

Business Continuity Plan

Children's Services

Yn agored a blaengar - Open and enterprising



IMPORTANT

PLEASE COMPLETE THIS PLAN USING THE ACCOMPANYING GUIDANCE DOCUMENT. THIS TEMPLATE SHOULD BE TAILORED TO THE NEEDS OF YOUR OWN SERVICE. ITS CONTENTS ARE GENERIC.

ALL RED TEXT SHOULD BE EDITED/DELETED UPON COMPLETION OF FINAL DRAFT.

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Plan Author:	Anna Konieczny/Jo Williams
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1. Data Protection

The data contained in this plan document are reproduced for business continuity purposes only. In order to comply with the General Data Protection Regulation, the storage, distribution, use and disposal of this plan document must be controlled by the Plan Owner. The Plan Owner must ensure that this document is reviewed regularly to ensure that contact details are accurate and up to date and to securely delete and/or destroy old versions when revised details are issued. Should this plan be shared outside of Powys County Council all personal details must be redacted.

2. Purpose

The objective of this plan is to maintain or recover the critical services and activities within Children’s Services of Powys County Council in the event of a major disruption. This plan will assist the service in ensuring that it is fully prepared to cope with any incident that may arise and providing a continued education and place of safety for the learners, staff, and visitors.

This business continuity plan will enable Children's Services to fulfil its obligations to:

- Maintain business continuity when faced with any disruptive challenge;
- Protect children and young people and staff;
- Support the work of the Emergency Services.

This will be achieved through:

- Effective planning and preparation;
- Establishing roles and responsibilities;
- Working towards a confident and controlled incident response and recovery;
- Service wide training and awareness needs.

It is the responsibility of every member of staff to be familiar with the plan and its contents, the plan will be regularly reviewed and kept up to date in order to fulfil the above obligations to a high standard.

This business continuity plan complements (but does not replace) existing procedures from Powys County Council. Should there be a highly significant disruption impacting on one or more service area the Powys County Council Corporate Business Continuity Plan may be activated.

This business continuity plan should be used alongside the Powys County Council Business Continuity Management Framework and Toolkit.

3. Plan Distribution List

This plan should be treated as a secure document, and its contents kept confidential at all times.

Copy Number	Name	Position	Email Address
001	Greg Thomas	Project Officer (Events/Civil Contingencies)	Redacted

002	Jan Coles	Head of Service
003	Sharon Powell	Snr Manager Care and Support
004	Karen Sharp	Snr Manager Early Help and Assessment
005	Audrey Somerton-Edwards	Snr Manager Corporate Parenting
006	Stephen Pearce	Snr Manager Intervention and Prevention
007	Holly Gordon	Snr Manager Safeguarding and Quality Assurance
009	Holly Gordon	Registered Individual Bannau Camlas
010	Jo Williams	Interim Business Manager (Lead for Admin)
011	Anna Konieczny	Strategic Improvement Manager

Redacted

4. Emergency Grab Bag

The Emergency Grab Bag for Children's Services is located in each office: Neuadd Maldwyn, The Park, The Gwalia, Neuadd Brycheiniog and Hendre Ladus. In the event of an emergency or plan activation Holly Gordon/Jo Williams will be responsible for coordinating the collection of the Emergency Grab Bag by the most senior individual in that office.

5. Critical Services or Activities

Critical Service/Activity	Recovery Time Objective	Service Details In particular – what should be maintained or recovered in the event of disruption.	Responsible Person
Front Door & EDT	0 - 2 hours	Ability to take telephone calls and re-direct to the appropriate team to respond to critical, life threatening and safeguarding needs.	Karen Sharp
Assessment	0 - 2 hours	Ability to respond to S47 referrals and assessments.	Karen Sharp
Care and Support	0 - 2 hours	Responding to critical, life threatening and safeguarding needs, and to provide prioritised support to maintain the most vulnerable children, young people and carers within their homes, family networks and local communities,	Sharon Powell
Safeguarding and Quality Assurance	0 - 2 hours	CP Register.	Holly Gordon
Corporate Parenting - Bannau / Camlas	2 - 24 hours	To provide prioritised residential and / or short breaks placements	Audrey Somerton-Edwards
Corporate Parenting – Through Care	2 - 24 hours	Responding to critical, life threatening and safeguarding needs, and to provide prioritised support to stabilise arrangements for the most vulnerable children, young people and carers.	Audrey Somerton-Edwards
Corporate Parenting - Fostering	2 - 24 hours	Able to identify potential emergency foster carers and provide support to carers	Audrey Somerton-Edwards
Safeguarding and Quality Assurance	2 - 24 hours	Respond to safeguarding needs within the service and with partner agencies	Holly Gordon

Intervention and Prevention - Youth Justice Service, Edge of Care and Family Support IFST	2 - 24 hours	Respond to needs within the service and with partner agencies	Stephen Pearce
Partnership - Commissioning	2 - 24 hours	Respond to commissioning needs within the service and with partner agencies to identify placements	Joanna Harris
Children's Services	2 - 24 hours	Respond to needs within the service and with partner agencies	Jo Williams
Regional Adoption Service	2- 5 working days	Respond to needs of the Regional Adoption Service. Provide support for prospective adopters and adopters	Claire Dickinson
Early Help	2- 5 working days	Provide prioritised support to children, young people and families to prevent escalation into statutory services.	Karen Sharp

6. Possible Disruptions

Possible Disruption	Impact (A)	Likelihood (B)	Risk Rating (A x B)*
Assessment, Front Door & EDT	4	4	16
Care and Support, IDS,	3	4	12
Children's Commissioning	4	3	12
Corporate Parenting - Family Time	3	3	9

Corporate Parenting - Bannau / Camlas	3	3	9
Corporate Parenting – Through Care	3	3	9
Safeguarding and Quality Assurance	3	2	6
Corporate Parenting - Fostering	3	3	9
Intervention and Prevention - Youth Justice Service, Edge of Care, Family Support and IFST	3	3	9
Administrative support	3	3	9
Early Help	2	3	6
Corporate Parenting - Adoption	2	3	6

**Any disruptions that have a risk rating of 9 or above, must have an action card.*

Impact: how serious the disruption might be as a result of this threat

1 – Insignificant	2 – Minor	3 – Moderate	4 – Major	5 – Catastrophic
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Likelihood: the chances of this happening

1 – Rare	2 – Unlikely	3 – Possible	4 – Likely	5 – Almost Certain
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7. Incident Management Plan

The purpose of the Incident Management Plan is to make sure the right people come together, in the right place, at the right time, to take control of any disruption.

7.1 Overall Responsibility

The following will take overall responsibility of the service's response to an incident and bring together the Incident Management Team.

Role	Name	Contact Details	Deputy	Contact Details
Head of Service	Jan Coles	Redacted	Jo Williams	Redacted

7.2 Key Staff

The following should be contacted to form an Incident Management Team who will carry out the actions required to maintain or recover critical services/activities. This list should include some of those listed as responsible persons in the list of critical services/activities.

Role	Name	Contact Details
Head of Service	Jan Coles	Redacted
Snr Manager Care and Support	Sharon Powell	
Snr Manager Early Help and Assessment	Karen Sharp	
Snr Manager Corporate Parenting	Audrey Somerton-Edwards	
Snr Manager Intervention and Prevention	Stephen Pearce	
Snr Manager Safeguarding and Quality Assurance	Holly Gordon	
Registered Individual Bannau Camlas	Holly Gordon	
Business Manager (Lead for Admin)	Jo Williams	

Strategic Improvement Manager	Anna Konieczny	Redacted
Health and Social Care Change Manager – Start Well	Joanna Harris	

Roles and responsibilities of key staff are listed in Appendix 3.

7.3 Location

It is most likely that the incident management team will convene via skype/Teams/Telephone.

7.4 Recording

An Incident Impact Assessment Log and Incident Log must be opened as soon as this plan is invoked. These are enclosed as Appendix 1 and 2.

8. Generic Actions

This action list assumes that all immediate emergency actions such as evacuation have taken place according to existing Powys County Council procedures.

Action	Considerations
Assess the situation: Survey the scene. Contact the emergency services if still on site. Assess the scale, severity, duration of the incident and its likely impact on critical services and activities (see Section 5).	What do you need to help you manage your recovery? Incident Lead/ Staffing numbers / ICT(WCCIS) / Mobile phone access Are there any key milestones of statutory deadlines approaching? All safeguarding statutory deadlines to be adhered to.

Establish an Incident Management Team contact point for all personnel.	<p>This may be a physical location or a phone number.</p> <p>It is most likely that the incident management team will convene via skype/Teams/Telephone.</p>
Allocated specific roles as necessary (see Appendix 6).	<p>For example: site liaison, staff communications, log keeping.</p> <p>As above. Specific roles to be allocated by the incident management team</p>
Ensure a log of key decisions and actions is started and maintained throughout the incident (see Appendix 1 and 2).	Record all financial costs. Managed by the Identified individual and overall responsibility held by the Incident Management Team. All critical decisions will be record on the incident log.
If there is time and it is permitted by the emergency services, consider the recovery of vital assets/equipment to enable delivery of critical activities.	
<p>Notify the relevant stakeholders:</p> <p>Powys County Council Duty Emergency Planning Officer;</p> <p>Staff;</p> <p>Any children, young people or their families who may be affected.</p>	<p>Notify them of your:</p> <p>Assessment;</p> <p>Arrangements for keeping in contact.</p>
<p>Agree with Powys County Council Duty Emergency Planning Officer who is making arrangements for:</p> <p>Communication and media handling;</p> <p>Establishment of an internal and/or public helpline;</p> <p>Insurance;</p>	Key contacts are listed in Appendix 2.

Site security (including turning off of utilities).	
Plan how critical services and activities will be maintained or recovered, using the prepared business continuity Action Cards (see Section 9). Appendix 7 lists the resources required to recover critical activities.	If none of the prepared Action Cards are appropriate, the Incident Management Team will need to create actions on the day.
Agree with Incident Management Team and stakeholders dates/times of future updates, meetings, reviews, and communications.	Incident management team will communicate timings of reviews with Stakeholders.

9. Action Cards

As part of the business continuity planning process, **Children's Services** has created a number of prototype Action Cards for specific disruptions. If none of these are appropriate for a specific event, the Incident Management Team will create actions on the day.

INCIDENT: LOSS OR SHORTAGE OF STAFF AND SKILLS DUE TO PANDEMIC	
Action	Further information (e.g. Key contacts, details of arrangements, checklists)
Scale down and/or suspend non-critical activities, to focus on identified critical activities.	Here is the list of prioritised tasks
Provide up to date health information to staff	LINK to NHS INFO HERE
Assess staff and foster carers in at risk groups	Link to the staff survey
Scope the experience and skills of all staff	Link to the staff survey
Scope willingness of staff to work additional hours, different working hours including out 'out of hours' and key areas of work such as residential, child protection decision making and court work.	Link to the staff survey
Provide personal protective equipment to staff	Details of what items are required and how these items can be ordered
Redeploy staff from other less critical services/activities to more critical areas.	Here is the list of teams from which staff will be redeployed. Here is the list of teams which are priority.
Pre-prepared materials that allow for independent learning in the case of emergency re-deployment of staff. Access training on the NHS learning site.	LINK to quick guides and pre-recorded video training for staff undertaking work outside of their usual roles LINK to NHS site and guidance for use

<p>Reduce face to face working.</p> <p>All assessments, meetings and visits should be triaged by telephone in the first instance in order to decide whether a face-to-face meeting is essential or whether work can be done by telephone or delayed.</p> <p>Agile working arrangements to be maximised.</p>	<p>All staff have equipment and access to enable them to work remotely</p>
<p>Ensure good communication with staff, partners and children, young people and their families</p>	<p>Link to comms</p>
<p>Using mutual support arrangements with other local authorities.</p>	<p>Numbers and emails for other LAs</p>
<p>Changes to working conditions (staff working longer hours, part-time staff working full-time).</p>	<p>Ensure staff management issues are considered, i.e. working time directive, job description flexibility and contractual requirements etc.</p>

Extract from the Dyfed-Powys Local Resilience Forum Joint Agency Arrangements for Managing an influenza pandemic (Version: 3.1 Date: 15.05.2015 Status: APPROVED) for reference:

21. Local Authorities

Local Authorities will, where able: a. Participate in outbreak control arrangements b. Be a source of timely legal advice in relation to the Health Protection (Wales) Regulations 2010, as appropriate c. CEO or representative will attend the Strategic Co-Ordination Group held at Police Headquarters, Carmarthen. d. A senior representative will attend the multi-agency Co-ordination Group (Silver). e. Have in place robust Business Continuity Plans which consider the impact of a pandemic and potential staff absenteeism.

f. Through Registrars collate details for returns on the impacts of cremation & burial services. g. Through Emergency Planning Units collate and submit details for returns on essential services, ad hoc issues, schools, early years, childcare, staffing and other issues. h. Provide assistance and advice to agencies in identifying vulnerable groups. i. Provide premises to support the public health management of the outbreak e.g. vaccination centres. Discussions will need to take place in advance of any provision which will include handover and return arrangements and the feasibility of providing care taking staff with knowledge of the facilities in the centre. Cost issues will need to be agreed in advance. j. Provide social services support. k. Jointly support provision of public information/advice. l. With the approval of the Coroner, establish body holding facilities if needed. m. Address issues relating to increased pressure on registration/ burial/cremation services. n. Provide environmental health services. o. Provide Animal Health services and advice, in consultation with the Animal Health Agency.

Social Services:

Planning Stage

- Engage with the local authority emergency planning arrangements
- Governance of social services planning
- Establish support required to social services /social care/ communities department from other agencies, including via Local Resilience For a
- Consider mutual aid arrangements, including support to and from other local authority social services
- Ensure communications are in place with independent sector providers that can be used for daily communications
- Advise independent sector social care providers to plan arrangements for vaccination of their staff
- Agreement within the local authority about what are 'essential' social care services that take priority over everything else
- Arrangements for redeploying staff into essential social care/communities services
- Arrangements for identifying and supporting 'vulnerable' people
- Engage with NHS planning, including alignment with overall winter and capacity planning with local NHS

INCIDENT: LOSS OR SHORTAGE OF STAFF AND SKILLS	
Action	Further information (e.g. Key contacts, details of arrangements, checklists)
Scale down and/or suspend non-critical activities, to focus on identified critical activities.	See Section 5.
<p>Use of temporary staff from an external source.</p> <p>Loss of a major building or facility e.g. fire, storm damage</p> <p>Large staff absences e.g. epidemic/pandemic</p> <p>Severe Weather e.g. snow, flooding</p> <p>Loss of utilities e.g. electricity, gas, water, telephones, IT (Information Technology)</p> <p>Major industrial incident e.g. major fire, release of chemicals</p> <p>DirectGov - Preparing for Emergencies</p> <p>www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwith</p> <p>www.direct.gov.uk/en/Governmentcitizensandrights/DealingwithEmergencies/Preparingforemergencies/index.htm</p> <p>Cabinet Office UK Resilience - www.cabinetoffice.gov.uk/ukresilience.aspx</p> <p>Emergency Planning Society - www.the-eps.org</p> <p>Informed Prepared Together - www.informedprepared.eu</p> <p>Community Risk Registers - www.cabinetoffice.gov.uk/ukresilience/preparedness/risk.aspx</p> <p>National Risk Register - www.cabinetoffice.gov.uk/reports/national_risk_register.aspx</p> <p>Disaster Action - www.disasteraction.org.uk</p>	<p>Randstad UK Holding</p> <p>Redacted</p> <p>Off Contract Suppliers:</p> <p>Redacted</p>

Redacted

Redeployment of staff from other less critical services/activities to more critical areas.

Using different ways of working to allow for reduced workforce, this may include:

Scale down working arrangements;

Deployment of other staff;

Agile working arrangements;

Pre-prepared materials that allow for independent learning.

All staff have access to work remotely via VPN / use other PCC offices/ Powys Teaching Health Board buildings.

Access training on the NHS learning site. [LINK and guidance for use](#)

Access pre-recorded training modules and guidance notes for emergency redeployment of staff into other work within the service [LINK](#)

Using mutual support arrangements with other local authorities.	Numbers and emails for other LAs
Changes to working conditions (staff working longer hours, part-time staff working full-time).	Ensure staff management issues are considered, i.e. working time directive, job description flexibility and contractual requirements etc.

Notes:

During staff redeployment, thought should be given to the level of skills, knowledge and qualifications that will be required (including the need for DBS checks). If in redeploying staff a degree of risk is incurred, actions should be taken to mitigate that risk (briefing, budding up, work instructions, increased supervision).

INCIDENT: LOSS OF PREMISES OR LOSS OF UTILITIES	
Action	Further information (e.g. Key contacts, details of arrangements, checklists)
If loss of premises is partial, scale down and/or suspend non-critical activities and focus on critical activities. Critical activities redeployed to premises still in operation.	See Section 5.

Deploy emergency generator for power loss.	Richard Hersey, Head of Service, HoWPS -	Redacted
	Redacted	
Temporary/emergency heating solution.	Richard Hersey, Head of Service, HoWPS -	Redacted
	Redacted	
Temporary/emergency water supply.	Richard Hersey, Head of Service, HoWPS -	Redacted
	Redacted	
If relocation is necessary:		
Using mutual support agreements with other agency.	PtHB (via Corporate Property see below)	
Using pre-agreed arrangements with other premises in the community (libraries, leisure centres, colleges, community halls)	Neil Clutton, Property Manager, Corporate Property.	
	Redacted	
Hire in temporary quick-assemble accommodation (portakabins).	Richard Hersey, Head of Service -	Redacted
	Redacted	
Special requirements for temporary accommodation: Public access requirements; Special access requirements.	Bannau Camlas: Specialist Lifting Equipment (Bannau)	
	Redacted	

Fire Intruder Alarms (Bannau/Camlas):

Redacted

Controlled Waste

Redacted

Portable Appliance Testing:

Redacted

	Lift: ThyssenKrupp Elevator UK Limited <div style="border: 1px dashed black; padding: 10px; text-align: center; font-size: 2em; font-weight: bold;">Redacted</div>
Enable agile working	How long can this be sustained for? All staff have access to VPN, would need access on occasion for printing, could use PtHB or other buildings where necessary.

INCIDENT: INCLEMENT WEATHER	
Action	Further information (e.g. Key contacts, details of arrangements, checklists)
Named staff member to monitor the Met Office/Natural Resources Wales weather warnings.	www.metoffice.co.uk www.naturalresources.wales
Assess the impact of weather all services/activities.	If staff numbers is to be an issue, refer to shortage of staff and skills action card. Deployment of 4x4 vehicles via Highways, Natural Resources Wales, Army (Powys 4x4 Response Wales). Contact Andrew Twigger, Civil Contingencies officer: <div style="border: 1px dashed black; padding: 2px 10px; font-weight: bold;">Redacted</div> <div style="border: 1px dashed black; padding: 2px 10px; font-weight: bold;">Redacted</div>
Deploy premises gritting procedures.	List of required equipment and minimum resources enclosed in Appendix 7.

<p>Health and safety considerations.</p>	<p>In compliance with Corporate Health and Safety policies.</p> <p>Central Register of Fire wardens/first aiders is kept by HR (Trent).</p> <p>For Bannau/ Camlas (fire alarm contact details):</p> <div data-bbox="709 568 1012 633" data-label="Text"> <p>Redacted</p> </div>
<p>Emergency arrangements should staff become stranded at the premises.</p>	<p>For example, emergency feeding and accommodation.</p> <p>Emergency Centre protocols to be enacted.</p>

INCIDENT: LOSS OF ICT		
Action	Further information (e.g. Key contacts, details of arrangements, checklists)	
Scale down and/or suspend non-critical activities, to focus on identified critical activities.	See Section 5.	
Restore critical ICT applications (within agreed recovery time objective).	Critical ICT application	Recovery time objective
	Mobile Phone Connectivity	0 - 12hrs
	WCCIS Read and Write Access for Trained Users	0 - 12hrs
	WCCIS Support (access to lock down records, new users, setup and training)	0 - 12hrs
	Internet (Sharepoint Access to Policies and working documents and Office 365)	0 - 12hrs
	VPN	0 - 12hrs
	ICT Service Desk (to unlock accounts)	0 - 12hrs
	Lone Working Register	0 - 12hrs
	Personal Safety Register (PSR)	0 - 12hrs
	E-Proc (orders and invoices)	24hrs – 1wk
	Trent (emergency contact details)	0 – 12hrs
	Trent Support	0 – 12hrs
	Critical data	Recovery time objective

Restore critical data (within agreed recovery time objective).	Data within WCCIS (e.g. CP Register live, stat visits, S47s)	0 - 2hrs
	Sharepoint (working documents e.g. placement info, registers and rotas).	0 - 2hrs
	Lone Working Register	0 - 2 hrs
	Personal Safety Register (PSR)	0 - 2hrs
	E-proc (orders and invoices)	24hrs - 1wk
	Insight Centre (Reports)	2days - 1wk
Reverting to paper-based systems.	Administration Support in various locations across the County (Business Critical Templates to be available, including forms held on WCCIS)	
Power loss – uninterruptible power supply should allow the controlled closure of all ICT by staff.	Ensure staff management issues are considered, i.e. working time directive, job description flexibility and contractual requirements etc.	
Telephone loss – set up a temporary network of mobile phones. Contact landline provider to redirect phone numbers to a mobile phone or alternative location.	Contact ICT service desk to arrange redirection of numbers as required. ICT Service desk number: Redacted	

Notes:

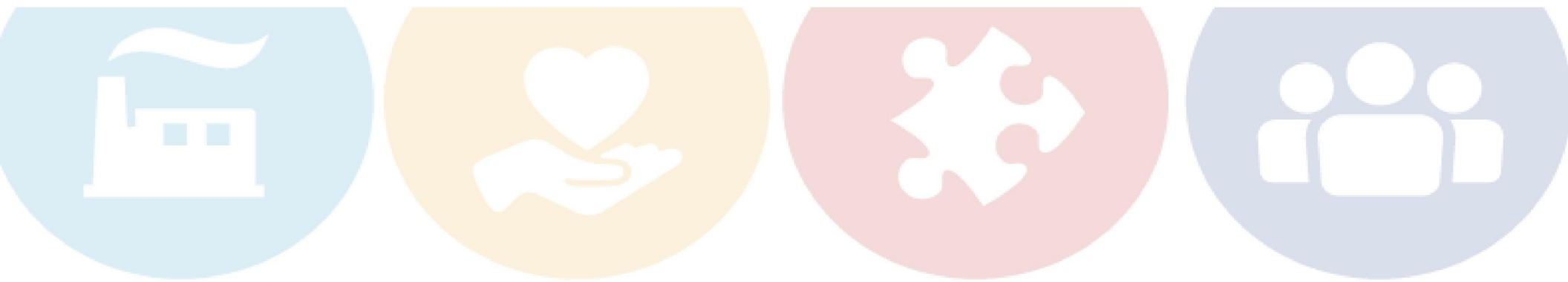
Recovery time objectives for critical ICT applications and data must be agreed with ICT.

INCIDENT: <OTHER DISRUPTION>	
Action	Further information (e.g. Key contacts, details of arrangements, checklists)

10. Training and Exercising Log

To ensure the effectiveness of this plan, it will be reviewed annually, and table-top exercises undertaken to check the validity and reliability of the plan contents.

Date	Staff Trained	Details



Business Continuity Plan Appendix

Children's Services

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Appendix 1: Incident Impact Assessment Form

INCIDENT IMPACT ASSESSMENT FORM	
Completed By:	
Date:	
Time:	
Consideration	Logged Response
Which department is affected?	
What is the nature of the incident? <i>(Describe the type of incident, location and severity)</i>	
Are there any staff casualties or fatalities? <i>(If yes, give details)</i>	
How is the incident currently affecting business operations?	
What is the estimated duration of the incident?	
Do the Emergency Services need to be called?	
Has the access to the whole site been denied? <i>(If so, for how long?)</i>	
Have any work areas been destroyed, damaged, or made unusable? Is there	

evidence of structural damage?	
<p>Are any systems and other resources unavailable?</p> <p><i>(Include computer systems, telecoms and any other assets)</i></p>	
<p>Have any utilities been affected?</p> <p><i>(E.g. gas, electricity or water)</i></p>	
Other relevant information.	

Appendix 2: Incident Log

INCIDENT LOG		
Completed By:		
Date:		
Time	Description	Action

Appendix 3: Financial Expenditure Log

FINANCIAL EXPENDITURE LOG				
Completed By:				
Date:				
Time:				
Reference	Details	Cost	Method	Authorised by

Appendix 4: Staff Contact List

Name	Role	Address	Phone	Email Address
Greg Langridge-Thomas	Business Continuity & Risk Management Officer	Redacted		
Andrew Twigger	Civil Contingency Officer			
Alison Bulman	Corporate Director			
Jan Coles	Head of Childrens Services			
Bethan Herman	PA/Secretary to Head of Service			
Joanna Harris	Senior Partnership Manager			
Anna Konieczny	Strategic Improvement Manager			
Sharon Powell	Snr Manager Care and Support			
Karen Sharp	Snr Manager Early Help and Assessment			
Stephen Pearce	Snr Manager Intervention and Prevention			
Audrey Somerton-Edwards	Snr Manager Corporate Parenting			
Holly Gordon	Snr Manager Safeguarding and Quality Assurance			
Naseema Ahmad	Manager Safeguarding			
Ruth Cross	Exploitation & Safeguarding Lead Officer			
Lisa Hocking	Policy Development Officer			

Name	Role	Address	Phone	Email Address
Joannah Gillard	Team Manager – Front Door	<h1>Redacted</h1>		
Charlotte Foulkes	Principal SW Early Help (north)			
Lisa Boucher	Principal SW – Early Help (south)			
Victoria Crewe	Assessment Team Manager			
Laura Ridgeway	Team Manager Care & Support North			
Gavin Williams	Team Manager Care and Support South			
Helena Griffith	IDS Team Manager - North			
Jared Evans	IDS Team Manager - south			
Paul Morgan	Team Leader – Family Time			
Lesley Jones	Operational Team Manager (Youth Justice) North			
Matthew Sheehan	Operational Team Manager (Youth Justice) South			
Sharran Belcher	IFST Consultant Social Worker			
Cheryl McIntyre	Team Leader – Family Support			
Victoria Ruff-Cock	Team Leader – Edge of Care North			
Heidi Argent	Team Leader – Edge of Care South			
Cerian Paton	Team Manager Through Care (South)			

Name	Role	Address	Phone	Email Address
Charlie Darwin	Team Manager Through Care North* see Lee Halliwell Williams	<h1>Redacted</h1>		
Lee Halliwell-Williams	Team Manager Countywide – covering Through Care North*			
Melanie Brindle	Team Manager Fostering North			
Matthew Brown	Team Manager Fostering South			
Claire Phillips	Team Manager Adoption			
Chris Lloyd	Head of Care (Interim)			
Ryan Belcher-Jones	Development Manager – Residential & Supported Accommodation			
Julie Shackson	Team Manager EDT			
Chris Lloyd	Responsible Individual			
Jo Williams	Business Manager			

Children's Commissioning Team (office hours): **Redacted**

Front Door: **Redacted**

OFFICE ADDRESSES & RECEPTION NUMBERS:

Redacted

Appendix 5: Supplier Contact List

Product/ Service Supplied	Organisation	Contact Name	Address	Telephone	Email Address
	TPG DisableAids Ltd		Redacted		
Fire / Intruder Alarms	Tremorfa				
Property	HOWPS	Richard Hersey, Head of Service			
Waste management	Cannon Hygiene				
PAT Testing	Circuit Electrical Testing Ltd				
Lift	ThyssenKrupp Elevator UK Limited NG7 2UL E-Mail:				

Appendix 6: External Contact List

[illegible]

Appendix 7: Commissioned/Contracted Services

[illegible]

Appendix 8: Roles and Responsibilities

IMPORTANT

THESE ARE SUGGESTIONS AND SHOULD BE ADDED TO/DELETED/AMENDED AS APPROPRIATE.

Role	Responsibility	Accountability/Authority
Business Continuity Champion	<ul style="list-style-type: none"> • Business Continuity Plan development. • Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc. • Involving the community in the planning process as appropriate. • Plan testing and exercise. • Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved. • Training staff within the Service on Business Continuity. • Embedding a culture of resilience within the Service, involving stakeholders as required. 	Business Continuity Champion reports directly into the Head of Service and will usually be a member of the Incident Management Team.
Incident Management Team	<ul style="list-style-type: none"> • Leading the Service's initial and ongoing response to an incident. • Declaring that an 'incident' is taking place. • Activating the Business Continuity Plan. • Notifying relevant stakeholders of the incident, plan activation and ongoing response actions. • Providing direction and leadership for the whole Service. • Undertaking response and communication actions as agreed in the plan. • Prioritising the recovery of key activities disrupted by the incident. • Managing resource deployment. • Staff welfare and employment issues. 	The Incident Management Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.

Role	Responsibility	Accountability/Authority
Incident Loggist (record keeper)	<ul style="list-style-type: none"> Ensuring that all key decisions and actions taken in relation to the incident are recorded accurately. 	Reporting directly to the Incident Management Team.
Communications Officer	<ul style="list-style-type: none"> Collating information about the incident for dissemination in press statements. Liaison with Powys County Council Communications Team/Duty Emergency Planning Officer to inform media strategy. 	The Service should not have direct contact with the media, information should be given to the Powys County Council Communications Team/Duty Emergency Planning Officer.
Stakeholder Liaison	<ul style="list-style-type: none"> Coordinating communication with key stakeholders as necessary. This includes (but does not cover all): <ul style="list-style-type: none"> Staff; Suppliers; Customers; External agencies. 	All communication activity should be agreed by the Incident Management Team. Information sharing should be approved by the Head of Service (or Incident Management Team, if Head of Service is unavailable).
Facilities/Property Manager	<ul style="list-style-type: none"> Undertaking duties as necessary to ensure site security and safety in an incident. Liaison with School Incident Management to advise on any issues relating to physical infrastructure. Lead point of contact for any contractors who may be involved in incident response. 	Reporting directly to the Incident Management Team.
ICT Coordinator	<ul style="list-style-type: none"> Ensuring the resilience of the ICT infrastructure. Liaison with Powys County Council ICT support or external providers (if applicable). Work with the Business Continuity Champion to develop proportionate risk responses. 	<p>ICT Coordinator reports directly to the Business Continuity Champion for plan development issues.</p> <p>In response to an incident, reporting to the Incident Management Team.</p>

Appendix 9: Additional Requirements (optional)

Include here (as required) further lists that may be useful. For example the minimum resources required to maintain/recover critical activities.

You may wish to include a spreadsheet showing the specific needs for your service area. This could include:

- Number of staff:
 - Administration;
 - Specialist skills;
 - Other (please state).
- Number of desk and chairs:
 - Office desks;
 - Office chairs;
 - Specialist desks and chairs (please state).
- Telephone requirements (number of units):
 - Office phones;
 - Mobile phones.
- Equipment:
 - Office;
 - Other (please state).
- Vehicle requirements.
- Public access requirements.
- Wheelchair access requirements.
- Special provisions.
- Hardware and networking requirements.
- Software requirements.
- Paper records/documents.
- Printing requirements.
- Other essential equipment.

Appendix 10: Testing Record

Date	Testing Activity	Outcomes

Appendix 11: Debrief Template

This debrief template provides the framework for undertaking a structured Debrief and will assist in the development of the post incident Report which will cover:

- What was supposed to happen?
- What actually happened?
- Why were there differences?
- What lessons were identified?

Issues	Response
How prepared were we?	
What went well?	
What did not go well?	
What can we do better in the future?	
Is there a need to modify the plan/training?	
Other issues	
Communications	
Equipment	
Human Resources	
Planning and Briefing	
Other issues	

Completed by:

Date: