# Coronavirus – Contingency Planning Checklist

We recognise that many organisations have already implemented lots of contingencies to reduce the impact of Coronavirus. However, for organisations who are just starting to work through this process, the following information may be a useful starting point. This is not an exhaustive list and should be added to by the planning team.

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| Contingency Planning - General |  |
| **Resource Planning** | **Comments** | **Follow Up Action** | **By When** | **By Who** | **Action Complete** |
| **Emergency Planning for Coronavirus** |  |  |  |  |  |
| **Are you an operational manager trying to manage this alone?** You will need support from the Senior Management Team:* Consider establishing an emergency planning group to ensure the service has the necessary resources in place to continue provision of core critical services.

There may need to be high level decisions taken in order to maintain safe delivery of services. It’s important that senior managers are aware of the implications and impact and able to provide responsive support and be able respond quickly to investment and other decisions that may be required as the situation escalates.  |  |  |  |  |  |
| **Are you liaising with Local Authority Emergency Planning Team(s)?*** Local Authorities are developing their emergency plans and they may need to be aware of your service and to consider the implications if you are changing how you deliver services and the impact this may have on other service provision for vulnerable residents.
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| **Partners & Stakeholders:** Are you liaising with partners to plan for the pandemic e.g. hospital discharge teams; falls response teams; ambulance service; voluntary organisations e.g. Age UK etc.?Are you engaging with Health and Social Care partners to consider ‘joined up’ planning and consider the impact of not being able to deliver the service?  |  |  |  |  |  |
| **Service User Considerations:** Is it possible to identify the most vulnerable service users who may need signposting to other service providers? * What will be the impact if some voluntary services/day care centres etc. are closed?

What communication needs to be issued to Service Users to keep them informed of changes to service delivery? |  |  |  |  |  |
| **Workplace** |  |  |  |  |  |
| **What arrangements can be implemented to improve office cleanliness?*** Consider restricting access into the workplace for critical services to essential staff only.
* Training refresher for all staff on infection control
* Meet & greet - Hand cleaning enforced for all staff/essential visitors as they enter the building
* Hand sanitiser and bacterial cleaning wipes/spray for door handles, desks etc.
* Shift handover procedures to ensure desks and equipment is cleaned between staff/shifts
* If possible – space desks to a minimum of 1 metre apart
* Some organisations have spare desks – in this case, rotate desk use to allow 8 hours between use
* Clear desk policy – to reduce surfaces for virus to sit and improve cleaning capacity or if required a full ‘office spray’.
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| **Where will staff operate from if the office has to close?** |  |  |  |  |  |
| **Can staff work remotely?** If yes - **How will this be managed?*** What resources would be needed to facilitate this?
* there is a potential shortage of laptops, IT engineers may have limited capacity to conduct the required equipment set up.
* The ‘home’ may not provide an appropriate facility for staff to operate – Quality of calls may be affected by dogs barking, children playing etc. – Provide clear guidance and protocols
* What lone working arrangements need to be implemented to support safe homeworking for staff who aren’t normally required to work from home?
* Are there any Safeguarding measures needed?
 |  | Conduct a Homeworking Audit for staff to check whether they have internet access etc. Audit Template available (add link)Also add link to the original TSA Guide for Homeworking – useful hints and tips to consider |  |  |  |
| **How will you manage staff attendance to the workplace if public transport is affected?**  |  |  |  |  |  |
| Check - Do you have staff who travel to work using public transport?* If yes – is it possible to ‘buddy up’ or provide priority taxi arrangements
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| **What are your Disaster Recovery Arrangements?** |  |  |  |  |  |
| **Normal Disaster Recovery Arrangements may be impacted:*** Do you need to review your DR contracts and/or discuss with partner organisations to check their capacity for delivery of DR if required?
 |  |  |  |  |  |
| **How can you increase capacity for delivery of critical services?** |  |  |  |  |  |
| * Is it possible to train staff from other teams to provide further ‘back up’ in the event of staff shortfalls?
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| * What arrangements are in place to reduce single point of dependency within teams e.g. team leader or management duties?
 |  |  |  |  |  |
| * As the impact of the pandemic progresses, how will you cope with the increased demand from vulnerable service users?
* Will you need to suspend non-essential services? If so, how will you communicate this to your customers?
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| Do you need to clarify arrangements with your Corporate Customers to manage expectations and to ensure the ‘core services’ continue? * What is your policy on requests to provide additional short notice cover to Corporate clients as part of their own DR arrangements?
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