

**POWYS ADULT SERVICES, PROVIDER  
SERVICES, COMMISSIONING  
BUSINESS CONTINUITY PLAN**

**Reviewed July 2012**

**Final Version**

Issue Date: May 2011  
Review Date: May 2012

***An electronic version of this document can be found on Wiki page number 5751  
THIS PLAN IS NOT PUBLIC FACING***

## **01. INTRODUCTION**

**01.01** Powys County Council (PCC) is a Category 1 (Main) Responder as laid down in the Civil Contingencies Act 2004. These are those organisations at the core of Emergency Response (including: Emergency Services, Local Authorities, and Environment Agency).

**01.02** As a Category 1 Responder PCC is subject to the full set of Civil Protection duties which might include: assistance to the Emergency Services, the provision of emergency accommodation, transport, feeding, and other assistance and support as requested.

## **02. GENERAL**

**02.01** This Business Continuity Plan (BCP) serves as one plan for all of Adults Services, Provider Services and Commissioning.

**02.02** This plan is informed by the following documents and it is essential that Managers are familiar with them:

- PCC BCP (PCC Intranet Page: 3977)
- PCC Major Incident Plan (PCC Intranet Page: 3977)
- Powys teaching Health Board (PtHB) BCP (PCC Intranet Page: 3977)
- Out of Hours information packs for co-ordinators
- External provider Business Continuity Plans
- PCC Emergency Contacts Directory (ECD (The Pink Book))

**02.03** This plan looks at worst case scenario where 50% of staff are unavailable. The aim of the plan is to ensure that managers and staff have clear guidance on what to do and to ensure critical services are maintained and prioritised in response to an event that lasts for 1 day, 3 days, 7 days, or over 7 days.

**02.04** The plan is not a Public Document.

## **03. LEAD RESPONSIBILITIES**

**03.01** The Lead Officer for reviewing this Plan annually (or more frequently if required) is the Brecon Shire Manager, Adult Services.

## **04. POLICY**

**04.01** It is the Policy of PCC to ensure that the most vulnerable are safe and have their essential needs met in situations wherein it is necessary to invoke the BCP.

**04.02** The following 5 points, though different in nature, are also Policy statements in order that all staff is clear of the **expectations prior to any declared major Incident or event**. This also provides a basis for responding to criticisms and perceived unrealistic requests for services from various sources.

- 1) Responsibilities of Managers and Staff in all Service Areas.
- 2) Critical Resources to have in Place.
- 3) Threshold for Prioritisation of existing and new work.
- 4) Work that can be suspended.
- 5) Critical Staff – daytime Hours.

### **04.03 Responsibilities of Managers & Employees in all Service Areas**

**04.03a** Powys County Council employees are public servants and there is a legal requirement placed upon the Local Authority to provide an emergency response. Therefore employees will work with managers to provide essential services to the public in

any declared Major Incident or event, even if this is outside their normal role. Agreements have been reached with Trade Unions that we will work in partnership together to endeavour to ensure this happens.

**04.03b** A HR policy has been written in collaboration with Trade Unions to cover any declared Major Incident or event. Requests for employees to be deployed into another type of work, location or shift pattern will be on a voluntary basis. However, if there are essential services that cannot be covered by voluntary arrangements alone discussions will take place around which employees may be able to cover in all reasonable circumstances.

**04.03c** Specific HR issues addressed in the policy includes:

- Absence Management;
- Redeployment & Working Flexibly;
- Disciplinary;
- Time off for Dependents;

**04.03d** Employees will not be asked to cover roles for which they do not have at least a basic level of competency and training will be provided wherever possible.

**04.03e** Employees are expected to report to their normal place of work unless instructed otherwise by their managers. It may be reasonable for managers to consider that employees attend at the Council office or School (for School-based employees) closest to their home.

**04.03f** Managers must maintain regular and effective communication with their employees. This will be particularly important where employees are lone working. Managers must have personal contact details for their employees in the eventuality they are required for contact in any declared Major incident or event. Managers must also identify any additional support their teams may require, to include counselling where appropriate.

**04.03g** HR will assist with the co-ordination of skills mapping for essential services. Managers will be responsible for working with their employees to ensure any essential skills are recorded and communicated to HR for redeployment consideration.

#### **04.04 Critical Resources to have in place**

The following Critical Resources should be in place at all times:

- Duty and contact point/s for staff, the public and other agencies
- Utilising Trent to establish the availability of Managers and Staff with full details of home address, contact arrangements and if they have dependents or are lone parents Critical information from TRENT – if TRENT is not available then the information will be gleaned from each service area or via the information that the Out of Hours managers have. This information includes data re home phone numbers and contact points.
- Day time access to office/s
- Existing staff home working arrangements
- Access to Draig, Staffplan and Civica however if we are unable to access Draig or Staffplan then we will undertake indirect work whilst system is unavailable and update Draig/Staffplan when available.
- Back up manual recording systems in the event of ICT failures

- Access to unplanned and planned (reprioritised) residential and domiciliary provision
- Fully charged mobile phones
- Land Lines plus a list of land lines that will work in a power failure see 7.16 & 7.17
- Video conferencing
- Telephone conferencing
- Lone Working and staff support arrangements
- Transport – access to vehicles and fuel 24/7 (3/4 full rule)
- Awareness of locations for equipment, e.g. car seats, Personal Protective Equipment (PPE); e.g. masks, gloves, aprons
- Commissioned services have their BCP's in place and receive payment for services
- Access to Social Care Lawyers
- Access to staff and service user Counselling Services
- Access to national Translator Services (Language Line)
- Access to Careline
- Access to petty cash to support vulnerable families for emergency utilities and food
- 5 Day Centres
- Out of Hours emergency service
- Paper information pack on what to do in a declared Major Incident or Event in each building (containing Corporate BCP, PCC MIP, Powys tLHB Business Continuity Plan, Out of Hours information packs for co-ordinators, ECD, External Provider's BCPs, Lone Worker information, and this BCP)

#### **04.05 Threshold for prioritisation of existing and new work**

Proportionate to the scope, severity and anticipated duration of the event, the following situations are a priority for providing services:

- Critical, life threatening and safeguarding needs.
- Domiciliary care and family support to maintain the most vulnerable adults, children, young people and carers within their homes, family networks and local communities.

#### **04.06 Work that can be suspended**

Again proportionate to the scope, severity and anticipated duration of the event then the following can be suspended:

- Care planning reviews
- Low risk assessments and care plans
- Day care – reconfigured to use as a specific resource for Carer breakdown
- Routine Resource Panel
- Routine meetings
- Training

#### **04.07 Services that are deemed critical**

- Domiciliary care, both in- house and external provision across Powys. External providers of Domiciliary care have their own contingency plans as specified by Care Standards.
- OOH's Emergency Service
- Protection of Vulnerable Adults.

- Residential care provision – continuation of service to existing residents (external provision) These external providers will have their own contingency plans as specified by Care Standards.
- Residential care provision to meet critical need. (External provision)

#### Domiciliary Care in-House.

Key Officer: Shire Managers

Janet Scrivens – Brecknockshire – 07786 110570

Dawn Docherty – Radnorshire – 07917 460679

Sue O’Grady – Montgomeryshire – 07769 741504

Supported by: Provider Managers

Hazel Jukes – Brecknockshire – 07747 007756

Sandra Gibbons – Radnorshire – 07899 818417

Barbara Eddleston – Montgomeryshire – 07747 101561

Mair Preece – Montgomeryshire – 07879 668210

In the event of a major incident the Domiciliary Care Service needs to be maintained to ensure that all vulnerable and at risk clients have a level of care that meets critical care needs as identified in the client’s personal plan of care and their service delivery plan.

For in House provision the Provider Managers, supported by Shire Managers will ensure that all rotas are covered by carers who are employed by the Local Authority. It is acknowledged that rotas may need to be changed and times of calls varied especially in inclement weather due to the problems with travelling through the county. Service users and/or their carers will need to be informed of any changes to times and those clients whose calls are deemed to be time critical, due to medical conditions, will take priority. Managers of the service will be responsible for this communication.

The care workforce will be expected to work flexibly and where appropriate day care staff will be re-deployed to meet needs.

Links with other professionals, such as District Nurses will be made and maintained. Information Sharing protocols are in place to share lists of clients so that rationalisation of resources can be made to avoid duplication and to ensure that all critical clients are seen appropriately.

Prioritisation of caseloads will be undertaken by managers to ensure that those clients that have other people who could provide care for them will be contacted to ensure that other arrangements can be put in place as an interim measure. Flags are on Staffplan.

These processes, roles and responsibilities have been tested in the winter of 2010 when the snow fall came in December. There has been a de-brief session with managers and processes reflect this. **See appendix 1**

#### **Domiciliary Care – external provision**

Contracts & Commissioning have followed up each agencies contingency planning as per expectations within their registration as a care agency. External agencies have their own processes in place to cope with contingency planning. They will however, keep the local authority informed of their difficulties and capacity so that we can work together to ensure

that services users with complex and critical needs are met. Flags on Draig should be in place by end of January 2013.

### **OOH Emergency Service.**

This operates from office closure to office opening for emergency situations within children and adult services. Separate policy and procedures are in place for this service. The coordinators have access to relevant IT data bases.

### **Protection of Vulnerable Adults.**

This service operates within core hours and out of hours. There are separate training packages for staff and separate policies and procedures for this service.

### **Residential Care Provision**

We contract with a range of providers to ensure that we have residential and nursing placements for people that we assess need this type of care. We are in regular contact, through the local offices, with care homes. Therefore in times of emergency we have a relationship with the managers of the homes and can support the homes to operate by providing information, advice and if necessary staffing within this registered setting. For the nursing homes we would link with Powys teaching Health Board for support.

It is expected that these homes, through their registration process, would have contingency plans in place for their own service.

For situations where we may need to re-locate vulnerable people in emergency situations we have a system in place that enables us to contact each home and get a status report on their vacancies within each home to enable us to match availability of resources with client need.

### **04.07 Critical Staff – Daytime Hours**

For ease of reference this information is listed in tabular format at **Annex A**.

## **05. PROCEDURES IN A DECLARED MAJOR INCIDENT OR EVENT**

**The following actions are all same day/immediate responses.**

**05.01** The normal route for receiving information of this critical status is through the Chief Executive, the Duty Head of Service. See page 3170 on Wiki for emergency rota.

**05.02** The Heads of Service will be responsible for authorisation of enacting proportionate use of their Service Business Continuity Plan, briefing their key Senior Managers accordingly.

**05.03** This in turn will result in all Service Managers implementing the necessary Policy level of critical resources (04.04), critical staffing levels (Annex A), and threshold for prioritisation of existing and new work (04.05), and work that can be suspended (04.06).

**05.04** Regardless of the scope, severity and anticipated duration of the event (24 hours, 3 days, 7 days, or over 7 days), proportionate Duty Systems must be put in place by Operational services and reviewed daily or more frequently if needed. BPU will support these processes. Models could include a North/Mid/South duty system; 1 or more contact centres in extreme circumstances; or, if 1 office becomes inoperative, relocate duty system to the most immediate geographical/service area office. Decisions will be in liaison with A2S

**05.05** Managers, with the support of BPU, will identify scheduled meetings, visits and other key tasks and determine the action required.

**05.06** BPU Performance Management will produce electronic data of all service users and category and circulate. In the event of systems being down the BPU will support operational services in identifying and collating service user information.

**05.07** Managers of all services will use the data as a basis for prioritising caseloads based on the most vulnerable, utilising existing or required risk assessments.

**05.08 Incident Log.** Initiate and maintain a log (written record) of the Major Incident / Event. This will record the actions taken by PCC throughout the incident. An example of an Event/Decision Log can be found at Appendix A to the PCC BCP. For ease of Reference this is also at Annex B.

**05.09** Written logs will be made available for any post incident report and analysis. It is therefore of critical importance that no written (or electronic) records are destroyed.

**05.10 Working in Partnership** It is important to remember that some service-user situations may alter rapidly therefore it is essential to maintain effective inter and multi-agency communication and collaboration at all times, particularly with the tLocal Health Board (tLHB) and neighbouring LA's, Health Trusts/Primary Care Trust so that any change to individual circumstances are known immediately and responded to appropriately. This activity of ensuring the most vulnerable are safe must occur daily and more frequently if required.

**05.11** Those staff that may be available but not identified as critical in the circumstances (as set out above) may be redeployed to other duties.

## **06. HEALTH & SAFETY**

**06.01** It is important to note that Health and Safety Regulations still apply during a major incident or other event, where there is an interruption to normal service delivery, which may involve a change in which the service is delivered. Existing working practices and procedures may need to be reviewed, in order to be adapted to respond to the changing need of the incident /event.

**06.02** Risk assessments will be in place for many work activities, and these may need to be changed, in order to reflect temporary working arrangements, amendments to risk assessments should be documented. Risk assessments and safe working practices may be put in place, in readiness, where there is a risk, due to any type of incident that may interrupt normal service delivery.

**06.03** Advice on Health and Safety can be obtained from the Corporate Health and Safety unit.

## **07. POSSIBLE RANGE OF A DECLARED MAJOR INCIDENT OR EVENT**

**07.01** The Corporate BCP and MIP recognise a range of factors which could inhibit our ability to operate normally. This section refers to those that are particularly relevant to Social Care.

**07.02** The area(s) in which the event occurs will need to respond in a collaborative way to provide practical assistance to those involved, including counselling to service-users and members of the public.

**07.03** Managers in all Service areas will need to ensure good communication with all staff, paying regard to lone working procedures and the possible need for additional support and counselling for staff.

**07.04 Emergency Rest Centres (ERCs)**

It is a statutory requirement of the CCA 2004 that each LA has a system of pre-designated Rest Centres<sup>1</sup> and Survivor Reception Centres<sup>2</sup> (see below). PCC has fifteen (x 15) Emergency Rest Centres (ERCs) located throughout the County. These ERCs fulfil the role of both Rest Centre & Survivor Reception Centre. Each centre will provide basic accommodation for up to two hundred (x 200) displaced personnel.

<sup>1</sup> **Rest Centre** - Premises used for temporary accommodation of evacuees from an incident.

<sup>2</sup> **Survivor Reception Centre** - Secure area where survivors not requiring acute hospital treatment can be taken for short term shelter, first aid, interview and documentation.

*Source CCA (2004)*

**07.05** The Emergency Planning & Resilience Section (EP&R S) holds location details and 24 Hour contact details for all ERCs and these will be opened initially (after consultation with Duty EMT Member) by the EP&R S / Duty EPO. PCC Emergency Procedure 09A refers.

**07.06** Once opened by the EP&R S, the ERC Manager (appointed by Social Care) will be responsible for the management of the ERC and liaison with all the relevant agencies involved (although the EP&R S / Duty EPO can be contacted for advice).

**07.07** Further information can be found at Section 08 of the PCC MIP.

**07.08 ERC Green Boxes / ERC Manual**

ERC "Green" Boxes contain equipment required to open an ERC and register evacuees. Green Boxes are located at all fifteen (x 15) ERCs and the five (x 5) Social Services Area Offices. The security of these boxes is the responsibility of the box holder.

**07.09** An ERC "Manual," containing guidance and information on how to set up and run an ERC, is located in every ERC Green Box.

**07.10 Fuel Shortages**

PCC has in place a County Emergency Fuel Procedure (EP07). This is a RESTRICTED document outlining UK (National Emergency Plan for Fuel (NEP-F)) and local measures which will be distributed to Heads of Services as and when deemed appropriate. Operational services are responsible for identifying critical staff – See appendix 2.

**07.11 National Emergency Plan for Fuel (NEP-F)** arrangements will involve the issuing of temporary permits to Category 1 Responder 'Critical Workers' to enable them to draw fuel. It is therefore of critical importance that Critical Workers are identified. Systems will also be put in place to issue and monitor such permits.

**07.12** PCC has the capacity to hold a stock of DERV (Diesel Engine Road Vehicle) at its Ten (x 10) Highways Depots. Should the NEP-F be implemented this stock will be held as a 'Strategic Reserve' for PCC and Emergency Services (under Mutual Aid Agreements). Please note that **PCC has no petrol holdings.**

**07.13** Due consideration must therefore be given to:

- a) The utilisation of other PCC controlled vehicles from other service areas, such as pool vehicles (PCC Intranet Page: 2111).



b) The early use of public transport, car sharing and avoidance of unnecessary journeys.

**07.14 Major ICT Communications Failure**

Refer to Corporate BCP (PCC Intranet Page: 3977) for instructions regarding attendance at work. See also 02.02 above in the event of being unable to access the Intranet.

**07.15** Readers are reminded that it is important that “face to face” contact is maintained with those service users risk assessed as the most vulnerable.

**07.16 Resilient / Hardy (Analogue) Telephones**

During a power outage some digital telephones (which have an inbuilt / external electrical transformer) will not operate as the telephone requires electrical power to operate. Analogue telephones will however work during a power outage as they are powered by a small electrical charge present in the telephone line.

**07.17** PCC has identified Analogue telephones at its main buildings, and a list of these telephones can be found at:

- **PCC Intranet**. Page No: 2127
- **Emergency Contacts Directory (ECD)**. Appendix A of the PCC ECD (Commonly referred to as ‘The Pink Book’).

**07.18.** The identification of analogue telephones throughout PCC is an ongoing process and the above list will be amended accordingly as new information is received.

**07.19 Inclement Weather (Staffing Issues)**

In the event of inclement weather unnecessary journeys should be avoided. Readers are however reminded that PCC Inclement Weather Absence Policy states "Where inclement weather conditions exist the decision whether to attend or remain at the place of work will be decided in consultation with the appropriate Chief Officer". PCC Intranet Page: 1868.

See appendix 1 for In House Domiciliary guidance re inclement weather.

**07.20** If for safety and/or access reasons a four-wheel-drive vehicle is required consideration must be given to the redeployment of vehicles and drivers from other PCC departments. Both the Insurance Department and Fleet Management maintain registers of vehicles operated by the authority. Due regard must be given to risk assessment and driver training requirements.

**07.21 Inclement Weather (Powys4x4ResponseWales)**

During inclement weather PCC uses a volunteer group of 4x4 owner/drivers (Powys4x4Response Wales) to assist it in maintaining services to the community. This primarily involves access to domiciliary clients on the Social Care Vulnerable List – see appendix 1.

**07.22 Powys4x4Response** have listed their availability for assistance in the five (x 5) Social Services Catchments Areas listed below. Please note that some volunteers are listed in more than one catchment area – see appendix 1

<p><b><u>North / Montgomeryshire</u></b></p> <p><b>NEWTOWN WELSHPOOL</b></p>	<p><b><u>Central / Radnorshire</u></b></p> <p><b>LLANDRINDOD WELLS</b></p>	<p><b><u>South / Brecknockshire</u></b></p> <p><b>BRECON YSTRADGYNLAIS</b></p>
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**07.23** PCC Emergency Procedure 17 (4x4 Volunteer Assistance & 4x4 IMS Software) covers the use and tasking of Powys4x4Response, and this service will be initiated by the EP&R S / Duty EPO, with the assistance from the Llandeilo 24 Hr Duty Room.

**07.24** Readers are reminded that:

- a) PCC 4x4 assets must be used initially – see appendix 1.
- b) All journeys are to be sanctioned by a Senior Manager.
- c) Unless tasked correctly Drivers and Passengers are not covered by PCC Indemnity Insurance.
- d) Being staffed by volunteers this service is not guaranteed.

## **08. EDUCATION & TRAINING**

**08.01** Staff and Managers within operational teams are accessing relevant training via Trent and also take part in exercises set up within the County via emergency planning.

### **Testing the Plan**

This plan will be tested via emergency planning exercises and, reviewed and amended on an annual basis following its implementation during periods of inclement weather.

## **09. PCC ADULTS SERVICES BCP - ACTION PLAN**

**09.01** An overarching Action Plan that supports this BCP is at Annex C.

### **Annexes:**

- A. Critical Staff – Daytime Hours
- B. Event / Decision Log
- C. Action Plan

### **Distribution:**

Action:

Director Social Services  
Head of Adult Services & Commissioning  
Head of Children's Services  
Head of Business & Performance (P&WB)  
Shire Managers within Adult Social Care  
Out of Hours Coordinators  
Team Managers  
Casework Managers

Information:

Portfolio Member  
Risk & Resilience Manager  
Principal EPO

**PCC ADULTS SERVICES BCP (Final Version)**

**CRITICAL STAFF – DAYTIME HOURS (Listed by Service Area)**

Service Area	Critical Staff	Critical Roles
<p><b>Adult &amp; Provider Services</b></p>	<p>The following Managers have a County wide responsibility for services:</p> <ul style="list-style-type: none"> <li>• <b><u>1 x Shire Manager</u></b></li> <li>• <b><u>1 x Team Manager</u></b></li> <li>• <b><u>1 x Provider Manager</u></b></li>   <li>• <b><u>9 x Social Workers/Care Managers</u></b></li> <li>• <b><u>2 x Domiciliary Care Scheduler's/Team Leaders</u></b></li> <li>• <b><u>50% of total Domiciliary Care staff group</u></b></li> <li>• <b><u>75% of all Wardens</u></b></li> <li>• <b><u>5 x Cooks</u></b></li> <li>• <b><u>2 x Assistant Cooks</u></b></li> </ul>	<p>Responding to critical, life threatening and safeguarding needs, and to provide prioritised domiciliary care and family support to maintain the most vulnerable adults, children, young people and carers within their homes, family networks and local communities</p>
<p><b>Commissioning</b></p>	<ul style="list-style-type: none"> <li>• <b><u>1 x Officer</u></b></li> </ul> <p>NB – With County Wide Brief</p>	<p>To ensure that all contracted services have their BCP Plans in place and that service provision will be maintained</p>

Contact: via Careline 0845 0544847

**SPECIMEN EVENT / DECISION LOG**

Date	Time	Occurrence	Action / Comments

**Notes:**

1. PRINT in black or blue ink.
2. When recording time use 24 Hour Clock (i.e. 17:00 not 5:00).
3. Draw a line across columns to separate entries.
4. DO NOT delete any written records.

## Action Plan for Business Continuity Plans

### Red Team (Initial Response)

### ADULT SERVICES, PROVIDER SERVICES, COMMISSIONING

#### Key Business Processes

The key duties of the services are contained within the Business Continuity Plan and their function is critical to promoting welfare and safety, preventing loss of life and the prevention of placing vulnerable individuals at risk.

The Service assists in a coordinated response to an incident or event and the Council's response. It is one of the Council's interfaces with other Category 1 responders, the voluntary sector and the public.

A failure to provide these services would result in a lack of a coordinated response and a breach of the Civil Contingencies Act 2004, as well as bringing the reputation of the organisation into disrepute.

#### Critical Staff

The following Managers have a County wide responsibility for services:

- 1 x Shire Manager
- 1 x Team Manager
- 1 x Provider Manager
- 9 x Social Workers/Care Managers
- 2 x Domiciliary Care Scheduler's/Team Leaders
- 50% of total Domiciliary Care staff group
- 75% of all Wardens
- 5 x Cooks
- 2 x Assistant Cooks
- 1 x Commissioning Officer

It is necessary for staff to have access to minimum office/contact centre accommodation for the use of Draig; e.g. north, mid and south

## Critical Data

It is necessary to have access to the following data:

- PCC BCP (PCC Intranet Page: 3977)
- PCC Major Incident Plan (PCC Intranet Page: 3977)
- Powys tLHB BCP (PCC Intranet Page: 3977)
- Out of Hours information packs for co-ordinators
- External provider Business Continuity Plans
- PCC Emergency Contacts Directory (ECD (The Pink Book))
- New and existing caseload data

## Communications

### Contacting Staff:

Managers must maintain regular and effective communication with their staff. This will be particularly important where staff is lone working. Managers must also identify any additional support their teams may require, to include counselling where appropriate.

FURTHER CONTACT DETAILS ARE CONTAINED WITHIN:

- The Business Continuity Plan
- Out of Hours information packs for co-ordinators
- External provider Business Continuity Plans
- PCC Emergency Contacts Directory (ECD - the Pink Book))
- Staff contact details are available in Trent

POST would need to be redirected accordingly.

## Vehicles

Flexible and coordinated use of PCC transport to support vulnerable people (and therefore fuel) is required.

## Equipment

Essential Equipment:

- PC's or laptops (including internet & email access)
- Telephones (landlines and mobiles)

## ICT Requirements

Essential Applications:

- Internet
- Email
- Telephones
- Draig
- Mobile phones

## Dependencies

- Duty and contact points for staff, the public and other agencies
- Careline (24 Hour Duty Room)
- Communications
- Trent to establish the availability of Managers and Staff with full details of home address, contact arrangements and if they have dependents or are lone parents
- Day Centres x 5 and catering (which are already identified as 1 step down from Rest Centres): Arsofa, Brecon, Arlen's, Llandrindod, Park, Newtown, Westwood, Welshpool, Canolfan, Ystradgynlais
- Emergency Planning
- Housing for operation of Emergency Rest Centres and dealing with displaced persons (plus an electrician for deployment of emergency generators).
- Executive Management Team (EMT)
- Commissioned Services; e.g. Access to unplanned and planned (reprioritised) residential and domiciliary provision
- Statutory Agencies; e.g. LHB, Police
- BPU key support functions
- Manual recording systems if Draig unavailable
- Access to vehicles and fuel 24/7

## Other Critical Resources

- Staff existing home working arrangements
- Video conferencing
- Telephone conferencing
- Lone Working and staff support arrangements
- Locations for equipment, e.g. car seats, Personal Protective Equipment (PPE); e.g. masks, gloves, aprons
- Commissioned services have their BCP's in place and receive payment for services
- Access to Social Care Lawyers
- Access to staff and service user Counselling Services
- Access to national Translator Services (Language Line)
- Access to petty cash to support vulnerable families for emergency utilities and food
- 5 Day Centres
- Out of Hours service
- Paper information pack on what to do in a declared Major Incident or Event in each building (containing Corporate BCP, PCC MIP, Powys tLHB Business Continuity Plan, Out of Hours information packs for co-ordinators, ECD, External Provider's BCPs, Lone Worker information, and this BCP)

## Further Information

Section's 04.05 and 04.06 of the BCP set out the threshold for prioritisation of existing and new work and work that can be suspended

## Further Action Required to Increase Resilience

- Ongoing training
- Live exercises to test resilience
- Flexible use of buildings
- Develop Recovery Plans proportionate to incidents.

## **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' on Staffplan system. 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 has been cascaded to Provider Managers and Team Managers. Out of Hours Co-ordinators are also aware of this protocol.

This contingency process is an agreement between Highways and Social Services in house domiciliary care and is chargeable to the domiciliary care budget.

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 via the identified coordinator available in each Shire.

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 Co-ordinator 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



### **Adults Co-ordinators:-**

- Hazel Jukes – Brecknockshire – 07747 007756
- Sandra Gibbons – Radnorshire – 07899 818417
- Barbara Eddleston – Montgomeryshire – 07747 101561
- Mair Preece – Montgomeryshire – 07879 668210

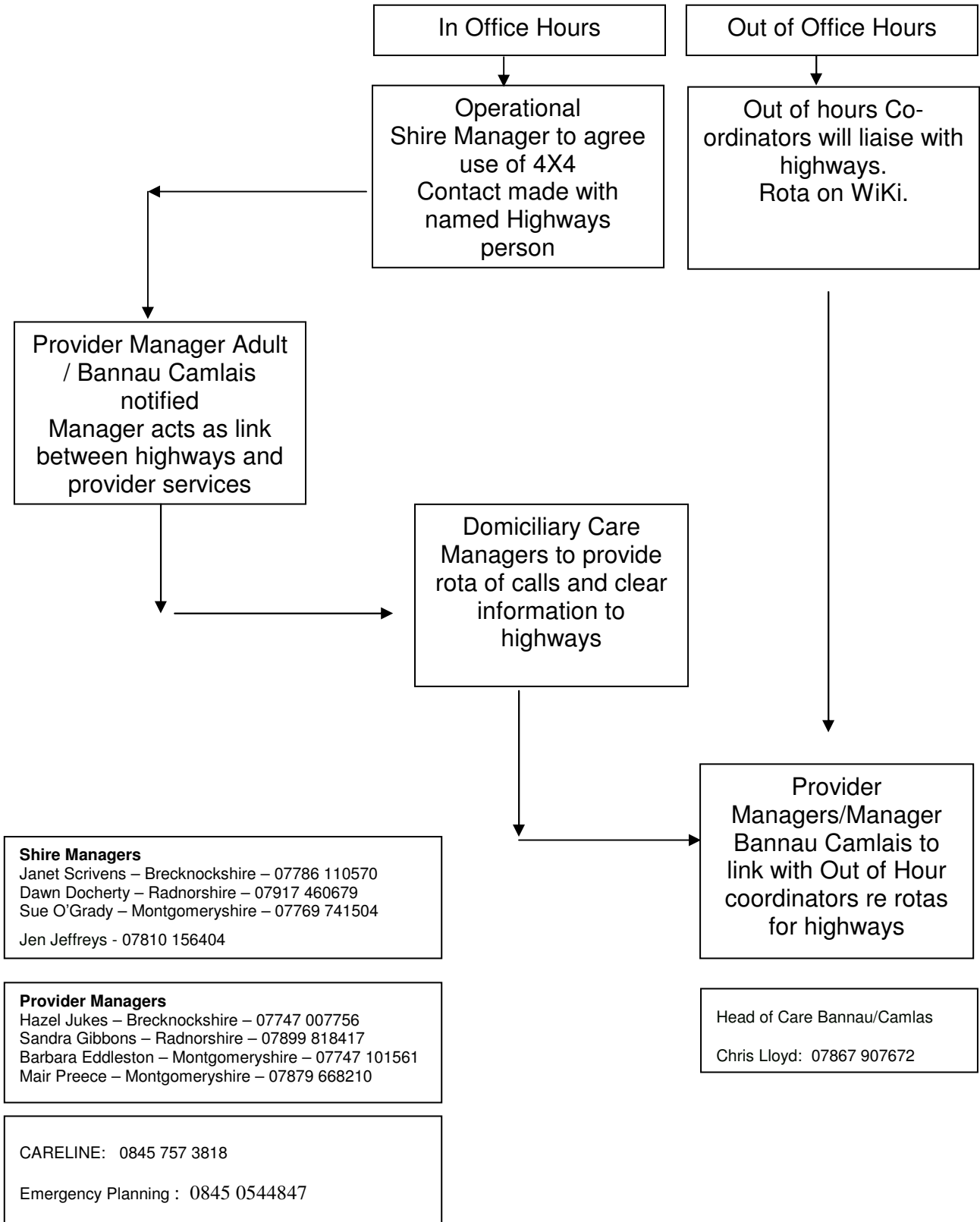
### **Responsibility for Highways**

- 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**



### **Continuity Plan for Adult Services - Pending Fuel Strike.**

#### If the strike is for one day or two days:-

- It would not be a major issue for the teams and services to function as normal

#### If the strike is between two and five days:-

- Teams would need to respond to urgent calls to conserve fuel, those local staff who are able to work from home, ( with lap tops) should be encouraged to do so and could respond to issues within the patches they live.
- Practitioners within the office should be able to respond to telephone calls and undertake some work from their base without incurring mileage that is not deemed urgent.

#### If the strike is 5 days plus:-

- Mobilise the continuity plan.

The staff who cover Dom care in house and private agencies should be deemed as priority. A list is being drawn up across the In-house Dom Care agencies of those staff that have diesel cars. The rotas can then be worked to ensure that the staff members who have diesel cars are able to fill up at the designated fuel depots. They will then be asked to transport other carers in their patches to their calls.

The day centres would be closed and additional support will be provided to those who cannot manage meals unaided. This may be via meals on wheels or by a Dom Care call.

#### Day Care

The vehicles are based at the day centres throughout Powys and could be utilised to transport workers around the patch.

They are diesel vans. They can also be used for meals on wheels delivery.

#### Out of Hours

There are co-ordinators based from home but they will be reliant on staff at the Careline office to be able to transfer calls. Therefore we need to ensure that this service is able to function during the fuel strike.

There are always 3 social work staff on call each night and at weekends. They could be allocated pool cars from the end of the working day until the next working day. Some of the staff on call will have lease cars that are diesel and their own cars may also be diesel so that the rota needs to reflect who needs pool cars.

On call staff who need pool cars would need to be able to get to where the car is based and be enabled to take the pool car to their home so that they can respond out of hours.