Business continuity plan – things to think about

1. **Business Continuity Planning – general**

   a. Is the BCP regularly reviewed, with any issues identified actioned accordingly?
   b. Are staff aware of the BCP and who to contact in an emergency?

2. **Contact**

   a. How will contact be maintained with:
      i. People receiving support?
      ii. Staff?
      iii. Family / friends of people receiving support?
      iv. Other key stakeholders (internal and external)?
   b. How will any required emergency support, first aid and/or medical support as required, be identified and arranged?
   c. Do the services have a list of up-to-date contact information for key agencies, including Staffordshire County Council: ASCincidentmanagement@staffordshire.gov.uk
   d. Is the right person in the service receiving email updates about potential business continuity issues from Staffordshire County Council via ASC Incident management and are these been shared accordingly?
      If you are not receiving emails from this address, please contact us using the above email address and ask to be added to our mailing list. If you believe you are on our mailing list, but not receiving updates, please check you 'junk' folder.
   e. In the event of a power outage how will the service check for updates from the national grid?

3. **Electronic filing and recording systems**

   a. What information is required in hard copy in the event of an emergency?
   b. Do staff know where hard copies are located in the service, in the event of electronic systems failing and/or in the event of an evacuation?
      Please ensure any printed information, is stored securely.
   c. Do staff know what information to record, and how / where to record this, if electronic systems are not available?

4. **Evacuation**

   a. Do staff understand when an evacuation may be required and the associated procedures?
   b. Are there alternative premises where some or all can be relocated to:

      i. People receiving support?
      ii. Staff?
  c. If using alternative premises:
      i. Are there any transport requirements?
      ii. Are there any equipment requirements?
      iii. What are people's individual support needs; and can they be met safely in alternative premises, for any duration?

5. Safety critical items and back-up power sources

  a. Are emergency systems routinely tested and do staff know how to operate them safely? i.e. emergency lighting
  b. Will gas / heating systems work without electricity?
  c. Has the generator been serviced and do staff know how to operate it safely?
    If you are considering a generator, please ensure you have checked the service can support this.
  d. Have back-up power sources been serviced, tested and charged (as appropriate)? i.e. for medical equipment, hoists, airflow mattresses – *Are staff aware of how long back up power sources last?*
  e. Will electronic access / locking systems work? If not, how will people receiving support be kept safe?
  f. In the event of a power outage, are there 'grab bags' with critical items, including but not limited to:
      i. Torches
      ii. Blankets
      iii. Other essential equipment?
  g. How will systems be reinstated (and by whom) safely following an emergency i.e. heating systems?

6. Staffing

  a. Will directly employed staff work additional hours?
  b. Can staff preforming other roles be deployed to provide support i.e. administrative staff?
  c. Can staff from other services provide support, including other services within the group and local 'buddy' services?
  d. Can agency staff provide additional support? Are services aware of all agencies who may be able to provide support, in addition to those usually contracted?
  e. Can families, friends or volunteers provide any support?

7. Refrigeration

a. What are the contingency plans if fridges and freezers are impacted for any period of time i.e. providing food and drinks to people receiving support and staff?
b. How will medication requiring refrigeration be stored safely?
c. Who will be responsible for ensuring any spoilt foods and fluid are disposed of after the event?

8. **Adult Social Care specific considerations in the event of an emergency?**

a. Are RAG ratings regularly reviewed and current?
b. Are people living in the community registered with their energy and water supplier(s) as vulnerable?
c. How will infection prevention control measures be maintained?
d. Will medical equipment and moving & handling equipment continue to be operational; if not how will resident safety be maintained?
e. What are the contingency measures in the absence of call systems and assistive technology i.e. in the absence of falls and door sensors?
f. How will specific dietary requirements be met?
g. How will people receiving support respond in the event of an emergency (including in a different premise) and can any steps be taken to reduce the impact?
h. What are the safeguarding issues and impacts?