



CONNECTIONS 2 INDEPENDENCE

YOUR STEPS, ARE OUR STEPS

BUSINESS CONTINUITY PLAN 2023

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1. Induction / Aim of Plan / Objectives.

Business Continuity Distribution List

Copy Number	Name	Location
1	Keaton Pearce	SharePoint
2	Paige Stokes	SharePoint
3	Lisa Royles	SharePoint
4	C2I Staffing Team	C2I Head Office

Aims of Plan

To prepare Connections 2 Independence Ltd to cope with the effects of an emergency.

Objectives

- To define and prioritise the Critical Functions of the business.
- To analyse the emergency risks to the business.
- To detail the agreed response to an emergency.
- To identify Key Contacts during an emergency.

2. Business Impact Analysis / Effect On Service / Resource Requirements For Recovery

Business Impact Analysis

Critical Function: Death of young person within the company.

Effect on Service:

Time	Effect on Service:
24 hours	Closure of placement and accommodation leading to sourcing alternative placements for other young people. Support sessions cancelled and young people returned to parents/carers.
24 - 48 hours	Hostile investigation by local authority, police etc. Need to relocate other young people to safe and appropriate accommodation.
1 week	Reduced ability to deliver location specific services. Lack of immediate and familiar resources for the young people
2 weeks	Ongoing support including counselling of other young people and staff.

Resource Requirements for Recovery:

Time	No of staff	Relocation?	Resources required	Data required
24 hours	2 - 4	Family Members. Approved Associate Addresses. Temporary rented accommodation.	Transport Contingency Funds per Young Person (£200 each) Hotel rooms including one for a member of staff or contact with accommodation providers.	Young Peoples Files Statutory orders/restrictions Support Plan Risk Assessment
24 - 48 hours	2 - 4	Family Members. Approved Associate Addresses. Temporary rented accommodation.	Placing authority worker and specialist knowledge.	
1 week	As required	Family Members. Approved Associate Addresses. Temporary rented accommodation		
2 weeks	As required	Longer term placement required		

Business Impact Analysis

Critical Function: Total loss of utilities through natural disaster such as earthquake, lightning or storm.

Effect on Service:

Time	Effect on Service:
24 hours	<p>Reduced capability to deliver specific support services.</p> <p>Establish diagnostic routine to see whether utilities could be re-established or whether the property would need to be transferred elsewhere.</p> <p>Involvement Of Managing Directors.</p>
24 - 48 hours	Seek alternative properties to continue accommodation for young people.
1 week	Permanent transfer or completion of repairs on original property.

Resource Requirements for Recovery:

Time	No of staff	Relocation?	Resources required	Data required
24 hours	2 - 4	<p>Family Members.</p> <p>Approved Associate Addresses.</p> <p>Temporary rented accommodation.</p>	<p>Transport</p> <p>Contingency</p> <p>Funds per Young Person (£200 each)</p> <p>Hotel rooms including one for a member of staff or contact with accommodation providers.</p>	<p>Young Peoples Files</p> <p>Statutory orders/restrictions</p> <p>Support Plan</p> <p>Risk Assessment</p> <p>Statutory orders for example licence conditions.</p>
24 - 48 hours	2-4		Case holders specialist knowledge	
1 week	2-4			
2 weeks	As required.			

Business Impact Analysis

Critical Function: Coronavirus COVID-19 Pandemic

Effect on Service:

Time	Effect on Service:
24 hours	<p style="text-align: center;">Involvement Of Managing Directors.</p> <p style="text-align: center;">Follow Government advice.</p> <p style="text-align: center;">Identify if placement is safe and reduce staff traffic immediately.</p> <p style="text-align: center;">Temporary cancel support sessions if needed or advised by parents/carers</p>
24- 48 hours	<p style="text-align: center;">Continue to follow government advice.</p> <p style="text-align: center;">Promote to young people to keep washing their hands.</p>
1 week	<p style="text-align: center;">Continue to follow government advice.</p> <p style="text-align: center;">Provide training to young people of the importance of staying home.</p> <p style="text-align: center;">Promote young people to keep their 2m distance from others.</p>

Resource Requirements for Recovery:

Time	No. Of staff	Relocation?	Resources required	Data required
24 hours	2	<p style="text-align: center;">Family Members.</p> <p style="text-align: center;">Approved Associate Addresses.</p>	<p style="text-align: center;">Public Transport</p> <p style="text-align: center;">Business Continuity Fund.</p> <p style="text-align: center;">Funds per Young Person (£200 each)</p>	<p style="text-align: center;">Young Peoples Files</p> <p style="text-align: center;">Statutory orders/restrictions</p> <p style="text-align: center;">Support Plan</p> <p style="text-align: center;">Risk Assessment</p>
24 - 48 hours	1 - 2	<p style="text-align: center;">Family Members.</p> <p style="text-align: center;">Approved Associate Addresses.</p>	<p style="text-align: center;">Hand Sanitiser</p> <p style="text-align: center;">Cleaning Materials</p> <p style="text-align: center;">Anti-Bacteria Wipes</p>	
1 week	1 - 2	<p style="text-align: center;">Family Members.</p> <p style="text-align: center;">Approved Associate Addresses.</p>	<p style="text-align: center;">Training Programmes.</p> <p style="text-align: center;">Hand Sanitiser</p>	

			Cleaning Materials Anti-Bacteria Wipes	
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3. Hazard Analysis Table

Risk Matrix Score

A = HIGH Likelihood and HIGH Impact

B = LOW Likelihood and HIGH Impact

C = HIGH Likelihood and LOW Impact

D = LOW Likelihood and LOW Impact

Hazard	Impact	Mitigation in Place	Mitigation possible	Risk Matrix Score
Flooding	Property damage Loss of belongings Temporary placement loss	Identify appropriate accommodation Appliance / pipework, boiler safety checked	Competent induction Regular checks	D
IT Failure	Data loss Temporary inconvenience	On call IT consultant and electrician. ALMA hosted off site with Blue Door	Ongoing back up of data. Fire proof safe	C
Loss of electricity	Temporary Inconvenience	Trip fused properties Torches in identified areas of the properties. 24hr on call electrician	Regular testing in accordance with PAT	C
Fire	Catastrophic damage to life and property	Smoke alarms Automatic door closers Fire escape plans Fire blankets	Adhere to fire risk assessment Review Testing of fire safety equipment during monthly health & safety checks	B

			EPU to be identified	
Scene of Major Crime	Loss of accommodation for Young People and staff. Involvement of staff with police services.	Family Members. Approved Associate Addresses. Temporary rented accommodation.	Sensitive placements and matching of young people.	C

4. Critical Function Priority List

Priority	Critical Function
1	Contact emergency services
2	Inform manager/staff
3	Inform placing authority
4	Undertake applied arrangements for example move young people, to alternative accommodation.

This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which function needs to be restored first

5. Property Risk and Continuity Plan

Property	Risk Identified	Control Measures	Risk Rating
Head Office	Fire Flood Gas Leak Electrical Fault	<ul style="list-style-type: none"> - Regular Checks - CCTV in Operation - Neighbours have Contact Details - Electrics to be switched off when not in use - Work from Home or Placements if required 	Low
Support <ul style="list-style-type: none"> • Hartington • Seymour 	Damages Fire Flood Gas Leak Electrical Fault	<ul style="list-style-type: none"> - Regular Checks - CCTV in Operation - Neighbours have Contact Details - Electrics to be switched off when not in use - Alternative Placement Available (Voids, Air BnB, Local Hotels) 	Medium

<p>Placements</p> <ul style="list-style-type: none"> • Chatcombe • Oxford • Robin • Tudor 	<p>Damages Fire Flood Gas Leak Electrical Fault</p>	<ul style="list-style-type: none"> - Regular Checks - CCTV in Operation - Neighbours have Contact Details - Electrics to be switched off when not in use - Alternative Placement Available (Voids, Air BnB, Local Hotels) 	<p>Medium</p>
<p>Voids</p> <ul style="list-style-type: none"> • Hucclecote 	<p>Break Ins Vandalism Squatters</p>	<ul style="list-style-type: none"> - Regular Checks - CCTV in Operation - Neighbours have Contact Details - Electrics to be switched off when not in use - Doors and Windows to be locked 	<p>Medium</p>

6. Emergency Response Checklist

TO USE IN AN EMERGENCY ONLY.

- 👤 Start a log of actions taken
- 👤 Liaise with emergency services
- 👤 Identify any damage
- 👤 Identify Roles disrupted
- 👤 Convene your response and recovery team
- 👤 Provide information to staff

👤👤 Decide on course of action

👤👤 Communicate decisions to staff and stakeholders

👤👤 Provide public information to maintain reputation and business:

👤👤 Arrange a debrief

👤👤 Review Business Continuity Plan

6. Key Contact Sheet

Contact	Mobile number	Position
Keaton Pearce	07468 493 970	Managing Director
Paige Stokes	07929 035 431	Managing Director
Lisa Royles	07415 600 033	Managing Director
Ross Dunn	07926 251 243	Plumber
Martin Huntley	07584 252 779	Maintenance
George Green	07908 589 295	Electrician
Kris Johnson	07850 953 699	IT / Database

7. Log Sheet

Date	Time	Information/Decisions/Actions	Initials

8. Monitoring and Review

The Business Continuity Plan is a working document that will be reviewed at least once a year and, in addition, on other occasions where Connections 2 Independence is undergoing developmental change.

Version	Amended By	Reason for Amendments	Amendment Date
1	Keaton Pearce	New Policy & Procedure	January 2020
2	Keaton Pearce	Annual Review	January 2021
3	Keaton Pearce	Annual Review	January 2022
4	Damien Harrison	Annual Review	January 2023