utilise staff duty mobile phones under supervision.  |
| **11**   | **Loss of paper records**   | **Loss of essential paper records.**   Personnel and personal information relating to staff and residents could be lost causing potential operational difficulties.    | All Evolve Youth Academy paper documents are kept electronically on Evolve Youth Academy IT systems which is securely backed up by Microsoft.  |   |
|   | **Service**   | **Trigger & Disruption**   | **Preventative Measures**   | **Contingency Plan**   |
| **12**   | **Severe Weather**   | **Extreme weather disrupting travel**   Staff may not be able to get to work, suppliers may not be able to make deliveries   | Evolve Youth Academy have staff who are located in the area of Evolve Youth Academy properties and within walking distance.  |   |

# ANNEX

**5.1 Emergency Operations Log**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Incide** | **nt:**  | **Date:**  |   | **Sheet ….. of …..**   |
| **Time**  | **Event**  |   | **Action**  |
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