

**BUSINESS CONTINUITY PLAN**

**Date**: 5 October 2017

**Review Date:**  4 October 2018

This addresses the capacity of Omega Care Group to continue the delivery of services at a level that maintains quality and ensures the safeguarding and well-being of all concerned, following a disruptive incident.

The business continuity plan promotes organisational resilience and delivers an effective response to safeguarding the interests of all stakeholders.

**Aims:**

● To develop a proactive response to unexpected crises and significant events.

● To minimise the disruption of service delivery.

● To minimise the negative impact on Omega Care Group following a crisis level event.

● To ensure safety and well-being of all those impacted on by the event.

**Objectives:**

● To maintain a positive, dynamic and planned response to disruptive incidents.

● To analyse and respond to incidents.

● To understand and identify critical functions and activities.

● To have in place detailed, prioritised time tables in response to emergency situations.

● To identify key roles and responsibilities.

To achieve its aims and objectives Omega Care Group will:

● Ensure that all staff are trained, competent and made aware of changes / updates.

● Review and revise the plan regularly.

● Provide all staff with the general plan on actions to be taken in an emergency situation.

● Provide details of emergency contacts.

● Ensure identified new risks are accommodated within the framework.

Omega has identified four key factors that may impact on the delivery of services and continuity of the business:

* Building related risks.
* Services / equipment related risks.
* Staff related risks.
* Young people related risks.

A simple risk assessment has been completed for each of these categories, identifying current control measures in place.

**Response A**

**Immediate Response (Phase 1)**

● Emergency evacuation procedure (grab file accessible).

● Ensure safety of young people and staff.

● Contact emergency services.

● Carry out joint assessment.

If instructed safe to return and building is undamaged:

● Ensure well-being of young people.

● Update manager / director

● Record and report

If building is unsafe to return to or is in an unusable condition:

● Liaise with manager and director.

● Relocate additional support.

● Contact landlord – secure building if appropriate.

● Relocate to pre-identified accommodation.

● Liaise with social services.

● Liaise with relevant family members.

● Insurance company informed.

**Phase 2**

● Director, manager, landlord and insurance company assess damage – identify time scales.

● Social services and relevant family members updated.

● Maintain work, with additional staffing, with young people.

● Keep young people informed and updated.

● Initiate (if safe to do so) salvage operation.

● Report and record.

**Phase 3**

● Return to accommodation / or move to alternative long term accommodation.

● Address issues with insurance company and landlord.

● Maintain contact / updates with social services and relevant family members.

● Report and record.

Omega Care Group has established connections and relationships with landlords which would enable the provision of alternative accommodation at very short notice.

**Response B**

● Assess situation – ensure all risks addressed.

● Ensure safety of all concerned.

● Contact manager / director.

● Liaise with landlord / maintenance / service provider: - establish time limit - establish impact.

● If repairs necessitate emergency accommodation, Response A comes into action until they are completed – decision – through director.

● Report and record.

**Response C**

● Assess situation.

● Manager informed – contact service provider.

● Work mobile and laptop used to maintain continuity of work.

● Information backed up on pen drive.

**Response D**

● Duty manager and or director contacted.

● Emergency cover arranged (duty manager).

● Other staff contacted re: cover.

● Agency staff pre-interviewed / brought in.

● Manager realigns rota – inform staff.

**Response E**

● Safe working practices followed.

● Staff ensure personal safety and safety of young people.

● Emergency services called as appropriate.

● Social services contacted – all available information.

● Duty manager / director contacted – assess whether additional support necessary.

● Safeguarding protocols followed.

● All reporting and recording completed.

● Liaison with duty manager re: outcome.

All staff receive training in applying identified responses.

Each unit contains a ‘grab file’ containing:

* Information on each young person.
  + Name
  + Date of birth
  + Local Authority
  + Social worker (and telephone number)
  + Contact numbers and details of any specific needs (e.g. essential medication).

It also contains:

- Relevant emergency numbers

- Relevant EDT numbers

- Duty managers number

- Director’s number

- Landlord’s number (where appropriate)

- Insurance details

- Copy of response A – E

**Roles and Responsibilities**

There is clear delineation of roles and responsibilities within this framework. Support staff deal with issues in an ongoing continuum, managers are advised and assess situations variant from the norm. More complex issues are resolved by the director – including financial and operational imperatives.

Any emergency situation requires managers and director to be notified in a timely manner.

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| **Emergencies: Police; Fire; Ambulance** | **999** |
| **NHS 24 Helpline** | **111** |
| **Gas Emergency** | **O800 111 999** |
| **Electricity Emergency** | **0800 40 40 40** |
| **Water Emergency** | **0345 6723 723** |
| **EDT Knowlsey** | **0151 443 2600** |
| **EDT Liverpool** | **0151 2333800** |
| **EDT Sefton** | **0151 920 8234** |
| **EDT St. Helens** | **0345 0500 148** |
| **EDT Wigan** | **0161 834 2436** |
| **Merseytravel** | **0151 227 5181** |
| **Cabs** | **0151 430 9555 / 0151 922 7373** |
| **Telephone Provider** | **BT** |
| **Manager 1** | **Allan Williams - 07585703918** |
| **Manager 2** | **Joanne Lancaster - 07496824657** |
| **Director** | **Alekos Aresti - 07920048141** |
| **Landlord** | **PJM Estates** |
| **Insurance Company** | **Zurich** |
| **Ref: Policy Number** | **ZHC6487** |