

Business Continuity Plan

Oakwood School

This document will help Cambian Group and Registered Managers/Heads/Principals meet their statutory responsibilities. In particular it will ensure:

- Compliance with relevant sections of The Management of Health and Safety at Work Regulations 1999, the Health and Safety at Work Act 1974 and associated regulations and the Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation.
- The premises are suitable for the regulated activity
- The premises are accessible to people who need to enter the premises and meet the appropriate requirements of the Equality Act 2010.
- The premises are designed and operated in a way that takes account of guidance from expert bodies in relation to specific needs
- Account is taken of identified risks.
- The relevant requirements of the following standards are met:
 - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) (as amended)
 - CQC Fundamental Standards 2015 - Cleanliness, safety and suitability of premises and equipment Regulation 15
 - Guide to the Children's Homes Regulations including the quality standards 2015 - Review of premises
 - The Children's Homes (England) Regulations 2015 - Regulation 46
 - Parts 3 to 20 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, Regulations 43-58. Version 2 – April 2019 The Regulation and Inspection of Social Care, (Wales) Act 2016, <https://gov.wales/sites/default/files/publications/2019-04/guidance-for-providers-and-responsible-individuals.pdf>
 - The Regulated Services (Registration) (Wales) Regulation 2017 <http://www.legislation.gov.uk/wsi/2017/1098/contents/made>
 - Independent School Standards Regulations 2019 - part 3 & 5
 - 162a Education Act 2002 amended schedule 8
 - School Premises Regulations 1999
 - Residential Special Schools 2015 - National Minimum Standards 5, 6 & 7

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Business Continuity Plan

1. Planning for and Dealing with Emergencies

Scope

This document describes specific responsibilities in planning how to deal with emergencies and actions to be taken in emergencies.

Principles

- The safety of individuals, visitors and staff is of paramount importance.
- No one should put themselves or others at additional risk when responding to an emergency situation.
- Preservation of life and preservation from injury are over-riding concerns
- The successful handling of emergencies is related to the meticulous emergency planning and the practice of using the plan.
- Confidential records should, as far as reasonably practicable in the prevailing circumstances, be made secure. As soon as is safe to do so, they should be removed to a safe and secure location e.g. another Cambian site.

2. Continuity Plan Contacts

The location Manager/Head/Principal should ensure that the continuity plan is maintained.

A copy of the continuity plan should be kept in the location Managers/Heads/Principals office.

Additional copies of the continuity plan are kept:

- At each staff base/general office/reception/staff room as applicable to the specific location.
- At the homes of the Manager/Head/Principal and their appointed deputies.

A copy of the emergency plan should also be uploaded onto Cambian Point.

The location Manager/Head/Principal should ensure that an up to date hard copy of the continuity plan is available to all staff at the location and that staff are familiar with the contents.

The Continuity plan co-ordinators for this location are:

- The Manager/Head/Principal and their appointed deputies.
- Person in charge on shift.
- The Regional Facilities Manager.
- The Location Administrator.
- The Maintenance Team.
- [Insert other]

The Continuity plan should be reviewed **at least annually** (or sooner if there is a known material change) and updated and amended as necessary. This plan will be reviewed again in **March 2026**.

2.1. Contacts

Name of Location:

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Oakwood School, Unit 2 The Oaks Business Park, Shepherd's Lane, Bicton, Shrewsbury SY3 8BT
Tel. No: **01743 850840**

2.2. Other Staff Continuity Contacts:

Name	Job Role	Mobile Number
Louise Curel	Executive Head Teacher – Oakwood School	01743 850840 07701 314144
Andy Fanson	Maintenance	07557 160478
Glen Sowerby	Divisional Facilities Manager for Children's and Education (IWFM)	07808 641822
Lee Jennings	Director of Facilities Management	07525 633180
Rob McConomy	Regional Manager	07827 302334

2.3. Continuity Contact Numbers:

1.	Fire /Police/Ambulance	Tel No: 999
2.	Cambian Head Office	Cambian Group Metropolitan House 33-37 Darkes Lane Potters Bar EN6 1BB Tel: 01707 601800
3.	Local Health Board	Shropshire Community Health NHS Trust, William Farr House, Shrewsbury SY3 8XL Telephone: 01743 277500
4.	GPs	Mytton Oak Surgery, Racecourse Lane, Shrewsbury SY3 5LZ Telephone: 01743 362223
5.	Pharmacist	Bicton Heath Pharmacy, Bicton Heath Shopping Centre, Welshpool Road, Bicton, Shrewsbury, SY3 5AD Tel: 01743 249129 Fax: N/A
6.	Builder	During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2). For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.
7.	Glazier	Glazier During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2). For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.

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		If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.
8.	Electrician	<p>During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
9.	Plumber	<p>Plumber During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
10.	Heating	<p>Heating During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
11.	Fire Alarm / Nurse Call / Access Control	<p>During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
12	Gas	<p>National Gas Emergency Helpline – N/A</p> <p>Tel: 0800 111 999 (24 hours a day)</p> <p>Above applies to all sites on mains gas only. Alternatively Insert supplier's emergency number for LPG or oil (generally located on storage tanks).</p> <p>LPG / Oil Tel: N/A</p>
13.	Electricity	<p>Emergency Tel: 08006783105</p> <p>Tel: 08000963080 (24 hours a day)</p> <p>This should be your distribution network operator emergency contact number (rather than that of who you pay your bills to).</p>

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		<p>The following links will help you identify the appropriate number:</p> <p>http://www.nationalgrid.com/uk/Electricity/AboutElectricity/DistributionCompanies/</p> <p>http://www.westernpower.co.uk/About-us/Our-Business/Distribution-area/Find-your-distributor.aspx</p> <p>NOTE: This link will identify electricity distributor on entry of post code for anywhere in the UK</p> <p>General electrical faults should be reported to Regional Facilities Office (see 8 above)</p>
14.	Water	<p>Emergency Tel: 08007834444</p> <p>(24 hours a day)</p> <p>Following link will help you identify your suppliers web site where you should find an emergency contact number:</p> <p>http://www.water.org.uk/consumers/find-your-supplier</p> <p>General leaks (within the building/site boundary) and plumbing issues should be reported to Regional Facilities Office (see 9 above)</p>

Remember

- Always keep calm, be reassuring and use your skill, knowledge and training to deal with the situation in a professional manner.
- Never rush
- Provided it is safe to do so, you should always put the needs of individuals in our care first.
- At no time, however, should you put yourself at risk.

3. Location of Main Services and Equipment

1.	Gas	N/A
2.	Gas meters	N/A
3.	Water	Main road adjacent to landlord's drive
4.	Water Meters	On landlords drive next door to school
5.	Electric Main Distribution Board	On landlords drive just through gate on right side
6.	Electric Meters	On landlords drive just through gate on right side
7.	Spare supply of light bulbs	Storage area of staff room
8.	Key Safes etc	Headteachers Office and Reception near ADMIN

4. Fire Precautions

- If fire alarm sounds dial **999** and follow the Group Fire Action policy (GHS 6) and the procedures specific to your location.
- Ask for the Fire Brigade providing the full Location address and state that "This is Oakwood School with 'STATE THE AMOUNT OF LEARNERS' on roll) who are classed as vulnerable children.
- (Do not hang up until told to do so)

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- The evacuation strategy for this location is **ZONAL** evacuation. Contact your Facilities Manager if there is any doubt about which evacuation strategy applies at your location.
- Do not fight the fire unless it is safe to do so.
- Wait for the Fire Brigade to arrive at the location.
- The Fire Marshal will be in control of the building when the fire alarm sounds until either the alarm is silenced because of false activation or the Fire Brigade arrive.

NOTE: At some locations fire exits will release automatically either immediately or after a short (2–3 minute) time delay and allow free egress for both staff and individuals. The positioning of staff when the alarm is sounding is therefore important to ensure that any detained individuals are not allowed free access to the exterior of the building in breach of Section 17 leave conditions as part of the Mental Health Act 1983.

In most instances, the fire service will be in attendance within 10 minutes.

Remember!

- The fire service should remain present whilst the fire panel is reset and stay until the all clear is given.
 - Read all fire notices and know the location of all manual call points and fire extinguishers.
 - Know all fire exit points and zone areas.
 - Keep all fire exits free from obstruction and report any faults with doors etc.
 - Do not wedge doors with objects.
 - Turn off electrical appliances which are not in use.
- **It is illegal to silence the alarm until a false alarm has been declared. Under no circumstances should the alarm be silenced in the event of a genuine alarm.**

Most importantly, Remain Calm!

As soon as reasonably practicable the following should be contacted:

- Regional Facilities Office/Facilities Emergency Line: Tel: **01782 948989** (24 hours).
- The location Manager/Head/Principal.
- Regional Facilities Manager
- Operations Director/Regional Manager.

5. Electrical Power Failure

The main electrical isolation point is located on the landlords drive next door to the school, immediately through the gate on the right.

5.1. Section Power Failure

If the power fails to a room or a small section of the location, the Person in Charge should try to reset the circuit breakers located in the **each separate block**. Reception, Main kitchen, Design and Technology room Classroom, Caradoc Classroom, Ercall Classroom, Clee Hill, Pastoral block. See attached plans for locations.

If the fault remains contact your Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

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For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The Person in Charge should state the nature of the fault and request assistance.

5.2. Total Power Failure

If the power fails to the whole location, the Person in Charge should try to ascertain if the failure is solely confined to the Location or, does it affect the wider neighbourhood, by contacting:

Western Power on 08000963080 [as per section 2.3.13]

Try to ascertain the estimated timescale for restoration of the supply. If the disruption to supply is unknown or likely to be greater than two hours contact your Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For assistance out of hours (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Operations Director/Regional Manager.

If the fault lies within the location, and the power cannot be reset, the Person in Charge should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For assistance out of hours (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Operations Director/Regional Manager.

Staff should reassure individuals and continue with their duties in a calm manner.

The location has internal, independently powered, emergency lighting which should automatically take effect when power fails. This will provide some working light in corridors and other key locations for about 3 hours.

A torch should be kept in the reception in case of emergency and tested before the start of each night to ensure that they work.

6. Water Leakage

6.1. Stop Valve Location in Bedrooms

Bedroom Stop valves are located: N/A

Local Isolation Points: N/A

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6.2. Water leakage to a Section of the Location

The area should be cordoned off to prevent accidents and individuals moved to a different area of the location if necessary.

The **Person in Charge** (or maintenance person if on duty) should attempt to isolate the water supply to the area/building by turning off the supply. See attached plans.

In some circumstances it may also be necessary to request advice on heating if the water supply also feeds the heating system for the location.

The **Person in Charge** should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

6.3. Flooding to a Major Section of the Location

If flooding occurs to a large area of the location, the Person in Charge should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergencies (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Operations Director/Regional Manager.
- Off duty staff to come to the location as required.

Mains water stop valve(s) are located **on the main road adjacent to the landlord's drive**

The Person in Charge might need to inform the Police and Ambulance Services if appropriate.

Where practicable all individuals should be moved to a safe area of the location. Staff should reassure individuals and prepare to evacuate the location should this prove necessary.

For calls relating to water extraction, de-humidifying and drying due to flooding contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergencies (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

Equipment hire is available through:

Brandon Hire is available in Shrewsbury
Unit A, Battlefield Enterprise Park, Plot 15 Vanguard Way, Shrewsbury SY1 3TG

01743 450900

Website: [Brandon Hire Station](#) | [Tool Hire](#) | [Tool Rental](#)

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NOTE: Facilities Manager or Facilities Emergency Line to be consulted before placing orders.

7. Gas and Oil Leakage

Mains Gas or LPG - N / A

Oil - N / A

8. Lift Failure

N/A

9. Temporary Loss of Heating

In the event of loss of heating, identify if the problem is:

- Location based or
- Externally based (Electricity/gas supply)

By contacting the numbers in sections 2.3.12 and 2.3.13 above. Try to ascertain the estimated timescale for restoration of the supply from the electricity/gas distributor.

9.1. If the fault appears to be only within your Location

Contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

When the contractor has inspected the boiler, they should provide clear feedback as to what the problem is and how long it will take to repair and restore the heating.

If the general temperature in the location is likely to drop below 18°C for more than 4 hours approximately you must:

- Inform individuals of the interruption to the heating supply.
- Inform the Manager/Head/Principal.
- Contact the Operations Director/Regional Manager.
- Consider whether the evacuation procedure is appropriate.
- Consider what alternative measures are required to ensure that adequate heating can be arranged.
- Contact local hire shops to arrange alternative heating in communal areas (consult your Regional Facilities Manager/Facilities Emergency Line).
- The Manager should also consider making provision of:
 - Hot water bottles.
 - Foot warmers.
 - Electric Blankets.
 - Spare blankets/duvets.

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- Oil filled radiators
- Convector heaters.

9.2. If the fault appears to be externally based

If the timescale for restoration of supply is unknown or likely to be greater than two hours contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours assistance (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Operations Director/Regional Manager.

9.3. Contact Telephone Numbers

Regional Facilities Dept	Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri). For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.
Electricity Distribution Company	Western Power <i>from section 2.3.13</i> <i>Tel: 08000963080 from section 2.3.13</i>
Gas / Oil Supplier	N/A
Local Hire Shop	Brandon Hire is available in Shrewsbury Unit A, Battlefield Enterprise Park, Plot 15 Vanguard Way, Shrewsbury SY1 3TG 01743 450900 Website: Brandon Hire Station Tool Hire Tool Rental NOTE: Facilities Manager or Facilities Emergency Line to be consulted before placing orders.

10. Accidents in the Location

10.1. Minor Accidents

Staff should report to the Person in Charge any minor accident which occurs to any individual/patient, visitor or member of staff.

The Person in Charge or trained “first - aider” should assess the severity of the accident and if appropriate administer first aid treatment.

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First aid boxes are located:

- Reception, Kitchen, Medical room, Pastoral block, Wrekin & Er call block and Clee Hill building

The Person in Charge should record the details of the accident on an IR1 form/accident form.

It may also be appropriate for the Person in Charge to make a record in other places such as the care plan, communication book, handover book etc.

10.2. Major Accidents

In cases involving a serious accident (e.g.: airway obstruction, fractures, laceration, haemorrhage) the person in charge should ring the Ambulance Service for immediate assistance by dialling 999.

A member of staff should remain with the injured person (if safe to do so) until assistance arrives or appropriate first aid can be administered.

At locations with a nurse call system, assistance may be summoned by pressing the personal alarm carried by each member of staff.

The Person in Charge should give as much information to the Ambulance Service and state the circumstances of the accident as far as they are known.

Note:

State clearly the address and telephone number of the location and listen carefully to any instructions which may be given by the Ambulance Service.

The full address of the location is:

Oakwood School, Unit 2, The Oaks Business Park, Shepherd's Lane, Bicton, Shrewsbury, SY3 8BT

Tel. No: 01743 850840

Fax No: N/A

The Person in Charge should record the details of the accident on an IR1/Incident Form. It may also be appropriate for the Person in Charge to make a record in other places such as the care plan, communication book, handover book etc.

The Manager/Head/Principal should ensure that an accident investigation is completed and, where appropriate, a draft RIDDOR report is prepared and submitted to the Health and Safety Team for approval prior to filing an online report to HSE.

The location must inform the relevant regulatory body (CQC, Ofsted or HIW) of any event which requires notification as prescribed in their respective regulations.

Nothing in these instructions should be seen as detracting from any other statutory duty that the manager or Company may have to notify the relevant authorities in the event of an accident.

The Person in Charge should also inform the location Manager/Head/Principal, who will notify other relevant Senior Staff.

11. Evacuation of the Location

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This location has been carefully designed, built, maintained and managed to the highest standards and specifications. Incidents, accidents and emergencies do, however, arise.

In an emergency the first priority is to protect individuals, staff and visitors.

In the event of a fire alarm activation the policy and procedure on fire action as detailed in section 4 must be rigidly adhered to.

In the event of any other emergency that that may impact on the safety of remaining in the building, the person in charge should assess the situation and where considered necessary call the emergency services as soon as practicable.

Remember, our individuals are considered to be vulnerable children/adults so, any decision which considers evacuation, should not be taken lightly as remaining inside the building is usually considered safer than outside, particularly at night and in winter.

A decision to evacuate or partially evacuate is likely to be taken on the advice of the emergency services representative when they arrive.

Consider all options around moving individuals within the building before evacuation, provided individuals are not put at risk remaining within the building.

12. Dealing with the Media

Do not speak with any representative of the media, including local newspapers, national newspapers, radio or television.

You should refer any responses to them by stating that:

"I am not authorised to make any comment on the situation, but can give you the name and telephone number of the person handling the situation."

The most appropriate course of action is to avoid any discussion whatsoever and staff must refer media personnel to the Group Business Development Director, usually via their line Manager

The Cambian Media contact is: **Jeremy Wiles, Mobile 07919 023207**

13. Temporary Accommodation

Wherever possible, in the event of an evacuation of the building, individuals should be transferred to another Cambian location such as **Darwin School or Chase School**.

Detained individuals should be prioritised for internal transfer.

Location Name	Address and Telephone
Darwin School	Hemford, Minsterley, Shropshire SY5 0HJ 01743 891264
Chase School	70 Vicarage Road, WS8 6AR 01543 378043

The Person in Charge should make immediate contact with the other Cambian locations listed and arrange for their transport to be dispatched to your location in order to move individuals safely and with appropriate staff support. The Person in Charge should ask the other locations to raise additional staff, if possible, to act as escorts.

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The Person in Charge should also seek to contact as many staff as possible who are not on duty and ask them to come on duty to act as escorts and individual/patient support.

Wherever possible, Cambian transport should be utilised. Always ensure that there are escorts with individuals, not including the driver of the vehicle.

Where further transport is required, the Manager/Head/Principal should ensure that there is a list of taxi companies identified who might be utilised as a transport service.

Where possible this should include companies with 7 – 11 seat transport to accommodate individuals, their immediate personal effects and escorts.

When all internal transfer routes have been explored, have in place a protocol with other locations, e.g. NHS, with whom reciprocal arrangements can be made.

The Manager/Head/Principal should seek to establish protocols with other organisations (e.g. NHS) which could provide temporary accommodation if no internal transfer routes are available.

The location Manager/Head/Principal should also make enquiries in the local area as to which premises might be able to offer temporary/short term refuge in the event of a full-scale evacuation of the building whilst a longer-term solution is sought. This might include local schools, church halls and community centres.

The Person in Charge should first check the individuals Contingency Care Plan for Contingency Placement before arranging for the provision of other emergency accommodation.

In the event of an overnight stay, the accommodation must be suitable for the individuals concerned.

Church Halls and Community Centres are not usually appropriate in an overnight stay, however, they may be considered during the daytime.

Contacts should be made with larger hotels in the area that could accommodate the individuals in the events of an evacuation of the location.

Contacts should be made with local taxi firms for local community transport to transport individuals from the location to their temporary accommodation in the event of an evacuation.

Consider asking the local Salvation Army (or similar organisation) for their help as they are quite expert at crisis management in many areas of the country.

13.1. Hotels

Hotel Name	Address and Telephone
Holiday Inn Express	Shrewsbury Business Park, Sitka Drive, Shrewsbury SY2 6LG 08715101382
Premier Inn, Shrewsbury Town Centre	Smithfield Road, Shrewsbury SY1 1QB 08715279402

13.2. Church Halls/Community Centres etc.

Church Hall / Community Centre Name	Address and Telephone
Bicton Village Hall	71 Church Lane, Shrewsbury SY3 8ER

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	01743 850597
Gains Park Community Hall	Pensfold, Bicton Heath Shrewsbury SY3 5HF

13.3. Taxi Firms/Local Community Transport

1.	Veezu – 01743 441144
2.	Star Cars – 01743 353535

14. Security of the Location

Each location has a specific security programme depending on the needs and risks at the location.

This *may* include:

- Security fencing.
- Door entry systems.
- Individual Burglar alarms.
- Security lighting.
- Window locks.
- Security Grills.
- CCTV.

14.1. Key Monitoring System

Identified doors are to be locked at all times. Locks for doors are opened in one of four ways:

- Using the individual key for that individual lock.
- Using the fob, card or code for locks with an integral access control system.
- Using the master key for the suite installed.
- Using the thumb turn where installed.

Keys or fobs should be issued only to those people who can prove the need (or right) to have a key. All keys and fobs issued must be recorded and timed when given out and timed upon return.

14.2. Location Security Check

At the end of each day a security check must be made by the Person in Charge or a nominated person. This will include:

- Checking that all keys, staff alarms and access control fobs are accounted for.
- Walking the location to physically check that all fire exits are secured and communal doors and windows are closed and where appropriate locked.

14.3. Staff Confronting Intruders

If a member of staff is confronted by a suspected intruder:

Stay Calm – Ask the person or persons for formal identification. If none can be produced, ask them to leave the building.

Do not physically or verbally confront the person or persons as they may be violent. When they are leaving the building write out a description and call the police. If the person or persons become abusive call the Police immediately. At

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locations with a nurse call system, assistance may be summoned by pressing the personal alarm carried by each member of staff.

14.4. Suspected Intruders in the Location.

The following principles should be adopted to ensure that no member of staff is put at risk.

- Call the Police and wait for them to arrive.
- *Do not under any circumstances attempt to enter a room to Investigate.*
- Try to ensure that a member of staff is waiting at the front door when the Police arrive.

14.5 Dealing with Emergency Repairs after Forced Entry

Contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon – Fri).

For out of hours assistance (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.) If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

15. Dealing With Missing Persons

Each location should refer to their missing protocols, reporting of such incidents should be carried out in line with those protocols.

16. Protocol for Managing Outbreaks of Infection

This protocol is to ensure that there are effective arrangements in place for reporting of infections and that all employees are aware of their roles and responsibilities.

Any significant infection control incidents should be recorded on an IR1 form/incident form and the location Infection Control Lead informed as soon as is practical. The Infection Control Lead should be contacted where there are:

- Two or more individuals or employees with vomiting and/or diarrhoea (amongst individuals or staff) or sudden onset of coughing with raised temperature
- Two or more individuals suffering from the same infection
- There is a high sickness rate amongst staff that appear to be suffering from the same infectious disease.

Employees should be aware that they should wash their hands before and after any contact with an infected individual, their clothing or any contaminated item.

Ensure that there are effective arrangements in place for staff to access Occupational Health services where they may have been exposed to infection.

When an individual or member of staff is confirmed as having an infectious disease (as defined by a general practitioner, the CQC/HIW, Ofsted, PHE/NPHS Wales or the Department of Health) the Registered Person should inform the CQC/HIW/Ofsted as applicable without delay. In addition, the relevant Operations Director/Regional Manager and the Health and Safety Team should also be informed.

Once an infection has been confirmed, the individual will be treated as per the Incident and Outbreak Management Procedure.

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Depending on the infection, isolation within the individuals own room may be necessary.

In extreme cases, and subject to medical advice, closure of the location may be necessary over a set period.

In all cases, high standards of infection control practices are essential. This will include environment cleaning, cleaning of equipment, laundry, hand hygiene and personal protective equipment and waste management (see the relevant procedures). These should already be in place.

Individuals and visitors should be kept informed of infection related incidents and outbreaks, the action being taken and what is expected from them. Other locations should be advised of the outbreak of infection and visitors to the facility should be kept at minimal levels with priority to only those necessary.

The following types of infections need to be reported in line with Incident and Management procedures.

Acute encephalitis	Plague
Acute poliomyelitis	Rabies
Anthrax	Relapsing fever
Cholera	Rubella
Covid-19 and variants (see attached appendix)	Scarlet fever
Diphtheria	Smallpox
Dysentery (amoebic or bacillary)	
Food poisoning	
Leprosy	Tetanus
Leptospirosis	Tuberculosis
Malaria	Typhoid fever
Measles	Typhus
Meningitis	Viral haemorrhagic fevers
Meningococcal septicaemia (without meningitis)	Viral hepatitis
Mumps	Whooping cough
Ophthalmia neonatorum	Yellow fever
Paratyphoid fever	

If unsure staff are advised to seek advice from the Registered Manager/Head/Principal and/or the Group Infection Control Lead.

Group Infection Control Lead:

Sarah Longley-Cook Tel: 07818518606
Email: Mary.Purtill@caretech-uk.com

Health and Safety Team:

Colin Muddle Tel: 07585 790817 (Health and Safety Manager)
Email: Colin.Muddle@cambiagroup.com

Michelle Brennan (**Facilities Risk Support Officer**) Tel 01782 987954
Email: Michelle.Brennan@cambiagroup.com

Lucy Mountford Tel: 01782 987956
Email: Lucy.Mountford@cambiagroup.com

The local office of Public Health England/National Public Health Service for Wales should be notified in the event of an outbreak of infection at the location (generally defined as two or more related cases of an infectious disease).

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Contact details:

Public Health England, Stonefield House, St Georges Hospital, Corporation Street, Stafford ST16 3SR

Tel: 0344 2253560

Details of your local office can be found using the following links:

England: <https://www.gov.uk/government/organisations/public-health-england>

Wales: <http://www.wales.nhs.uk/sites3/home.cfm?orgid=457>

17. Terrorist Attack – Bomb Scare

You will normally be informed of such an event either indirectly or directly by the perpetrator. Whether the threat is deemed real or not, **all cases should be treated as genuine** and responded to in the same way.

You should always remain alert to the danger of terrorism and report suspicious activity:

- In an emergency call 999.
- Call the Anti-Terrorist hotline on 0800 789 321 to report any suspicious activity.
- For current threat level refer to <http://www.homeoffice.gov.uk/counter-terrorism/current-threat-level>

IN THE EVENT OF A BOMB SCARE

Once the alarm has been raised all staff must without delay evacuate individuals from the building. Ensure all are out and safe. If someone refuses to leave the building for any reason don't delay, leave them for the Emergency services and inform rescuers via the "PEEPS" form. Do not re-enter the building under any circumstances unless advised it is safe to do so by the authorities.

Using Company vehicles ensure all individuals are driven away to the nearest place of safety. This ideally would be the local Police Station. Inform the Desk Sergeant why you are there and contact a senior manager from Cambian to advise.

If the threat is real and you can't return to the building disperse all individuals and staff to allocated safe Cambian locations. The Manager/Head/Principal if on duty should remain locally to advise authorities of actions and to act as an information link.

IN THE EVENT OF A FIREARMS/WEAPON ATTACK

In the event of the above, staff should use RUN-HIDE-TELL. Click on the link below for guidance in line with government guidelines.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/595437/RHT_A5.pdf

For off-site activities the task specific risk assessment in place will include consideration for emergency situations including the threat of acts of terror. Each location will also have an off-site emergency planning protocol in place.

18. Adverse Weather

18.1. Snow

In the event of heavy snow leading to travel disruption, staff within walking distance should, where practicable, be contacted to cover shifts.

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Local car rental companies should be contacted for availability of 4X4 vehicles to assist with staff movements to cover shifts:

Enterprise Rent a Car, Whitchurch Road, Shrewsbury 01743 444777

No individuals in our care should be transported in hire vehicles without prior confirmation of validity of insurance.

Non-urgent medical appointments for individuals should be rearranged. If urgent medical attention is required then the emergency services should be contacted. Off-site therapeutic activities should be suspended.

As far as reasonably practicable, all primary footpaths and walkways on site should be cleared and gritted.

18.2. Heat Wave

The main risks posed by a heatwave are:

- Dehydration (not having enough water).
- Overheating, which can make symptoms worse for people who already have problems with their heart or breathing.
- Heat exhaustion.
- Heatstroke.

Some of the most vulnerable people in extreme heat are:

- Older people.
- Young people.
- People with serious mental health problems.
- People with a serious chronic condition such as heart or breathing problems.

The following advice applies:

- Shut windows that are exposed to the sun when it is hotter outside and open them for ventilation when it is cooler.
- Avoid the heat. Stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) particularly those who are vulnerable to the effects of heat.
- Drink cold drinks regularly, such as water and fruit juice. Avoid tea and coffee.
- If outdoors wear loose, cool clothing, and a hat and use high protection sun screen.
- Have cool baths or showers, and splash yourself with cool water.
- Keep rooms cool by closing the curtains or blinds **but note that metallic blinds and dark curtains can make the room hotter.**

If someone feels unwell, get them somewhere cool to rest. Give them plenty of fluids to drink. Seek medical help if symptoms such as breathlessness, chest pain, confusion, weakness, dizziness or cramps get worse or don't go away.

Please also refer to applicable Government guidance in relation to specific actions required in accordance with the heat-health alert service.

19. IT/Telephony Failure

Complete loss of local computer systems access should be reported in the first instance to CAE:

Tel No: 01923 944399 (24 hours a day).

Central IT will assess impact of loss of services and likely timeframes to restore.

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Actions for up to 48 Hour Outages

Business Heads to be advised of outage and regularly updated on progress and time to resolve,

- Local IT Services to be used as available.
- External Business contacts to be advised in the event of loss of email communications
- Fax Facilities to be utilised if available).
- Senior Managers to utilise Blackberry services/mobile phone as issued.
- Consider appropriate staff working from alternative Cambian locations or home via VPN connectivity.

Actions for Outages Beyond 48 Hours

As above plus:

- Arrange for 3G Dongles to be deployed to Admin Team.
- Enhance Mobile IT Communications for necessary via Laptop and Tablet Devices.
- Provide Temporary alternative networked storage capabilities for staff if appropriate

Total telephone communications failures should be reported in the first instance to CAE on 01923 944399 (24 hours a day).

Actions for Up to 48 Hours

- Business Management to be advised of outage and alternative contact means.
- Main Business Telephone number to be routed to an available Mobile Telephone Number
- Individuals NOK to be advised and alternative communication methods provided.
- External Business contacts to be advised and alternative communication methods provided.
- Senior Site Staff to be contacted via Mobile phone as issued.
- Redirect to be cancelled upon restoration of telephone services.

Actions for Outages beyond 48 Hours

- As above
- Emergency Mobile Devices to be provided. These may be PAYG services for non-essential service provision.





20. Disruption to Food Supply

Contingency arrangements are in place should the provision of normal food supplies be unavailable.

Source local shops, eateries, takeaways to obtain food to bring back to the location.

Business Continuity Plan

21. Review of the Business Continuity Plan

DATE	COMMENTS	APPROVED MANAGER / HEAD / PRINCIPAL	APPROVED OPERATIONS DIRECTOR / REGIONAL MANAGER
23/03/2022		Louise Curel  13/02/2023	Insert name Insert signature Insert date
27/03/2023		Louise Curel  27/03/2023	
21/03/2024		 21/03/2024	
21.06.2024		 21.06.2024	
16.10.2025		 16/10/2025	

A copy of this Business Continuity Plan should be sent to: Michelle.Brennan@caretech-uk.com for central record holding.

23. Plans of The Location and Mains Services

Plans attached.

These should show the following:

- **Water meter if on metered water**
- **Mains water stop valve(s)**
- **Gas meter**
- **Gas/oil isolation valve(s)**
- **Electric meter (Situating on forecourt of adjacent building of property owner)**
- **Main electrical isolation switch(es) and all distribution boards**
- **COSHH Store(s)**