Business Contingency Plan

APRIL 2026

Review Date: APRIL2026

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Document Control

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Part One - About (CRT)

Aim of this Plan:

To prepare Comfort Care Recruitment and Training Ltd to cope with the effects of an emergency.

Objectives:

- To define and prioritize the Critical Functions of the business
- To analyses the emergency risks to the business
- To detail the agreed response to an emergency
- To identify Key Contacts during an emergency

Location:

This is the business continuity/contingency plan for Comfort Care Recruitment and Training Ltd, which is situated at: -

Comfort Care Recruitment and Training Ltd, 310 high Street, Croydon CR0 1NG

Staff:

Comfort Care Recruitment and Training Ltd employs' **85** employee's, **9** of which are office based.

Clients:

At normal capacity, Comfort Care Recruitment and Training Ltd has around 6 clients at the moment who live in the following areas:

- Croydon
- Southwark
- Sutton

And looking to secure more clients from the following areas

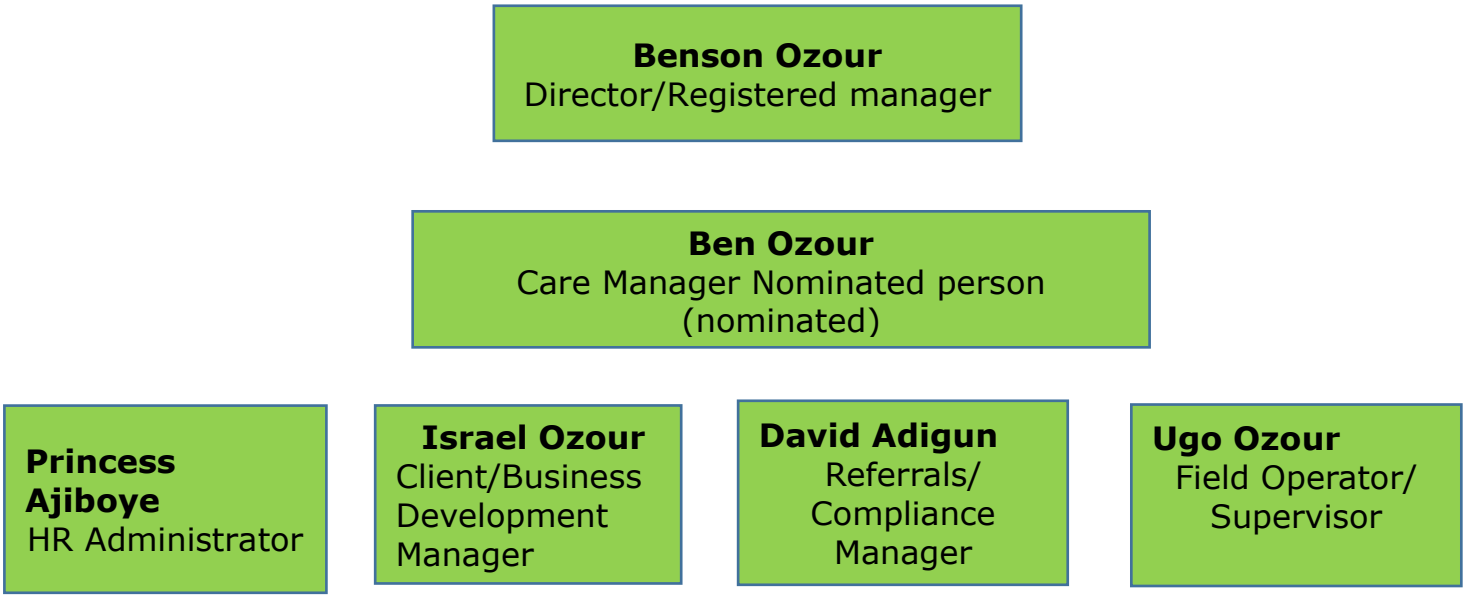
- Lambeth
- Bromley
- Merton
- Wandswoth
- Hillingdon

If you have any suggested changes to this plan, please notify:

Benson Ozour– Director / Registered Manager / Nominated Individual Tel: 0208 7685746

Email: benbrato@comfortrecruitmentltd.com

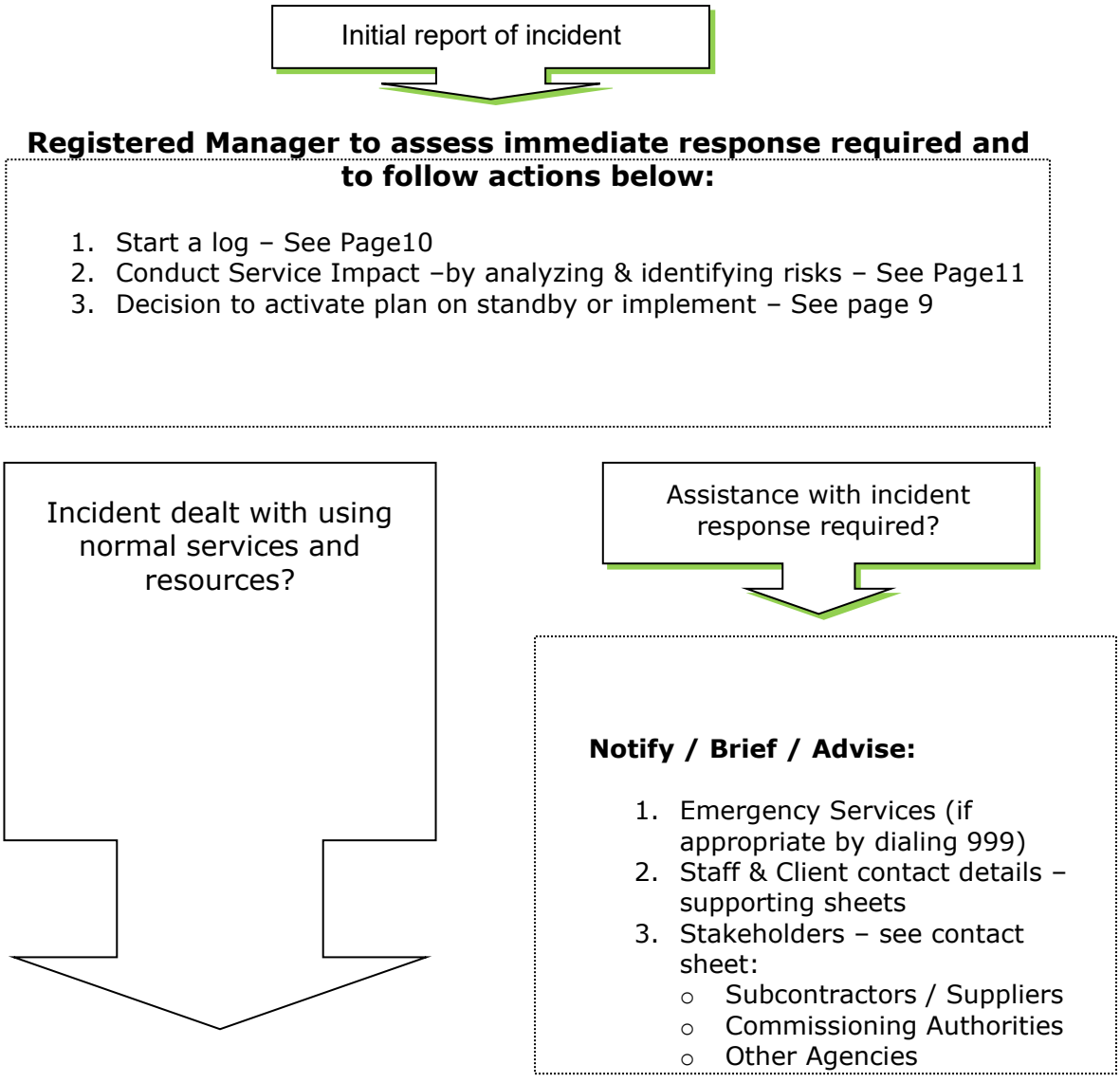
Comfort Recruitment and Training Ltd
Organisation Chart



Part Two - Response

How to Activate the Plan:

Initial Notification/Activation Flowchart



Business Continuity Team required?

- Agree location from which to manage incident
- Appoint Incident Manager – Page 15
- Convene meeting – Page 18

Media Response required?

No communication or information to be provided to media – however assist them in making contact with Benson Ozour– Director 07538722071 - benbrato@comfortrecrutmentltd.com

- Alert spokesperson – Benson Ozour– Director - only
- Benson Ozour to agree statement regarding initial response to incident and actions taken: See Media Golden Rules – Page 22

Notification of a business interruption may originate from any source.

In any situation it is essential that Benson Ozour, Nominated Individual, and (Registered Manager Designate) is contacted as soon as possible.

Benson Ozour (Director) will activate the plan, using the following activation sequence:

Standby – Implement – Stand Down

"Standby" will be used as an early warning of a situation which might at some later stage escalate and thus require implementation of this Plan. The Management team will come together and plan for the emergency.

The term "Standby" allows **Comfort |Care Recruitment and Training Ltd** Management time to think, inform staff and start a business interruption log and prepare for the deployment of resources should an "Implement" message be received. This is particularly important if an interruption occurs towards the end of a shift and staff may need to be asked to stay at work until the situation becomes clear. Resources will not normally be deployed at this stage, although this will largely depend upon the current circumstances and a "Stand Down" may follow this type of alert.

"Implement" will be used to activate the plan in its entirety.

"Stand Down" will be used to signify the de-activation of the Plan. It is important that everyone in the organization knows when Comfort Care Recruitment and Training Ltd has returned to 'business as usual'. It is also important that all employee's and stakeholders who helped in the response are thanked for their efforts.

Logging of the Incident:

Start a log as soon as the incident has started by completing the below sheet. Use further sheets if the need arises.

NB: It is important to ensure that all information/decisions and actions are logged in the order they occur. This information will be a record of your decisions and actions. This may be required should a review or inquiry be necessary.

Business Interruption Log Sheet
Date:

Log Ref:	Time:	Information/Decisions/Actions:	Items Outstanding:

Service Impact Analysis and Risks:

Date of Disruption:		**Time:**	
Date of Report:		**Time:**	

Name and Job Title of Person Making Report:	**Service Area:**
Disruption Description: *(What, why, how, when, where)*	**Casualties and Physical Damage:**
Immediate Risks:	

Estimated Impact and Risks to Service: **First 24 hours:** **First 3 days:**	**Estimated Impact and Risks to Services:** **First 7 days:** **Over 7 days:**

Staff Notification Call Tree:

It will be impractical for one individual to call everyone within our organisation to notify and brief them at times of an incident.

Name: Benson Ozour
Title: Nominated Individual/Care Manager
Tel: 07538722071

Name: **Benson Ozour**
Title: Registered Manager (Designate)
Tel: 07538722071

Name:
Princess Ajiboye

Title: HR Administrator
Tel: 02087685746

Name:
Israel Ozour

Title: Business Development/Client Manager
Tel: 02087685746

Name:
Ugo Ozour

Title: Field Operator/ Supervisor
Tel: 02087685746

Name:
David Adigun

Title: Referrals/ Compliance Manager
Tel: 02087685746

CQC
03000 616161

The Registered Manager (Designate) and Director hold all personal details for staff, which can be used if any of the above contact numbers fail.

Client Notification

Where appropriate clients, their relatives, representatives, advocates or other carers will need to be contacted to inform them that an incident has occurred, including advice on what you are doing to manage the situation, if there are likely to be any changes to their normal care plan and how clients, their relatives, representatives, advocates or other carers can assist until normality is restored.

Stakeholder Notification

Suppliers and Subcontractors:

Comfort Care Recruitment and Training Ltd where appropriate will contact suppliers and any subcontractors whom Comfort Care Recruitment and Training Ltd relies on to maintain/deliver services to inform them that an incident has occurred, to which they will be informed and given advice on what Comfort Care Recruitment and Training Ltd is doing to manage the situation and any risks that have been identified, including any specific advice/instructions for assistance in the management of the incident until normality is restored.

Commissioning Authorities:

The Registered Manger will advise all Comfort Care Recruitment and Training Ltd commissioning authorities via their contact centre's or their out of hours EDT's that an incident has occurred along with advising them of what actions Comfort Care Recruitment and Training Ltd is taking to manage the situation and any risks that have been identified, including any specific advice/instructions to them for assistance in the management of the incident until normality is restored.

Other Associated Agencies:

Comfort Care Recruitment and Training Ltd will also contact other allied healthcare professionals that provide care for our clients to notify them that an incident has occurred and advise them what the Comfort Care Recruitment and Training Ltd is doing to manage the situation and any risks that have been identified, including

any specific advice/instructions to them for assistance in the management of the incident until normality is restored.

Roles: Action Cards / Checklists

The Nominated Individual and Director or the Registered Manager (Designate), or in their absence the HR & Compliance Administrator, will undertake the role of overall Incident Manager:

Action Card / Checklist for Incident Manager:

Actions for Consideration:

- ☐ Locate copy of Business Continuity Plan
- ☐ Where main office access is restricted identify suitable alternative location with internet access.
- ☐ Activate Business Continuity Plan
- ☐ Start Business Interruption Log – Obtain fullest details from caller and request further information as required
- ☐ Nominate a Business Interruption Support Officer(s)
- ☐ Brief owner on situation
- ☐ Alert other relevant staff and stakeholders that plan has been activated and devise timetable for updates.
- ☐ Ensure all staff out providing care & support for clients in the community are briefed and advised appropriately
- ☐ Assemble all relevant staff and assign tasks
- ☐ Ensure that a Service Impact Analysis and the identification of risks is carried out (review regularly as appropriate)
- ☐ Ensure access is made available for and review all individual support plans and develop action plans (review regularly as appropriate)
- ☐ Review Service Area Priorities considering interruption and timing by consulting your Business Impact Analysis
- ☐ Activate relevant Response Strategies contained within this plan as appropriate

- ☐ Authorise all contingency expenditure as appropriate
- ☐ Continue regular briefings to staff
- ☐ Establish recovery timetable
- ☐ Consider own domestic arrangements if situation escalates
- ☐ Consider shift working, rest periods and refreshments for all staff
- ☐ Collect and collate log sheets to prepare final report
- ☐ Provide Business Continuity Coordinator with copies of all reports
- ☐ Review arrangements in consultation with staff
- ☐ Thank all staff involved in response to business interruption
- ☐ Stand down
- ☐ Conduct hot debrief
- ☐ Ensure that a 'structured '(cold debrief) takes place
- ☐ Ensure that an incident report (including lessons learned and action plan) is developed

Critical Function Priority List

This list can be used during an emergency to assist decision making when compiling an Action Plan as to which function needs to be reinstated first.

Priority:	Critical Function:
1	Transfer office functions and telephones to alternate site
2	Commence Business Continuity Plan
3	Broadcast to staff where possible that Comfort Care Recruitment and Training Ltd is activating a business continuity emergency plan and to check phone regularly for updates and instructions. Remind staff to limit calls to out of hours on call to emergencies only
4	Access client priority List
5	Consider Service to clients
6	Replace files from electronic copies
7	Access to records/schedules

Checklist for Business Interruption Support Officers

Actions for Consideration:

- ☐ Obtain fullest details from caller and request further information as required
- ☐ Consider own domestic arrangements if situation escalates
- ☐ Prepare for and attend meetings as requested by external agencies and incident professionals
- ☐ Provide administrative support to Nominated Individual, Director
- ☐ Arrange procurement of agreed resources/services
- ☐ Maintain records of response expenditure
- ☐ Arrange coverage of personal work commitments
- ☐ Attend debrief meeting with Service Area representatives to review Service Area's response and identify areas for improvement
- ☐ Supply copies of all business interruption log sheets to Nominated Individual, Director
- ☐ Review/revise arrangements in consultation with Nominated Individual, Director and other staff
- ☐ Contribute to debriefs

First Meeting Agenda

Time and Place:	
Attendees:	
Chaired By:	

No:	Item:	Action:	Action by Who:	Action by When:
1	**Analysis of Impact:** Review Service Impact Analysis and risk sheets Brief team on nature, severity and impact of disruption. Identify information gaps Review client priorities and individual support plans and develop action plans as appropriate including a review process Consult your Business Impact Analysis to prioritise Comfort			

No:	Item:	Action:	Action by Who:	Action by When:
	Care Recruitment and Training Ltd activities			
2	**Confirm Roles:** Agree roles and responsibilities of staff during the disruption. If required, revise roles and determine if additional staff/deputies are required. Inform additional team members that they may be required Stand down members not required			
3	**Confirm Key Contacts at Scene of Disruption:** Main points of contact for ongoing information updates			
4	**Logs:** Ensure team logs and personal business interruption logs are in place.			

No:	Item:	Action:	Action by Who:	Action by When:
	(Written record of significant events throughout the crisis. Written record of all communications)			
5	**Recovery Management:** Review recovery priorities Determination of support requirements.			
6	**Welfare Issues:** Have members of staff, visitors or third parties been injured? What is their location? What immediate support and assistance is required? What ongoing support and assistance might be required?			
7	**Communications:** Who should we inform? Are professional Public Relations/Media advisors required? Determine which, if any, external regulatory bodies should be notified.			

No:	Item:	Action:	Action by Who:	Action by When:
	Determine any internal communications that need to take place (other sites, affected services etc.)			
8	**Media Strategy:** Determine the media strategy to be implemented. What is the story? What is the deadline?			
9	**Legal Perspective:** Determine what legal action or advice is required.			
10	**Insurance Position:** Determine whether insurance cover is available and if so, how best to use the support it may provide.			
11	**Next meeting:** Date, Time, Agenda, Place and Attendees of next meeting			

Recovery

Recovery is the long term process of rebuilding, restoring and rehabilitating all those affected by the interruption. Depending upon the seriousness of the situation this could take weeks, months or even years. The recovery phase may well consist of peaks of activity, such as around the time of an anniversary of the incident, as well as routine ongoing work to address the physical and psychological effects of the emergency.

Debrief and Learning Lessons:

After an emergency, it is very important that thorough debriefs are carried out to capture lessons learned, issues identified, recommendations to be implemented, and planning assumptions to be reviewed. Debriefs should be undertaken in a way which promotes honesty and looks towards improving business continuity plans, rather than be exercises in trying to apportion blame. A hot debrief should take place immediately after the interruption and then a structured (cold) debrief after the interruption at whatever timescales are felt to be appropriate. Comfort Care Recruitment and Training Ltd will record the results of debriefs as aware that the contents of debrief documents may be used as evidence in Public inquiries.

Media Golden Rules

This short guide is to assist Spokespersons of Comfort Care Recruitment and Training Ltd where:

- They may find themselves caught in circumstances where failure to respond to immediate media demands may have a negative impact; or
- They have been nominated to speak to the media and need to refresh their media handling skills

Be Prepared:

- Never speak to the media without having prepared/gathered yourself.
- Agree appropriate time slots for press to receive statements/interviews
- If an impromptu interview is requested seek Comfort Care Recruitment and Training Ltd Management advice and permission prior to interview.
- Establish the type of issues the media want answered ahead of time so you can prepare suitably.
- Speak with as much preparation completed as possible.
- Prepare the key points you want to say and if the first question does not give you the opportunity to give that message, start with "Before I answer that question, may I say …"

Remember:

- Facts are key – assume nothing.
- Avoid "no comment" responses – it suggests the worst.
- Deception is fatal.
- Doubts destroy confidence and fuel conjecture about dishonesty. Where appropriate a firm denial should be made.
- Someone else may be telling the story without correct information and their version sets the mood.
- People will feel privileged if told early enough and are trusted with the facts; they will feel disillusioned if they 'discover' the truth; they will become disaffected if their version differs from yours. Answer everything.

- Manage the control and flow of information.
- Media priorities are people, environment, property and money – in that order

Show:

- Concern – you care about what has happened.
- Commitment – to find out what happened and put it right.
- Control – of situation at most senior level.

Do:

- Be positive and truthful.
- If you do know – tell them.
- If you don't know – tell them, you don't know.
- Do not speculate – instead defer to the inquiry to follow
- Remember – you want the answers more than anyone else.

Don't:

- Admit liability – refer to the need for the matter to be fully investigated

Staff Disruption

Comfort Care Recruitment and Training Ltd employs the following types of staff, and has considered the following staff options:

Staff Role:	Options for Replacement Staff:
Care & Support Worker	Management and Office Staff Senior Care & Support Worker Sub contract from/to other providers
Senior Care & Support Worker	Management and Office Staff Care & Support Worker
Registered Manager (Designate)	Nominated Individual HR & Compliance Administrator
Referrals & Compliance Manager	Registered Manager (Designate)

	Senior Care & Support Worker Client Manager
Business Development/Client Manager	Registered Manager (Designate) HR & Compliance Administrator Senior Care & Support Worker Coordinator
HR Administrator	Registered Manager (Designate) Client Manager
Operation Manager/Field Supervisor	Registered Manager (Designate) HR & Compliance Administrator Senior Care & Support Worker Client Manager

Part Three – Planning & Preparation

Introduction:

Comfort Care Recruitment and Training Ltd understands we have an obligation to ensure we hold to a Business Continuity Management Plan (BCM) Under the Civil Contingencies Act 2004 as we provide services to Local Authority, CCG's and private clients. Comfort Care Recruitment and Training Ltd uses this plan to ensure that

all services have appropriate business continuity arrangements in place if an emergency was to occur.

This plan is an operational document which is constantly being monitored and updated. The Plan outlines the general procedures to be undertaken in the event of a business interruption affecting any area of the Comfort Care Recruitment and Training Ltd activities.

The Plan Purpose:

To mitigate the effects of any disruptive challenge which affects the operation of normal business within Comfort Care Recruitment and Training Ltd, particularly in terms of prioritising business critical functions and in responding to the challenge.

Plan Objectives:

- Provide a clearly defined course of action
- Provide a timely and orderly recovery of the business
- Identify 'Business Continuity Team' where required
- Identify business critical functions and define alternative procedures
- Undertake Comfort Care Recruitment and Training Ltd - specific risk assessments on the most likely causes of disruption to services
- Undertake a Business Impact Analysis for each activity undertaken within the Comfort Care Recruitment and Training Ltd to help determine what Business Continuity arrangements are required
- Identify those who must be notified and kept informed of the disruptive challenge affecting normal business
- Document the location of data (hard copy only) in secure off-site storage

Scope of the Plan:

This Plan applies to all services, including contracted services within the remit of Comfort Care Recruitment and Training Ltd.

Plan Review:

This plan will be reviewed regularly at a minimum of every 6 months by the Nominated Individual or more often as required following any incidents that have occurred.

Training & Exercising:

Employees' of Comfort Care Recruitment and Training Ltd must be made aware of the contents of this plan and provided with training where necessary. This plan should be exercised at least annually to ensure that procedures and contact details are kept up to date.

Distribution:

Name:	Position/Location:
Benson Ozour	Director/Registered Manager
Ben Ozour	Care Manager Nominated Person
Princess Ajiboye	HR Administrator
Israel Ozour	Business Development/Client Manager
David Adigun	Referrals/Compliance Manager.
Ugo Ozour	Operation Manager/Field Supervisor
Other Named Personnel as Required	Other Professionals

The plan will be made available to all staff, including subcontractors and main suppliers where necessary. A restricted version (not including confidential information such as staff personal contact details) can be made available to local responding organisations upon request.

A copy of the plan will also be kept off-site by the Nominated Individual. A hard copy of this plan together with the Comfort Care Recruitment and Training Ltd other emergency documentation such as client, service user and staff list's, vulnerability ratings and other emergency plans will be kept in a grab bag with both the Registered Manager and the HR & Compliance Administrator.

Other Plans:

- Control of major accident hazards - covering fires, explosions or incidents in which dangerous substances are released.
- Heat wave plan
- Fuel disruption plan
- Vulnerability list
- Staff lost plan

Client Priority Categorisation (Vulnerability List):

Comfort Care Recruitment and Training Ltd uses this tool during disruptive challenges to service provision, ensuring we have a pre-defined list of clients & service users who have been prioritised based on need /vulnerability.

Our Vulnerability List gives an instant “Heads-Up” in respect of which clients & service users need to be given priority in the event of a disruptive incident (regardless of the type of incident) which will ensure an appropriate and speedier response.

Below is Comfort Care Recruitment and Training Ltd **Vulnerability List Criteria** used to identify clients & service users’ priority.

Rating:	Priority:	Criteria:
Red	**1**	• No local next of kin or neighbor/ friend able to assist during the day. • Time Critical Calls where medication is required. • Medication assistance where a telephone prompt would be ineffective. • Four or more visits a day. • Clients & service users who do not have or are unable to use a telephone. • Those requiring two staff for moving and handling tasks on a frequent daily basis or are unable to get out of bed unaided. • Clients & service users without heating or that rely or us to put the heating on. • Clients & service users with type one Diabetes.
Amber	**2**	• Clients & service users that require assistance with meal preparation. • Clients & service users that have toileting needs. • Clients & service users who require help with shopping. • Clients & service users with **No** pendant alarm.

Green	**3**	• Clients & service users that Live in warden-controlled accommodation. • Clients & service users that can self-administer their medication. • Clients & service users that have help from neighbors.

Business Impact Analysis:

List all the activities which Comfort Care Recruitment and Training Ltd carries out and describe the effect on delivery over the timescales within the table below. The more detailed the list, the easier it will be to prioritise your critical activities.

Briefly summarise the effect on service delivery for business interruptions lasting for each of the time scales, where relevant (if not relevant enter N/A). If the effect on delivery is dependent on the time of day/month/year (i.e. medication / helping a client get up in the morning / end of year accounts) then please provide details in the 'Time Dependent' column of when the effect on delivery is at its greatest.

Activity:	**Time Dep. Y/N**	**Effect on Delivery:**			
		First 24 hours:	**24 – 48 hours:**	**Up to 1 week:**	**Up to 2 weeks:**
Community Care including personal care and other related support activities		Disruption to clients & service users care delivery.	Unhappy clients & service users	Complaints	Loss of clients & service users

Coordination's		Opportunity for visits to be missed as not allocated correctly Disruption to times of visits	Missed Visits	Not knowing the whereabouts of staff and who's care they are competing and when	Missed visits could occur, vulnerable adults being left without care & support
Finance Control		No one to discuss payments	No one to discuss payments and queries	Disruption in the payment of invoices, supplies of gloves and other, PPI may become low	Depending where the incident occurs in the payroll period, staff may refuse to work until they are paid
Operational Office		No one in the office to answer the phones	Complaints, no one in the office to answer phones	Complaints	Lack of trust from clients & service users and members of the public
Car breakdowns Traveling to visits		Disruption to services	Pressure on other staff that remain operational to pick up additional visits	Staff become ill as over worked leaving more visits to be covered	Unable to staff visits vulnerable adults left without support

Now that you have done this, imagine that the normal provision of the activity has been disrupted – the cause is not important.

Assess whether the activity needs to be resumed in the timescales according to the priority classification table contained below:

Priority:	Definition:
1	Activity needing to be restored within hours of a disruption
2	Activity needing to be restored within first 24 hours (1 day) of a disruption
3	Activity needing to be restored within 48 hours (2 days) of a disruption
4	Activity needing to be restored within 72 hours (3 days) of a disruption
5	Activity needing to be restored within 7 working days
6	Activity which can be restored progressively after 7 working days

LIST each Priority 1, 2,3,4,5 and 6 Activity in the space provided below.

Where an activity is time-dependent, i.e. where a client or service user needs regular medication which is time-critical or help with feeding at meal times etc. then make these types of activity Priority 1 and mark them as Time Dependent.

Category:	Time Dependent? (Y/N):	Activity:
Community Care including personal care and other related support tasks	Yes - to resume ASAP ideally within hours	Assistance with toileting, Administration of Medication, Meal Preparation, Assistance to move in bed
Coordination	Yes, ASAP but must resume within 48 hours- if an emergency was to occur, Comfort Care Recruitment and Training Ltd would refer to its weekend procedure to where the on call Manager allocates all visits - the Registered Manager will always have remote access to the company data base, along with the Nominated Individual	Coordination of visits
Operational Office	Within 48 hours, alternative premises would have to be located, clients, service users, contracts and CQC would be given full details of the emergency and all be contacted with	Day to Day running of the business

	alternative contact details if the phone systems were not working, if working all phones would be diverted	

Category:	Activity:
1	Community care & support activities

People:	
Key staff:	Care & support staff, Management team and staff of Comfort Care Recruitment and Training Ltd. Ensuring all staff have the appropriate PPE equipment available
Skills /Expertise/Training/Clearance:	Experience of delivery of care & support, statutory and mandatory training (any staff of Comfort Care Recruitment and Training Ltd)
Minimum Staffing Levels:	**20 staff-** with which you could still maintain some form of activity?
Premises/Equipment/Resources:	
Buildings:	Operating in clients & service user's own homes
Facilities:	Transport of staff ensuring they have PPE equipment to complete duties
Equipment/Resources:	Car, with fuel, PPE equipment, Mobile phone to remain in contact with company
Processes:	
IT Hardware:	Electronic database and IT software is essential to deliver the care & support activities to ensure the smooth scheduling of all visits within the company
	Please insert: a. PC Business b. Is this hardware covered by an SLA or contract which includes a Disaster Recovery Arrangement? c. Yes - PC Business
IT Software:	Windows

Documentation:	Individual Support Plans are kept in each individual client, service user home and a digital copy is kept on the company's data base
Systems & Communications:	Email correspondence and mobile telephones on a combination of two networks, Swiftnet/Rapidcom
Providers/Contractors/Suppliers:	
Reciprocal Arrangements:	Would refer to local authority and CCG preferred List of alternative providers
Contractors/External Providers:	N/A
Suppliers:	PPE suppliers- varies on a monthly basis, several suppliers used
Profile:	
Reputation:	Clients, service users, families & other allied healthcare professionals
Legal Considerations:	All visits must be covered. Comfort Care Recruitment and Training Ltd will liaise closely with local authority, CCG and CQC at all times throughout an incident to ensure disruption to clients and service users is kept to a minimum at all times
Vulnerable Groups:	Vulnerable adults will be affected by the Activity stopping?

Risks to Continuity of Business:

Threats and Hazards

There are several malicious threats and non-malicious hazards that could disrupt the normal service delivery of Comfort Care Recruitment and Training Ltd. Those that are most foreseeable are listed in the table below.

External Risks:	Flooding Severe Weather Extreme Temperature Extreme Wind/Tornado Earthquake Industrial Accident Fuel Crisis Transport Infrastructure Industrial Strikes Terrorism Pandemic Influenza Highly Infectious Disease Biological Agent
Facility Wide:	Electricity failure Gas Failure Burst Pipe Water Failure Climate Control (Heating, A/C) Fire Structural Security Theft Sickness Serious Accident

	Sudden Death, Fatal Accident Malpractice
IT & Communications:	IT System Failure Back Up Failure Virus Power Surge Equipment Theft Telephone System
Departmental Risks:	Comfort Care Recruitment and Training Ltd Buildings Vital Records Payment abilities Key Workers Key Operating equipment Suppliers

Hazard Analysis Table:

Risk Matrix Score

A = HIGH Likelihood and HIGH Impact

B = LOW Likelihood and HIGH Impact

C = HIGH Likelihood and LOW Impact

D = LOW Likelihood and LOW Impact

Hazard:	Impact:	Mitigation in Place:	Mitigation possible:	Risk Matrix Score:
Flooding	Inability to use premises Possible file loss	Yes	Alternative premises	D
IT Failure	Lack of access to records	Yes	Back-up server – off site + paper records	D
Loss of electricity	Office unusable	Yes	Use alternate premises, grab bag	D
Fire	Office unusable Possible file loss	Yes	Usual precautions	D
Sudden staff loss (illness, lottery win etc.)	Lack of resources to deliver service	Yes	Bank staff, work with other providers and commission agency staff	B
Adverse weather	Unable to access SU	Yes	Follow staff loss plan Dependent upon area affected	A

Part Four – Key Personnel

Care & Support Staff Details:

Please refer to separate current staff list that is updated on a monthly basis.

Client & Service User Details:

Please refer to current client and service user list, including next of kin contact details, which is updated on a monthly basis.

Supplier Details:

Please refer to contact numbers on page **36/37** for a list of active suppliers which is updated on a weekly basis.

Contact Numbers:

Emergency Services:	
POLICE / FIRE / AMBULANCE	**999**
Out of Hours GP	111 / 02086641590
Thornton Heath Police Station	101/02087 651212
Croydon University Hospital	020 8401 3000
Shirley Oak Hospital	020 8655 5500
Purley War Memorial Hospital	020 8401 3000
Water:	
Thames Water	0800 316 9800
Gas & Electricity:	
Gas Emergency Contact Number	0800 111 999
East Midlands - Central Networks	0800 056 8090
Eastern Region - EDF Distribution	0800 783 8838
London - EDF Distribution	0800 028 0247
Manweb – Scottish Power	0845 272 7999
Midlands - Central Networks	0800 328 1111
Northern Electric - NEDL	0800 668 877
Norweb - United Utilities	0800 195 4141
Scottish Power – Scottish Power	0845 272 7999
Scottish Hydro-Electric - S&SE	0800 300 999
Seeboard - EDF Distribution	0800 783 8866
Southern Electric - S&SE	08457 708 090
South Wales - Western Power Distribution	0800 052 0400
South West - Western Power Distribution	0800 365 900
Yorkshire Electricity - YEDL	0800 375 675
CQC:	03000 616161
Older Peoples Teams:	
Croydon	**02086681300**
Lambeth	**02030494444**

Merton	**02036681221**
Sutton	**02036681200**
Bromley	**02039300100**
Wandsworth	**02088126600**
Lewisham	**02072063200**
Croydon	0208 726 6000
Enfield	020 8379 1001
Enfield - EDT	02034165905
Greenwich	02030499000
310 Highstreet Croydon CR0 1NG :	
Ben Ozour – Nominated Individual	02087685746
Benson Ozour – Registered Manager (Designate)	07538722071
Princess Ajiboye–HR Administrator	02087685746
Israel Ozour-- Business Development/Client Manager	02087685746
David Adigun – Referrals/Compliance Manager	02087685746
Ugo Ozour - Field Supervisor/ Care Coordinator	02087685746
Suppliers & Companies of Note:	
310 Highstreet - Landlord	01672512303
Office Phones / IT – Rapidcom/Swiftnet	020 87685746
Gloveman - PPE Supplies	01209 314759
My-learning cloud – Training P & P's	08000886109
Crona - (HR & H & S)	08448923931
Faxon – Accountants	02038160228
Other Providers:	
Option Care	020 3876 0232
Supreme care	02085450030
Unique Care	020 8671 7665
Clifton Care	020 34881389

Part 5 - Appendices

Name of training event / exercise:	
Date:	
Type of event:	*E.g. Training/Tabletop/Exercise/Live/Exercise/Seminar/Presentation*
Service(s) involved:	
Location:	
Responsible Person:	
Aims:	
Objectives:	
Participants:	Attach attendance sheet (including name and title)
Summary of training and exercise:	Summarise: ▪ If and how objectives were achieved? ▪ Lessons learned? ▪ What went well? ▪ What needs improvement? ▪ How will lessons learned be addressed?

Appendix I – Training & Exercise Log Sheet

Action Plan Lead:					
No.	**Actions/lessons learned to be implemented:**	**Responsible Person:**	**Timescale:**	**Completion Date:**	**Confirmation that any unresolved actions are recorded on the risk register?**

Appendix II – Action Pla