**HOME-START HEREFORDSHIRE**

**BUSINESS CONTINUITY PLAN**

**AND**

**DISASTER RECOVERY POLICY**

JULY 2016 - 2020

**Introduction**

Home-Start Herefordshire is not dependent upon key critical functions for the delivery of its service. The organisation delivers befriending to families on an outreach basis and is both adaptable and diverse through its wide range of volunteers. However we have put in place contingency plans to deal with any emergency situation as detailed in this plan.

The priority for Home-Start Herefordshire is to keep service delivery in place. All responses to emergencies will ensure that service to our families is maintained.

###### Aim of this Plan

To prepare Home-Start Herefordshire to cope with the effects of an emergency

###### Objectives

* To define the critical functions of our service
* To analyse the emergency risks to the organisation
* To detail contingency plans and our response to an emergency
* To identify key contacts during an emergency

**Copies of this plan** are held in the office and by the chair and deputy chair of Trustees, the Scheme Manager and the administrator outside office premises. They are jointly responsible for ensuring that these plans are implemented in a timely manner and as required. Any one of them may be the first port of call.

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| **Related Documents** |
| Home Start Herefordshire Risk Assessment 2016 |

**Business Impact Analysis**

**Critical Function 1: Communications: IT and telephones**

###### Effect on Service:

Failure of communications technology would have a temporary and inconvenient effect on service (for about 24 hours) but could be remedied relatively quickly:

* All information on computers is backed up on a weekly basis and copies are retained off the premises
* Computers are protected by password, virus and firewall protection which are updated regularly
* Staff computer passwords are shared with the chair and vice chair of trustees
* Computers could be replaced easily and quickly
* Family records are kept as paper copies and are stored in fire proof cabinets. They would not be affected.
* All staff members have mobile phones and home telephones and would be able to work from home. They would be reimbursed for any additional expenses
* All phone numbers for staff, volunteers and supported families are kept on the premises and on storage devices away from the office

IMPACT Low PROBABILITY Medium

###### Critical Function 2: Premises

###### Effect on Service:

Loss of premises would have a temporary and inconvenient effect on service, but could be remedied relatively quickly:

* We would find and rent alternative premises in Herefordshire
* Our buildings and contents insurance cover, renewed annually, would allow us to rectify damage, repair and replace as necessary
* Family records are kept as paper copies and are stored in locked fire proof cabinets. They would hopefully not be affected but staff should begin to scan them onto a memory stick to store off the premises. Staff will discuss the feasibility of this process.
* Staff have agreed that they are able to work from home when necessary and would be reimbursed for any additional expenses

IMPACT Low PROBABILITY Low

**Critical Function 3: Energy**

###### Effect on Service:

* Electricity outage: this would have a temporary effect on our service delivery but all the safeguards in place for data and records would allow us to restore normal service in a timely manner. We do not use gas.
* Petrol shortages: we would rely on volunteers to let us know if they are unable to visit families and we would make alternative arrangements to keep in touch with families by phone, email etc. Additional expenses for volunteers would be reimbursed. This has happened before in adverse winter conditions such as snow and has worked successfully
* Staff have agreed that they are able to work from home when necessary and would be reimbursed for any additional expenses

IMPACT Low PROBABILITY Low

**Critical Function 4: Staff members**

###### Effect on Service:

The loss of key staff members for any reason such as an epidemic, an accident etc. would have the biggest impact upon our service of all eventualities.

* We would bring in volunteers, including trustees, to keep the service going until it is possible to make permanent or temporary replacement appointments
* We would ensure that all families will be contacted and are kept informed about the situation
* Staff computer passwords are known to the chair and vice chair of trustees
* We would ask HSUK to give us support as necessary
* Policies and procedures enable new staff to work efficiently within a short time span

IMPACT High PROBABILITY Medium

**Critical Function 5: Finance**

###### Effect on Service:

Loss of access to finance and banking services would have a temporary effect on our service

* We have separate banking arrangements for our bank accounts
* We maintain approximately 6 months reserve in our bank account
* The only time critical payments are salaries and we would make temporary arrangements to ensure staff members are adequately financed
* Our accounts are well monitored so we would be able to react in a proactive timely manner

IMPACT Medium PROBABILITY Medium

**EMERGENCY RESPONSE CHECKLIST - FOR USE DURING AN EMERGENCY**

**Lead – Scheme Manager, Chair of Trustees**

1 Start a log of actions taken

2 Liaise with emergency services

3 Initial identification of any damage and functions disrupted

4 Notify insurance company

5 Convene key staff and volunteers to respond and ensure ongoing service delivery

6 More complete identification of damage and functions disrupted

7 Provide information to staff

8 Decide on course of action and communicate decisions to staff and volunteers

9 Decide on course of action and communicate decisions to families

10 Provide information as appropriate to external stakeholders and media as appropriate

11 Review Business Continuity Plan

**Key Contact Sheet**

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| **Contact** | **Office Number** | **Mobile Number/email** |
| Office | 01432 371212 | 07721 911139homestart.hereford@virgin.net |
| Staff members | See Internal Directory |
| Trustees | See Internal Directory |
| Home visiting volunteers/trainees | See Internal Directory |
| Phil Collins landlord  | 01981 240682 | Jeff Caretaker 07970 240683Chris 07951 949198 |
| HSUK | 0116 233 9955 |  |
| Herefordshire Council contract manager | 01432 260000 | Contract manager |
| Other contract managers | Children in NeedEvesonBulmer | Area Manager: 0345 6090015Alex Gay: 01452 501352James Greenfield: 01432 271293 |
| Key partners |  |  |
| Emergency Services |  |  |
| BT | 0800 800152 |  |
| Insurance – Willis/Zurich | 0845 0744125Policy no. CC636515 |  |
| Bank | Lloyds 30-94-14COIF Deposit  | Acs. 03268847 00852547Acs. 885690001C 885690002C |
| Electricity  | Through Landlord |
| Water  |

Log Sheet

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| Date | Time | Information / Decisions / Actions  | Initials |
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