**BUSINESS CONTINUITY PLAN**

**Aim of the Policy**

This plan sets out the key activities and contingency arrangements that can be utilised by Zenith Care Recruitment in the event of an emergency so service delivery can continue. This plan has been created to provide a flexible response so that Zenith Care Recruitment can handle the effects of an emergency or crisis, including responding to a disruptive incident (incident management); maintaining delivery of critical activities/ services during an incident (business continuity) and returning to ‘business as usual’ as quickly as possible (resumption and recovery). Such emergencies might be; a pandemic, natural disaster, extreme weather conditions or the result of a fire. This policy will come into effect when there is reduced staffing capacity to complete normal and essential duties and or where operations cannot carry on due to premises damage.

**Policy Statement**

Business continuity is a planning process which aims to manage risks and ensure minimum disruption to a business in the event of a major incident. Having a structured, well developed continuity plan will help our business return to normal as quickly as possible

when faced with an emergency.

Examples of such emergencies are:

* Pandemic Flu or virus
* Severe weather
* Fire
* Theft
* Loss of supplier
* Terrorist activity that severely disrupts staff ability to work and/or travel to work
* Adverse Publicity
* Civil unrest which disrupts service or resources
* Political change or circumstance such as Brexit
* Power failure
* Loss of Key personnel

This could result in the following:

* Inability to deliver services
* Loss of business
* Damage to reputation
* Loss of customers
* Impact on insurance payments
* Loss of staff
* Loss of property

The plan may need to take into account:

* Working from home
* Staff performing different roles
* Staff looking at alternative arrangements to get to work
* Moving location
* Sourcing a new supplier/contractor
* Payment or time off allowed for additional work undertaken

**Scope**

This policy is applicable to all employees.

**Managerial Responsibilities**

* Set a good example by following this Plan.
* Understand the critical functions and activities of the organisation
* Analyse and respond to the risks in the organization
* Provide a detailed, prioritized and timetabled response to an emergency.
* Identify the key roles, responsibilities and contacts to respond in an emergency.

**Employees Responsibilities**

* Employees are expected to follow this Plan.
* Understand the critical functions and activities of the organisation

**Procedure**

This Plan will be activated by the Registered Manager in response to an incident causing significant disruption to normal service delivery of our business; this decision will be made, but not limited to, when:

* Loss of critical systems e.g. ICT and telephone systems failure
* Loss of resources (Buildings, Staff, Equipment)
* Communication system failures

Once the decision has been to activate the Business Continuity Plan

* All the staff will then be notified by email and/ or text message of the current situation. They will also be notified of any actions that need to be taken immediately, including any restrictions to working practices that have been put in place.
* Zenith Care Recruitment would expect all staff to make their best and reasonable efforts to get to their place of work.
* Disasters and emergency situations have no boundaries. It is essential that in the event of a major incident, critical functions are maintained and staff understand what is expected of them.
* Simply being able to contact staff at times may be just what is required for Zenith Care Recruitment to continue to operate.

**Incident Management**

At an initial meeting with staff the following will be discussed:

* What has happened
* What the impact to our business
* Who is available and their preferred contact details during this incident
* What are the priorities for the team
* Which staff are required and what resources are needed to undertake these priorities
* Who else needs to be informed
* Team leaders will be required to feed in the operational status of their teams.

Zenith Care Recruitment Consulting has prepared for the unexpected, putting measures in place to maintain business continuity come what may. Zenith Care Recruitment offers a full range of rapid response and recovery services, along with decades of experience working with both public and private sector clients. Our Business Continuity Plan highlights that there are many circumstances which can disrupt services and potentially in the care and support we provide. In any circumstance which triggers the use of our business continuity plan, it is our responsibility to notify our local commissioner, director of adult social services and the Care Quality Commission as soon as possible if there is any risk to service delivery; we can also contact the adults commissioning inbox: adultcommissioning@lbbd.gov.uk.

**Objective**

The objective of the plan is to ensure:

Continuation of Domiciliary/home care service; and

Continuation and /or fast and efficient resumption of support services

Continuity or resumption of normal services as soon as possible.

**Access to the Plan**

Staff must be familiar with this plan and be able to access the plan as at when needed. The plan will be shared with staff electronically and hard copies will be available in the office. Managers and team leaders will be responsible for sharing the plan and ensuring staff understand the plan. They will have access to hard and electronic copies of the plan at all times.

Staff welfare and safety is the responsibility of Service Managers or Deputies. Team leaders must ensure all their staff are accounted for following an incident and take appropriate and immediate action relating to anyone that may need urgent assistance.

Zenith Care Recruitment would expect all staff to make their best and reasonable efforts to get their work place. Disasters and emergency situations have no boundaries. It is essential that in the event of a major incident, critical functions are maintained and staff understand what is expected of them. Simply being able to contact staff at times may be just what is required for Zenith Care Recruitment to continue to operate.

Zenith Care Recruitment Business Continuity Plan highlights that there are many circumstances which can disrupt our service. In any circumstance which triggers the use of our business continuity plan, it is our responsibility to notify our business stakeholders.

**Continuity Planning for Brexit**

With the UK’s formal exit from the EU set for 31 January 2020, ensuring that our organisation has the necessary skills and labour to continue delivering on our business objectives, against both expected and unexpected changes. It is critical for us to plan our workforce, specifically in the Brexit context, will therefore be our business imperative.

Our Business continuity plan considers:

• Supporting our EU/EEA/Swiss employees in the UK

• Higher wage bill from currency fluctuations

• Reducing staffing to offset increased costs and delays

• Continuing operations

• Need for business relocations

• Keeping communications open with staff

We will build an accurate picture of the external as well as internal factors that may have a bearing on our organisation. With this in mind, we move onto scenario planning to create the working contexts for resourcing, followed by identifying the key risks and contingency actions to be taken in response to those risks. And then we consider the options for addressing workforce requirements and finally the process for monitoring the latest developments so that plans can be adjusted as necessary.

**COVID-19 Support Business continuity planning**

Zenith Care Recruitment is well equipped to keep fully abreast of developments relating to the continued spread of [Coronavirus (COVID-19)](https://www.gov.uk/coronavirus) across the UK and Ireland. We are routinely monitoring developments, reviewing our protocols, and preparing appropriate responses as the situation evolves. Zenith Care Recruitment is committed to ensuring all steps are taken to protect the health and wellbeing of all our colleagues and customers.

Just as we have done previously in preparation for and during virus outbreaks, Zenith Care Recruitment continues to work closely with Health Authorities, and Care Regulators in order to protect colleagues and customers and maintain service delivery. Every Zenith Care Recruitment office is keeping their Business Continuity Plans under review in preparation for a possible escalation of the outbreak. All staff are also encouraged to comply will all their covid vaccine.

**Advice during coronavirus**

At the time of writing this notice the UK and Ireland are experiencing a period of sustained transmission of coronavirus. This means that cases of coronavirus are continuing to rise rapidly.

However, as with any other virus, the best way to prevent infection and spread is to avoid being exposed to it. You can help to prevent the spread of any respiratory outbreak by doing the following:

* Wash your hands often with soap and water for at least 20 seconds.
* Always wash your hands when you get home or into work
* Use hand sanitiser gel if soap and water are not available
* Cover your cough or sneeze with a tissue, then throw the tissue in the bin straight away, or sneeze into the bend of your elbow, then wash your hands.
* Avoid close contact with persons who have respiratory illness symptoms.
* Avoid touching your eyes, nose and mouth with unwashed hands.
* Clean and disinfect frequently touched objects and surfaces.
* Cover your face by wearing a face covering in enclosed spaces
* Make space by staying at least 2 metres apart – or 1 metre with a face covering or other precautions.
* If you have coronavirus symptoms, stay at home (unless you are attending a test site) and [book a free NHS test to check if you have coronavirus](https://www.gov.uk/get-coronavirus-test). In the Republic of Ireland you should phone your GP or GP out-of-hours straightaway to [discuss your symptoms and whether you need a test for COVID-19.](https://www2.hse.ie/conditions/coronavirus/testing/how-to-get-tested.html)
* If you are asked to self-isolate please follow the advice from the test and trace service in your area / nation. In some nations it is an offence not to self-isolate if told to do so.
* If a member of staff has a positive confirmed diagnosis of coronavirus the local Zenith Care Recruitment office will prepare a list of all service users and staff the affected person has been in contact with for at least the previous 48 hours. We will fully co-operate with local test and trace services and contact customers or their representatives where this is appropriate.

**Zenith Care Recruitment support during coronavirus**

At Zenith Care Recruitment we will continue to provide the highest level of care and support our customers expect during the coronavirus pandemic. We follow government guidance in the UK and the Republic of Ireland to ensure we protect our customers and our staff. There are a number of measures we have taken to ensure we protect our customers, our staff and members of the public including (but not limited to):

* Zenith Care Recruitment have a COVID-19 office risk assessment in place in accordance with [government and HSE guidance](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19).
* All Zenith Care Recruitment staff wear Personal Protective Equipment in accordance with government guidance. In England the guidance followed is [Personal protective equipment (PPE) – resource for care workers delivering homecare (domiciliary care) during sustained COVID-19 transmission in the UK](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/925034/Domiciliary_guidance_v6_5_10_2020.pdf).
* All Zenith Care Recruitment we comply with [five steps to safer working together to evidence they are staying COVID-19 secure in 2020](https://assets.publishing.service.gov.uk/media/5ef36e3d86650c1293836d65/staying-covid-19-secure-accessible.pdf).
* Zenith Care Recruitment staff have access to the COVID-19 toolkit. This is a hub of resources that ensures our offices remain up to date with and follow current guidance.
* Zenith Care Recruitment have a Business Continuity Plan in place which includes COVID-19 specific measures where disruption could occur.

Zenith Care Recruitment will review and update our Business Continuity Plan or develop a new plan to ensure operations continue and that the delivery of our services occurs with minimum interruptions despite the COVID pandemic.

**Training development/exercise design**

Zenith Care Recruitment Consulting will deliver training specific to facilitate the continuity of operations program and other compliant exercises to ensure our plan is validated.

Zenith Care Recruitment will ensure staff are educated and well trained on the correct use of PPE, disinfecting procedures and the procedures that are effective at preventing the spread of COVID-19.

**Useful Contacts  General Information**

Name of Provider:

Zenith Care Recruitment

Telephone:

02038653998

Email:

info@zenithcarerecruitment.co.uk

Address:

119 Ivy House Road, Dagenham

RM9 5RP

Service Manager:

Kechinyere Anyanwu

Tel: 02038653964

Mobile: 07930284872

Email:[Kecha@zenithcarerecruitment.co.uk](mailto:Kecha@zenithcarerecruitment.co.uk)

Tel – 02038653998

Email – info@zenithcarerecruitment.co.uk

Emergency Planning: with range of emergencies such as floods, chemicals leaks and gas explosions through to comparatively minor incidents.

Contact information is:

Zenith Care Recruitment

119 Ivy House Road

Dagenham, Essex

Tel: 02038653964

Email:[info@zenithcarerecruitment.co.uk](mailto:info@zenithcarerecruitment.co.uk)

**Key Services/ Provider/ Contacts**

|  |  |
| --- | --- |
| Adult Social Service | London Borough of Newhan  Newham Dockside, 1000 Dockside Rd, London E16 2QU  Email: [Accessto.AdultsSocialCareTeam@newham.gov.uk](mailto:Accessto.AdultsSocialCareTeam@newham.gov.uk)  Tel- 020 8430 2000 or 020 3373 0440  Out of service - 0208 430 2000 |
| Newham Council repairs | Tel - 0800 952 5555 |
| Newham Council Legal Advice Services  Community Links - Legal Advice | Tel: 02033739283  Email: [legal.services@onesource.co.uk](mailto:legal.services@onesource.co.uk)  Telephone - 02074732270  Email- advice@community-links.org |
| Local Taxi Companies: | New Apollo Cars - 020 8472 1414  ASSA CARs : London Airports Minicab Taxi Service & Private Car Hire- 020 3632 7702  Pink Berry Cars - 020 3327 6606 |
| Newham Council  waste collections  Bins, waste and recycling | Jenkins Lane Reuse and Recycling Centre  Address: Jenkins Ln, Barking IG11 0AD  Phone: 0800 389 9918 |
| London Borough of Newham(Clinical Wastes for Patients/Needle Box) | East Ham Community Neighbourhood Centre - currently closed.  328 Barking Road  East Ham  London  E6 2RT  Tel - 020 8430 2000 |
| Public Health (London Borough of Newham) | 020 8430 2000. |
| Newham Council House Repairs | Address: 1000 Dockside Rd, London E16 2QU  Tel - 0800 952 5555 |
| Newhan council Local Hotels  We are holding hotel  list so that we can give  People who might need this in case of emergency | Prince Regent Hotel Excel London  361-363 Prince Regent Ln, London E16 3JP  Tel-020 7474 2227  The Newham Hotel  349 Romford Rd, London E7 8AA  Tel -020 8534 8400  Forest in City Lodge  63 Chestnut Ave, London E7 0JQ  Tel - 020 8281 5054 |
| Hospital: | Newham University Hospital  Address: Glen Rd, London E13 8SL  Phone: 020 7476 4000 |
| Newham Fire Station | Plaistow Fire Station  Address: 142 Prince Regent Ln, London E13 8SG  Phone: 020 8555 1200  East Ham Fire Station  Address: 210 High St S, London E6 3RS  Phone: 020 8555 1200  Stratford Fire Station  Address: 117 Romford Rd, London E15 4EH  Phone: 020 8555 1200 |
|  |  |
| Adult Social Service  Civil protection Service | London Borough of Barking and Dagenham,  Civic Centre, Dagenham, Essex, RM10 7BN  Tel - 020 8227 2915, 020 8227 2462  Newham Council, Tel- 020 8430 2000  Email: civil.contingencies@lbbd.gov.uk |
| Care Quality Commission | CQC National Customer Service Centre  Citygate  Gallowgate  Newcastle upon Tyne  NE1 4PA  Telephone -03000616161 |
| Legal Advice | Citizens Advice Dagenham,339 Heathway, Dagenham RM9 5AF  Tel- [020 8594 6715](https://www.google.com/search?rlz=1C1CHBD_en-GBGB862GB862&ei=FopoXcSyJ82jgAba4K2YDw&q=++Legal+advice+office+in+barking+and+dagenham&oq=++Legal+advice+office+in+barking+and+dagenham&gs_l=psy-ab.3...24483.27962..29148...0.1..0.190.784.6j2......0....1..gws-wiz.......0i71j35i39j33i10.N5mmRF2ogFs&ved=0ahUKEwjElcCoxqnkAhXNEcAKHVpwC_MQ4dUDCAo&uact=5)  Wellsprings Solicitors, 5 Faircross Parade, Barking IG11 8UN  Tel -[020 3538 6084](https://www.google.com/search?rlz=1C1CHBD_en-GBGB862GB862&ei=NIpoXevCH9WM8gLNkLngBg&q=Legal%20advice%20office%20in%20barking&oq=Legal+advice+office+in+barking+&gs_l=psy-ab.3..35i39.102934.104896..105665...0.2..0.160.1132.10j2......0....1..gws-wiz.......0i71.Vk3sB4cSi7M&ved=2ahUKEwj_gNnpxqnkAhULUcAKHaWeD2QQvS4wAnoECAoQOQ&uact=5&npsic=0&rflfq=1&rlha=0&rllag=51540870,81554,938&tbm=lcl&rldimm=7252874367969145474&rldoc=1&tbs=lrf:!2m1!1e2!2m1!1e3!2m1!1e16!3sIAE,lf:1,lf_ui:2) |
| Hospital: | Queen's Hospital  Rom Valley Way, Romford, RM7 0AG  Tel -[0330 400 4333](https://www.google.com/search?q=queens+hospital+romford&rlz=1C1CHBD_en-GBGB862GB862&oq=Queens+ho&aqs=chrome.1.0l6.6458j0j8&sourceid=chrome&ie=UTF-8)  King George Hospital  Barley Ln, Goodmayes, Ilford, IG3 8YB  Tel-[0330 400 4333](https://www.google.com/search?rlz=1C1CHBD_en-GBGB862GB862&ei=Z4RoXajpNMOP8gKy2qCoDA&q=king+george+hospital+ilford&oq=king&gs_l=psy-ab.1.0.0i67l2j0i131i67j0i67l7.109319.109969..112616...0.1..0.101.340.3j1......0....1..gws-wiz.......0i71j35i39j0j0i131j0i10i67.yCv8KSr3Vjk)  Emergency service – dial 111 or 999 |
| Barking Fire Station  Barking and Dagenham Fire Safety Centre | Alfreds Way, Barking, IG11 0BB  [3000direct@lbbd.gov.uk](mailto:3000direct@lbbd.gov.uk)  Telephone. 020 8555 1200  Phone: 020 8555 1200. |
| Local Taxi Companies: | |  |  | | --- | --- | | Diamond Car Service -020 8599 0555 |  |   Alphabet cars – 020 850 3555  Clayhall Executive Cars - 020 8550 6767 Alpha Cars - 020 8591 8000 |
| Local Hotels  We are holding hotel  list so that we can give  People who might need this in case of emergency | Ibis London Barking Hotel- Highbridge Rd, Barking IG11 7BA  Tel- 020 8477 4100  Barking Park Hotel -56-60 Tanner St, Barking IG11 8QF  Tel -020 8594 2720  Travelodge-Pianoworks, 4 Arboretum Place, London, Barking IG11 7RX  Tel -0871 984 6416  Premier Inn London Dagenham hotel-Chequers Corner, 2 New Rd, Dagenham RM10 6YS Tel -0333 321 9271 |
| Barking and Dagenham  waste collections  Bins, waste and recycling | 123 Rainham Rd N, Dagenham RM10 7ES  0208215 3000 |
| London Borough of Barking and Dagenham(Clinical Wastes for Patients/Needle Box) | 0330 122 4220 (Medisort) |
| Public Health (London Borough of Barking and Dagenham) | Tel: 020 8227 2753 |
| Clinical Waste for GP Practices (NHS England) | Tel: 020 7932 3100 |
| Council House Repairs | 020 8215 3000 |
| National Gas Emergency Service  Electricity emergency | 0800 111 999  0800 404 090 |
| In the event of any other emergency | Call 111 or 999 |

# EMERGENCY PROCEDURES & RESOURCES

## Information & Communication

The latest information relating to the emergency can be obtained by:

* Speaking to an emergency services officer near the scene
* Listening into local radio.
* Contacting the Council’s switchboard 0208 227 2326
* T.V.
* ITV Teletext page 160 and BBC CEEFAX pages 437 and 438
* BBC News Website: <http://news.bbc.co.uk/>
* Looking at the Councils website- https://www.lbbd.gov.uk

Staff will as well be informed of the current situation by Registered Manager, Team leaders

by phone, fax and e-mail.

**SUPPORT FROM COUNCIL**

In an evacuation situation that cannot be dealt with using particular locations own resources or mutual aid arrangements, the Council can provide support.

The Council can provide assistance with:

* Transport
* Identifying alternative accommodation sites
* Medical needs
* Feeding

(please note that the Council can only provide basic levels of support. Locations should always develop their own emergency procedures)

In an emergency the Council can be contacted by calling 0208 227 2326. This is a dedicated emergency line within the Council’s Control Room.

**Policies and Procedure**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **HAZARD** | **HAZARD**  **DESCRIPTION** | **RISK**  **PROBABI**  **LITY** | **RISK**  **IMPACT** | **RISK**  **PRIORITY** | **PLANS IN PLACE** | **CONTROLS REQUIRED** |
| **Staff**  **related** | Staff Changes and  re-organisation | High | High | 1 | Yes | * Review of staff recruitment process and procedure is ongoing * Ensure staff training to fill and potential deficits * Ongoing monitoring of staff * Ensure contract of employment have flexibility to move, redeploy/temp * Arrange and monitor training needs and any assessed needs reported to Contract manager * Annual staff performance appraisal * Regular staff supervisions * Review of service users future needs and trainings to meet new needs |
|  | Sickness and  Absence | High | Medium | 2 | Yes | * Monitoring of reason for sickness and absence * Monitoring of staff work load * Ongoing recruitment of staff who have appropriate skills |
|  | Documentation out  of date and  processes | Medium | Low | 2 | Yes | * Review and audit of policies * Marinating documents on the server as backup |
| **Anti-social behaviour**  **in community** | Concerns expressed   in the community  Clients at risk from  others | Medium | Medium | 2 | Yes | * Document all incidents and review. Reflect and revise policy * Ensure staff training is in place and continues * Ongoing communication with local authorities * Ongoing assessment of the situation and ensure all key people,  local authority etc. are informed |
| **Staff**  **fatigue** | Staff tiredness due  Work load | High | High | 1 | Yes | * Ensuring that all staff are working reasonable hours and are happy to pick up extra work. * Strong and effective communication between Management and staff |
| **Lone**  **working** | Staff member at risk | Medium | High | 2 | Yes | * Ensure Lone working Risk assessment are carried out on all staff and staff to follow procedure if the feel at risk. * Staff to inform the registered manager of any changes in behaviour of the individuals they support * Staff to know on call and office telephone numbers in case of any emergencies |
| **Safe system of work** | Staff member at risk | Medium | High | 2 | Yes | * Ensure Risk assessment are carried out on all staff and staff to follow procedure if the feel at risk. * Staff to know office telephone numbers in case of any emergencies * Put in place a safe system of work for any service to be delivered |
|  | Client at risk | Medium | High |  | Yes | * Following our recruitment process, ensure that staff have 2 satisfactory references on file, * including satisfactory references and enhanced DBS check; Training and induction * Ensure we have ongoing training and supervision system in place * Quality assessment to be carried out and encouragement of using our compliant procedure if necessary |
| **Heatwave** | Dangers of temperatures  remaining high | Medium | High | High | Yes | * Follow heatwave policy * Coordinate with local health professionals * Consider contingences in client homes (e.g. ventilation, fans etc.) * Keep out of sun * Ensure clients at risk receiving adequate support * Special attention to clients * Adequate supplies of water and fluid intake * Keep curtains and blinds at windows exposed to the sun closed * while the temperature outside is higher * Open curtains and windows once the temperature outside has * dropped * Encourage clients to reduce internal home temperatures by   turning off unnecessary lights and electrical equipment |
| **Infection**  **Control** | Virus inhaled through  aerosol effects of  coughing / sneezing  from infected Individuals | High | High | High | Yes | * Staff to always carry tissues * Staff must use tissues to cover their mouths and noses when * coughing or sneezing * Staff to bin the used tissues as soon as possible |

**Risk Probability:** **High** (Expected to occur in most circumstances), **Medium** (Fairly likely to occur at some time), **Low** (Unlikely to occur but could do so at some time,**Risk Impact:** **High** (Major disruption to service, would affect clients), **Medium** (Noticeable disruption, may affect Clients), **Low** (Insignificant disruption, may not affect clients)

# POLICY REVIEW

# Our Business Continuity Policy will be reviewed annually.

|  |  |
| --- | --- |
| Signed: | Kechi A |
| Date: | \_\_\_\_1st September 2021\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| Policy review date: | \_\_\_\_\_\_20th March 2021\_\_\_\_\_\_\_\_ |