

POLICIES AND PROCEDURES

Business Continuity Policy

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Purpose of this document

The Board of Trustees must consider the implications of a range of disasters, which could have a significant impact on the work of Aspired Futures (AF), in the short, medium and even longer term. This policy considers possible disasters and considers how to eliminate or reduce their impact and we might wherever possible plan to ensure we could continue the important work of AF in supporting children/young people (CYP) at our premises.

Details of Policy

Computers & Computer Systems

AF takes the following precautions to prevent loss of data:

- All electronically archived data is stored on an on-site server which performs an automatic back up each night
- All “live” data is stored on the cloud, the cloud can only be accessed by members of staff who have an appropriate account. All backups and restoration of loss of service are the responsibility of Microsoft as part of the licence fee paid by AF for each user.
- All staff are required to store all documentation on the cloud and not use individual PC / laptop hard drives.
- All staff are advised to lock their PCs and laptops when not in use to prevent unauthorised access.
- Staff are reminded not to share their log on IDs or passwords with anyone

Telephones

Should telephones be cut off for whatever reason, we would;

- Use mobile phones for the period until normal service is resumed
- Take and make calls from phones at the home of staff (if they were still operable)

NB: During this period all incoming and outgoing call costs on staff mobile phones or on their home phones would be paid promptly by AF through expense claims.

Gas

- If our gas supply were to be cut off, or our boiler failed, we may need to buy additional heaters to ensure our premises meet minimum standards of warmth, particularly during winter months.
- If our central heating is not available for more than a few hours in the winter, immediate purchase of sufficient fan heaters is authorised (in addition to those we already have) to keep all staff and service users warm, as long as they comply with OFSTED regulations.

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Electricity

- If our electricity supply is lost for more than one hour, leaving the offices with no light, heat or computers, staff will work from home for the duration of the power failure - if this is possible.
- The Head of Services or Service and Volunteer Manager (SV Manager) will decide if staff/volunteers should close the building and cancel all groups and make contact when they can return.

Petrol Shortages

- If a petrol shortage at garages meant that staff/volunteers could not drive to our offices, transport CYP, attend family support groups or multi-agency meetings for a few days or even weeks AF staff would contact volunteers and service users by telephone and ask them all to keep in touch until the petrol shortage ends. All additional telephone costs by volunteers would be paid through the usual expenses claim forms.

Burglar Alarm

- If the burglar alarm goes off when no AF staff are working at Kensington Resource Centre, the Kensington Team key holder would be called out to deal with the situation.
- NO member of staff should go to the premises alone out of work hours; if they are needed to attend the building they will contact a second member of the AF core team who will accompany them.

Our Offices

- Our office/building could be seriously damaged or even totally destroyed by floodwater, fire, a lightning strike, storm damage etc.
- The contents insurance policy covers the scheme for the full cost of contents repair and replacement. If the property was completely destroyed by fire, the full rebuilding costs for a new similar building would be covered by Kensington Trust Building Insurance.

Flu Pandemic

- In the event of a flu pandemic, all trustee's, employees, volunteers, service users and their families will be issued with up to date general public health messages to minimise the risk of catching or spreading influenza and to ensure that all individuals who feel unwell know what action to take and in particular to ensure that contact is minimised where this could pose the possibility of catching or spreading influenza.
- The Trustees will ensure that regular updated information is published on the AF website and Facebook for staff, volunteers, service users and their families.
- In the event of a pandemic, the Trustees will arrange an emergency meeting in order to put into action the Business Continuity Policy.
- During a pandemic, the Trustees will plan for flexible work practices including working from home. Arrangements will be put in place to support those staff who need time off to care for dependents. Staff and volunteers will be made aware of Government advice that they should not come to work if they think they are unwell throughout the pandemic.
- The Senior Managers will ensure that the workplace and any group facilities are fully equipped with materials needed to implement infection control measures in time to cope with any imminent pandemic.
- In the event of the service being restricted, the Head of Services or SV Manager would make contact with all service users to ensure that telephone and/or email contact is maintained to support the service users unless a family does not wish this.
- Group work may be suspended in line with guidance from the Local Authority/Government to minimise the risk of infection spreading.

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- The health and safety of all within AF will be paramount and it may be desirable to reduce physical contact between staff, volunteers and CYP to prevent the spread of infection. In this event, regular telephone contact will be maintained with all volunteers and service users and other means of communicating remotely will be explored if it is necessary to suspend group provision until the risk of the spread of infection has subsided.
- Closure may arise as a result of:
 - Insufficient staff being able to run the service safely.
 - Advice from the Government that child care services in affected areas should not take place

Death of a team member

- If a member of staff dies their work would temporarily be absorbed by other team members until the post was recruited to, except for the finance management role of the Head of Business where the work would be temporarily undertaken by Whitehead and Howarth Accountants.