

November 2011

**CYNGOR SIR POWYS COUNTY COUNCIL**

**ADULT SOCIAL CARE**

**REPORT AUTHOR:** County Councillor Rosemarie Harris  
Portfolio Holder for Social Services, Provider Services  
Commissioning

**SUBJECT:** Business Continuity Plan (BCP)

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**REPORT FOR:** Information

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**1. Summary**

Following the internal audit report dated 3<sup>rd</sup> May 2011 the Business Continuity Plan (BCP) (version 07) was redrafted and amendments made as agreed at Adult Senior Management Team (SMT) of 12<sup>th</sup> July 2011. It was formally approved by (SMT) on 29<sup>th</sup> September 2011 and has been circulated and discussed with teams and placed on the WKKI which is accessible to all staff. The Audit action plan has also been updated and assigned off by Adult Senior Management Team.

**2. Current Position**

A review session has been held with Adult Social Care Provider Managers regarding the BCP, specifically in relation to learning from the inclement weather in December 2010/January 2011. As a result there has been dialogue with Highways and the reviewed Inclement Weather is included in the BCP as 'Protocol for joint working between Social Care and Highways during inclement weather' as Appendix 1 with a 'flow chart in relation to decision making in inclement weather' as Appendix 2.

Critical Services have been identified in the plan and this includes Private Sector Providers. As an authority we work with the independent providers to ensure that they in turn have robust continuity plans to maintain services to vulnerable individuals. Already established dialogue is increased in times of inclement weather, for example, as it is essential for the Authority to be aware of any difficulties in terms of service provision.

It is acknowledged that there are training requirements within Adult social care and training dates have been requested. A Senior Manager from Adult Services has attended a continuity exercise regarding IT Services and the BCP reflects the learning from this. There is a commitment to ensure that Adult Social Care participate in any training events which are held in the future.

A live testing of the Plan occurred we experienced the severe weather in 2010/11. Feedback from staff has been included in the updated BCP.

Key Officers have been identified by their role. Names have not as yet been included due to proposed management changes resulting from the Modernisation of Care Management. However, the roles and responsibilities of these posts have been included in the plan.

An Out of Hours service operates outside of office hours which act in emergency situations and ensures that continuity of care is available to all individuals outside of office hours. There is a Co-coordinator on-call for this service who has access to the WIKI and the BCP. The Co-ordinators will also be sent an electronic copy for their information.

Head of Adult Social Care is currently linking with Powys teaching Health Board in terms of linking our BCP with the health continuity plan. Throughout any inclement weather dialogue takes place on a daily basis between health and social care to benefit the individuals who require a service. It is also planned to arrange a joint exercise to test the tool.

It is acknowledged that the BCP is a working document which will need to be reviewed and updated at least on a yearly basis. A member of the Senior Management Team has been identified to ensure that these reviews and any amendments take place.

<b>Recommendation:</b>	<b>Reason for Recommendation:</b>
To note developments with BCP	

<b>Relevant Policy (ies):</b>			
<b>Within Policy:</b>	<b>Y / N</b>	<b>Within Budget:</b>	<b>Y / N</b>

<b>Relevant Local Member(s):</b>	
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<b>Person(s) To Implement Decision:</b>	<b>Not applicable for this report</b>
<b>Date By When Decision To Be Implemented:</b>	

Contact Officer Name:	Tel:	Fax:	Email:
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## **Protocol for joint working between Social Care and Highways during inclement weather**

Social Care have a statutory obligation to ensure the continuation of domiciliary home care service during periods of inclement weather.

The domiciliary home care team holds an 'At Risk Register'. This register identifies service users who cannot be left without care services under any circumstances. These calls take priority over the more able service users, who are able to manage for short periods of time without home care.

To ensure continuity of care to high risk clients it is necessary to have a contingency plan in place. This will incorporate the collaboration of highways vehicles and staff where possible.

Provider Team Manager/Fleet Manager will communicate this with their teams and confirm contact details for highways out of hours personnel both North and South.

This process only includes in house community services. It is agreed that independent sector provision will make their own arrangements to enable continuity of care provision during adverse weather conditions.

Departmental managers will be responsible for ensuring that teams are aware of the process and know when to implement it.

This contingency process is an agreement between highways and social services in house domiciliary care. Any costs incurred will need to be negotiated between the service areas via the Operational Shire Managers.

Private contractors may be utilised where necessary and hourly costs will be equivalent to that of highways out of hours rate. This will be negotiated directly with the Operational Shire Manager.

In the event of high risk situations identified during adverse weather e.g. vulnerable adults / children, this would be negotiated with the identified coordinator in each Shire to identify a resolution. The service area will be responsible for identifying these risk areas and resulting in the coordinator in each shire to engage directly with highways

### **Forward Planning in Relation to Weekends & Bank Holidays**

Following advice from Highways in relation to the ongoing need for 4x4 services due to adverse weather, it is agreed between Highways and Community Care Services that planning will take place to cover weekends and bank holidays. This will be coordinated via the identified coordinator in each Shire.

### **Area Managers (Children's) & Shire Managers (Adults)**

- Who will authorise procurement of Highways support and coordination point in each Shire to ensure coordination of vehicle use throughout the adverse weather.
- To nominate a coordinator in each shire to act as a point of contact throughout the adverse weather

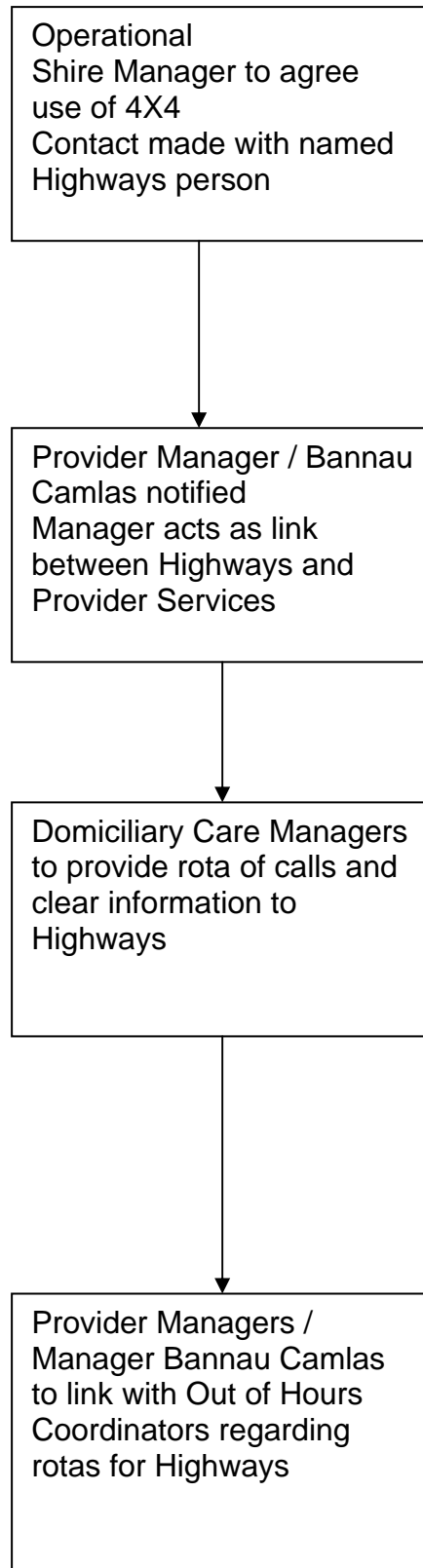
### **Responsibility for Highways**

- Provision of vehicle
- Provision of driver
- Provision of vehicle only if available
- Transportation of staff on behalf of adult / children's services
- To nominate a designated person as a point of contact

### **Responsibility of Community Services**

- Clear communication
- Clear route mapping – ensuring risk and legal responsibility is clearly taken into account
- Ensuring any designated drivers are identified, familiar with vehicle and ability to drive the vehicle
- Ensure that all route planning and communication is via a designated coordinator

**Flow chart in relation to decision making in inclement weather**



**BUSINESS CONTINUITY PLAN – INTERNAL AUDIT  
UPDATED ACTION PLAN**

Ref	Control Weakness	Consequences / Risk	Grading	Update on Agreed Actions
8.1	The BCP, dated 2009, is only in Draft format, has not been formally approved and is due for review and approval.	The Plan may not be up to date with current legislation and guidance.	Fundamental	<ul style="list-style-type: none"> <li>• BCP has been reviewed and updated by end of May</li> <li>• SMT considered the revised Plan and agreed changes</li> <li>• Link made with Children Services via Cross Services Working Group</li> <li>• BCP has been signed off by SMT on 29<sup>th</sup> September 2011</li> </ul>
8.2	A review of the current BCP by the Risk Resilience Manager raised problems and offered recommendations.	Staff may be unaware of what to do and be unable to refer to the BCP.	Fundamental	<ul style="list-style-type: none"> <li>• Risk Resilience Managers feedback has been taken into consideration in the revised Pan.</li> <li>• By the end of November 2011, all Managers will have cascaded the BCP and relevant information to the teams.</li> </ul>
8.3	Relevant staff have not attended Corporate Workshops held as training.	Staff will be unaware of what to do in the event of an emergency situation.	Fundamental	<ul style="list-style-type: none"> <li>• Spoken to Risk Resilience Manager regarding training dates which will be circulated to Head of Service. This will be linked to the next Exercise Haven.</li> <li>• Training dates for rest centre training and the management of this to be arranged</li> </ul>
8.4	No assurance given that key officers have been identified.	Staff may not be aware of what they are responsible in an emergency.	Fundamental	<ul style="list-style-type: none"> <li>• Provider Managers meetings have taken place. Names will be added to the plan following the reorganisation but job titles are very clearly identified, so local accountability is very clear.</li> <li>• Local provider managers have list of those most vulnerable people in their communities that will need priority calls</li> </ul>

				<ul style="list-style-type: none"> <li>• Emergency situation in Ystradgynlais in 2010 worked well. Severe weather during Winter 2010 also worked well.</li> <li>• Distribution of pink Emergency Planning Manuel to all Managers</li> <li>• Development of local plans in conjunction with resilience manager</li> </ul>
8.5	Key Personnel have not received the relevant training for their role.		Fundamental	<ul style="list-style-type: none"> <li>• As 8.3 and 8.4</li> <li>• Liaise with specialists in resilience to ensure training is arranged and delivered appropriately to the Shires</li> </ul>
8.6	No assurance was given that the procedures had been tested to ensure their effectiveness.	Adult Service Users may be at significant risk in the event of a Major Incident.	Fundamental	<ul style="list-style-type: none"> <li>• Severed weather has tested the procedures in December 2010. Staff feedback has been received and included in the revised Plan and Appendices.</li> <li>• NB will be the named link for Emergency Planning.</li> <li>• Teams will be informed of next years training dates (October 2012)</li> <li>• Links with PtHB and Highways have been made with regards to Winter procedures and access to 4 x 4 vehicles.</li> <li>• Links made with Local Health Board re Winter planning as part of the unscheduled care group meetings</li> </ul>