

Business Recovery & Continuity Plan

Business Critical Area	Residential Children’s Houses in North Lanarkshire	
Business Continuity Plan Owner	Lynne McKerley (external manager)	
Identified Risks, Mitigations and Contingency Plans		
Risks	Mitigations	Contingencies
Reduced staffing levels due to sickness or the need for a staff team to self-isolate.	Reduce level of service.	Young people who could return home safely were supported to do this. This support, where possible, was not to be face to face. Explore possibility of those young people identified to remain at home longer term.
	Change methods of delivering service e.g. Cohorts of staff identified where possible.	Shift patterns can be altered to make better use of staff availability and flexibility. Limit the levels of contact among staff team.
	Recruit temporary staff from other council services.	Staff from localities and central services to support children’s houses where necessary. List of willing volunteers co-ordinated. These staff have now been added to an emergency sessional list on top of existing sessional supports.
Reduced staffing availability due to other demands e.g. school closure.	Gathering of relevant information at an early stage has allowed for planning and short notice decision making in relation to immediate risks to staff and service provision.	Staff surveyed in order to identify risk levels for themselves and for family members. Identifying the parental responsibilities and family capacity to care for children in the short term with outreach support.
	Adjustment of shift patterns to accommodate demands on staff.	Speak to staff members about short notice changes and a need for flexibility.

Emergence of coronavirus within one of our Children's Houses.	Early identification of those who have been in close proximity to infected person.	Immediate discussion with affected staff to ascertain their risk factors.
Implementation of test and protect procedures	Isolation of staff members who fall within test and protect measures.	Consideration of risks for staff who are not ill and what capacity would they be able to work.
	Isolation of young people	<p>Where this could take place safely Young people without underlying health concerns will be best supported in the community.</p> <p>Young people to be encouraged to remain in their rooms.</p> <p>Use of en-suite facilities only.</p> <p>Meals to be served within room.</p> <p>Use of disposable plates, cutlery etc.</p> <p>Implementation of procedures around laundry to reduce contamination risks.</p>
	Testing of staff & young people	<p>Testing to be arranged as soon as possible via health Protection Team</p> <p>Discussion around piloting rapid testing.</p>
	Use of PPE	PPE to be used by all staff where Young person has tested positive or is showing symptoms of Covid-19.
Risk to staff from public transport, contact with others etc.	Staff to have limited contact with others out with their own families.	No car sharing.

	Staff not to use public transport to and from place of employment.	Staff requiring to use house care should ensure they clean prior to and following use. Regular valets to be arranged for house car.
Loss of utilities /supplies	Essential services for providing the service i.e. electricity, water etc.	Where possible alternative accommodation would need to be found for the duration of this loss. Use of holiday accommodation is likely to be the most accessible at short notice due to the likely failure of the tourist industry.
	Non-essential utilities e.g. communications, banking	Delegation of responsibilities to onsite managers and staff.
		Create alternative methods of finance e.g. increase the use of credit cards, system of cash availability within the council.
		Links with the base localities for support and or supplies/financial support. Liaison with SWES is out of hours.
	Difficulties in accessing food supplies	Continue to monitor advice from formal sources on the difficulties around this. Ensure that food is not wasted and maximise freezing of food stuff.
	General hygiene supplies	As above and seek access through the council for hand gel and other essential supplies.
Increased demand for service	Families facing breakdown due to pressure of the situation and normal business demand.	Work closely with colleagues in family teams to ensure only the most essential work is taken on.
		Explore alternative methods of supporting families in crisis with what ever resource we have available.

	Failure of family placements due to carer illness	Work closely with fostering and adoption staff to support alternative placements e.g. foster carers and kinship carers.
Key persons responsible for the implementation of this continuity plan	<p>Education & Families Manager- social work Children's House managers, depute and seniors. All residential staff members. HR in identifying alternative options for staffing. Admin resource staff to assist with supplies and finance staff to solve any breakdown in the funding of the service. LAC health to support general monitoring of young people's health and explain health implications e.g. sick family members. Education staff to work with identified education lead in each house to ensure any necessary learning tasks are supported and completed. Allocated social worker for each child to ensure contact plan is managed within public health guidelines. Identified lead for Children and Families from NHS Lanarkshire Public Health Team in order to assist with smooth testing and ensuring effective test and protect.</p>	