

*Business Logo or Name here*

# **BUSINESS CONTINUITY PLAN**

## **FOR PERSONAL CARE PROVIDERS**

**PRODUCED BY DURHAM CIVIL CONTINGENCIES UNIT**

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RECORD OF AMENDMENTS

Amdt No	Date	Paragraphs/Pages Amended	Initials

DISTRIBUTION


## **1. DISCLAIMER**

**This guide and template has been produced by Durham Civil Contingencies to provide general information and advice about developing business continuity plans for providers of personal care. It is not intended to provide detailed or specific advice to individuals or their businesses. If required you should seek professional advice to help develop your own tailor made plan. Durham Civil Contingencies will accept no liability arising from the use of this document.**

## **2. 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 activities.

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 personal care 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 personal care by minimising the impact of any disruption on the service provided to the vulnerable residents of Devon.

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.

## **3. 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 your administrative capability
- Disruption to IT or telecommunications
- Loss of key staff
- Severe weather
- Localised utilities failure
- Industrial Action e.g. fuel crisis or cashflow issues

## 4. 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.

### Detailed Planning Assumptions

The following assumptions have been taken into account when developing the plan:

- In the event of a major incident existing business premises would be out of use for more than 7 days.
- In the event of a less significant disruption some of the existing premises would remain in use.
- Where a generator is not available loss of electricity supply across a region could last for up to 3 days.
- The mains water supplies and sewerage services may be interrupted for up to 3 days.
- Availability of the IT network historically runs at       %. In the event of a partial failure of a server the network could be unavailable for up to       hours.
- Availability of the internal telephone network historically runs at       %. In the event of a failure of the iSDX there could be loss of service for up to       hours.
- Access to the public telephone network and mobile communications could be lost for up to 3 days.
- In a pandemic 25% - 30% of staff could be off work at any one time. This will include those who are sick, those caring for others and the 'worried well' who are simply too scared to come to work. On average people will be absent for 5-8 days, but some may never return.
- In a fuel crisis only staff involved with delivering critical services are likely to have priority access to fuel.

## 5. 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 clients, key partners or contacts within the local authority.
- **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**

Action	Notes	Tick Done
Assess the situation and deal with it accordingly. Is it a day-to-day management issue or do business continuity procedures need to be invoked?		
For office problems follow standard processes such as evacuation, or contacting utility companies or engineers to repair problems with internal IT or telecommunication problems.		
Maintain a record of all emergency actions taken. Use the log in the Annex 6.  This will be used to inform and improve the plan should it be needed for another incident.		
<b>Communications:</b> <ul style="list-style-type: none"> <li>• Advise staff of the immediate implications for them and service provision</li> <li>• Advise clients of any temporary alteration to normal service</li> <li>• If necessary, advise Durham Civil Contingencies or others in the Key Contacts</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>

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

**Form B – Response Actions Checklist****To be completed by the Senior Employee at the incident site**

<b>Action</b>	<b>Notes</b>	<b>Tick Done</b>
Once you are in control of the initial emergency update staff and any key contacts on a regular basis and keep them fully informed of developments.		
Priority should be given to the needs of the most vulnerable clients		
<b>Temporary Accommodation</b> <ul style="list-style-type: none"> <li>• Do you need to consider moving your administration to temporary accommodation?</li> <li>• Do you need to arrange for replacement equipment to be ordered?</li> <li>• Do you have access to all essential systems or records?</li> <li>• Make arrangements for telephones and post to be re-directed.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>Reallocation of Staff</b> <ul style="list-style-type: none"> <li>• Do any staff need to be reallocated?</li> <li>• Make sure any sent home are aware of when to make contact to check on progress or when to return to work.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>
<b>Prioritising services</b> Where the disruption means services have to be restricted priority must be given to the most vulnerable clients		
Create any new operational procedures or instructions.		
Give careful consideration to staffing levels. In a low staff level situation a priority will be a rota of replacements to avoid fatigue.		
Closely monitor staff issues, morale, overtime, welfare, etc.  Do any of the staff need counselling?		
<b>Financial Procedures</b> Keep records of all additional expenditure for billing or insurance purposes.		

<p><b>Preservation of administration records</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Make someone responsible for co-ordinating and preserving a Master Log.</li> <li>• Make a record of all actions and decisions.</li> <li>• Make a hard copy of any relevant computer data and electronic mail.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<p>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.</p>		
<p>Review the Business Continuity Plan to learn from the decisions taken.</p>		

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

**Form C – Essential Processes**

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

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



**Form E – Staff Details**

If an alternative list exists add details about who has access and where both paper and electronic versions are held. This avoids having to keep more than one listing updated.

NAME	POSITION/ROLE	KEY	ADDRESS	HOME	MOBILE

**Form F – Key Contacts**

If an alternative list exists add details about who has access and where both paper and electronic versions are held. This avoids having to keep more than one listing updated.

NAME	POSITION/ROLE	E-MAIL ADDRESS & OR BUSINESS PHONE	HOME	MOBILE

**Form G – Plan Summary**

	<b>Problem</b>	<b>Trigger &amp; Disruption</b>	<b>Preventative Measures</b>	<b>Contingency Plan</b>
1	<b>Loss of all or a significant part of the administration building</b>	<p><b>Could be due to a fire, power cut, gas leak, virus outbreak (legionnaires disease), storm damage, flooding or vandalism</b></p> <p>Staff may need to be accommodated at alternative premises for a few hours or possibly days this could lead to a financial loss.</p>		
2	<b>Disruption to IT</b>	<p><b>Loss of IT network or corruption of data</b></p> <p>Systems unavailable until they are restored.</p>		
3	<b>Disruption to Finances</b>	<p><b>Cash flow problem</b></p> <p>Bills and staff may not be paid on time</p>		
4	<b>Lack of Staff</b>	<p><b>A number of staff report sick or do not turn up for their shift due to an accident or a pandemic.</b></p> <p>There may be insufficient staff to provide administrative support. Or there may be a shortage of trained field staff to meet all of the scheduled contracted visits.</p>		

	<b>Problem</b>	<b>Trigger &amp; Disruption</b>	<b>Preventative Measures</b>	<b>Contingency Plan</b>
5	<b>Loss of telephone network</b>	<p><b>Staff and clients are unable to make or receive telephone calls.</b></p> <p>Unable to contact clients to check on their position or for them to contact business.</p>		
6	<b>Severe Weather</b>	<p><b>May include storms, heavy snow or flooding, any weather condition that makes it difficult to reach clients safely</b></p> <p>It may be difficult to reach some clients. Safety of staff must be as big a consideration as that of clients.</p>		
7	<b>Loss of paper records</b>	<p><b>Loss of essential paper records.</b></p> <p>Personnel and personal information relating to staff and clients could be lost causing potential operational difficulties.</p>		
8	<b>Localised disruption to utilities</b>	<p><b>A major utilities failure such as a power cut could mean additional demands upon resources.</b></p> <p>Isolated locations are unlikely to be priority for reconnection.</p>		

	<b>Problem</b>	<b>Trigger &amp; Disruption</b>	<b>Preventative Measures</b>	<b>Contingency Plan</b>
<b>9</b>	<b>Industrial Action</b>	<b>A good example would be National or regional action resulting in a fuel shortage</b>  Staff may not be able to get to work or to visit clients.		



## **7. TRAINING & REVIEW DATES**

The plan will next be tested in

The plan will next be reviewed in or earlier in the event of a significant change to the business.

**END**