

HEMEL HEMPSTEAD DAY CENTRE LTD

Company Registered in England No: 1288177

Registered Charity No: 272688

HALF MOON YARD, HIGH STREET, HEMEL HEMPSTEAD, HP1 3AE

Phone 01442 262746

E mail: info@thecentreinthepark.org

Business Continuity Plan

OVERVIEW

1. Definition of Business Continuity Management

Business Continuity Management is defined as a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience with the capability for an effective response that safeguards the interest of its key stakeholders, reputation and value creating activities.

These impacts or 'crisis' include:

- Building or site incidents: for example, flood, fire, terrorist attack on buildings affecting access to or from buildings and sites
- Infrastructure incidents: for example, loss of computer / telephony systems, loss of power
- Staff / Operational incidents: for example, loss of key staff, loss of critical documents
- Widespread environmental factors: for example, flu pandemic, fuel shortages,

The Centre in the Park business continuity plan is a plan to cover our operations at our Day Centre at Half Moon Yard Hemel Hempstead. The primary objective of the Business Continuity Plan is to show how The Centre in the Park would respond to identified risks and continue to manage its operations under adverse circumstances.

2. Chain of Command

Overall responsibility for business continuity in the organisation is held by The Chair of Trustees of The Centre in the Park and in his/her absence the Vice Chair.

3. Crisis Management Group

If a major disaster occurs then The Centre In the Park Crisis Management Group will be mobilised. The membership of this group will be The Day Centre Manager, and The Assistant Day Centre Manager . All communication with the media must be via the Chair of Trustees of The Centre in the Park. and in his/her absence the The Day Centre Manager

4. Documentation and location

| Name of document | Location |
|---------------------------------------|---------------------------------|
| Business Continuity Plan | Staff Notice Board, Dining Room |
| Appendix A: Crisis Management Group | Staff Notice Board, Dining Room |
| Appendix B: Key Stakeholders Contacts | Day Centre Manager - Office |
| Appendix C: Staff Contact Details | Day Centre Manager - Office |
| Appendix D: Organisational Chart | Staff Handbooks |

5. Review of Business Continuity Plan

A comprehensive review of risk is taken at least annually by the Management Team. These revised plans must be submitted to the board of Trustees for incorporation within the The Centre In the Park's Business Continuity Plan. The different response elements of the plan should be tested.

6. Training

All staff must be made aware of their roles and responsibilities as part of their induction, supervision, and any performance reviews. Their responsibilities include awareness of key policies and procedures, including the Business Continuity Plan. Staff must take personal responsibility to ensure they are familiar with the content of the Plan so they know who to contact in case of an incident and how they can contribute to the plan's implementation.

7. Coordinated Responses

The Plan should not be implemented in isolation, but where possible, should be used in conjunction the Business Continuity and Emergency Plans of Dacorum Borough Council and local emergency services..

8. Risk Assessment and Response

A schedule identifying the main risks, their likely level of impact on operations and the planned responses to address these risks is contained in Appendix 1.

9. Recording Incidents

Details of major incidents and action taken will be recorded. These notes may be referred to if there is any further investigation and it will also inform future business continuity planning.

10. Key Contacts

| Position | Name | Mobile number |
|----------------|-----------------|---------------|
| Centre Manager | Sally Kingswell | 07742 602598 |
| | | |

Appendix 1 - Risk Analysis - Business Continuity Plan

| Risk - Buildings Unusable or Restricted use | Probability | Impact | Action |
|---|-------------|--------|---|
| Lease non renewal | LOW | HIGH | Maintain contact at least annually with DBC estates. Always ensure good relations and clear communication with them |
| Building unusable long term – Major fire | LOW | HIGH | Identify suitable alternative sites. Discuss possibility of use of one or more of these in an emergency. Regularly contact sites to confirm |
| Building unusable long term – Major roof repair | LOW | HIGH | Identify suitable alternative sites. Discuss possibility of use of one or more of these in an emergency. Regularly contact sites to confirm |
| Building unusable long term – Major building repair | LOW | HIGH | Identify suitable alternative sites. Discuss possibility of use of one or more of these in an emergency. Regularly contact sites to confirm |
| Building unusable short term – Boiler replacement | LOW | MEDIUM | Identify suitable alternative sites. More sites should be suitable for shorter period needed |
| Building unusable short term – Drainage or flood damage problem | LOW | MEDIUM | Identify suitable alternative sites. More sites should be suitable for shorter period needed |
| Building unusable short term – Major kitchen appliance failure | LOW | MEDIUM | Identify second hand commercial suppliers and also commercial equipment hire sites. Consider local community centre providing catering service or allowing use of kitchens. |

| Risk - Loss of Key Staff or Trustees | Probability | Impact | Action |
|--|-------------|--------|--|
| Day Centre Manager and Deputy both Leave | LOW | HIGH | Maintain regular contact and appraisals of the two managers to identify any risks. Later consider developing staff to fill any |

| | | | |
|---|--------------------|---------------|--|
| | | | vacancy |
| Cook and assistant both leave within short time | LOW | MEDIUM | Maintain regular contact and appraisals of the Cooks. Currently the recently retired cook could provide cover together with agency cook |
| Inadequate numbers of trustees to run charity | MEDIUM | MEDIUM | Continue process of trying to recruit additional trustees so that we have more than the bare quorum needed to run the charity . |
| Risk - Funding Cuts | <u>Probability</u> | <u>Impact</u> | <u>Action</u> |
| HCC cuts funding by 50% (£24000) or more | MEDIUM | MEDIUM | Continue drive to increase attendances. Push DBC process so that we can hire out the facility. Use Reserves in short term. Get additional trustees and volunteers on fundraising including chasing for grants. |
| DBC stops funding the day centre (£36000) | LOW | MEDIUM | Continue drive to increase attendances. Push DBC process so that we can hire out the facility. Use Reserves in short term. |
| HCC and DBC cut overall funding by more than £40000 | MEDIUM | MEDIUM | Continue drive to increase attendances. Push DBC process so that we can hire out the facility. Use Reserves in short term. |

| | | | |
|--|--------------------|---------------|--|
| Risk - Other | <u>Probability</u> | <u>Impact</u> | <u>Action</u> |
| New Service Provider wins HCC approval to run day centre | LOW | HIGH | Not considered a realistic outcome – more likely loss of funding with action as above –. |
| No of members reduce and overall | LOW | MEDIUM | Use Reserves in short term. Continue current drive to increase |

| | | | |
|--|---------------|---------------|---|
| attendances reduce (Competitors/member costs) | | | attendances. |
| Meals to Lunch clubs reduce by more than 50% | LOW | LOW | Reduce hours of cook and assistant cook. Would only has minor impact on financial results. Continue drive to increase attendances |
| H&S Incident(s) then major restrictions in operating centre | LOW | HIGH | Maintain current rigorous approach to good hygiene routines. If occurs action as above for building not available short term. |
| Food Poisoning | LOW | HIGH | Maintain current rigorous approach to good hygiene routines. If occurs action as above for building not available short term. |
| One of our buses is unusable (severe breakdown or accident damage), or HCC withdraws its transport service | MEDIUM | MEDIUM | Our bus currently provided by CAD who operate more than one bus and would cover. If HCC withdraw action as Funding Cuts above. CAD would be requested to assist with add'l bus provision. |

Created: September 2013

Reviewed and approved July 2017

Hemel Hempstead Day Centre Ltd is a non-profit making company 'Limited by Guarantee' the sole purpose of the company is to provide for the comfort and welfare of its members who are elderly residents of the Borough of Dacorum