

CROYDON VOLUNTARY ACTION (CVA)

Business Continuity Plan

Updated: October 2022

Approved by:

Name:

Position in Organisation:

Date:

Date for next Review:

1.1. Aim of the Plan

CVA is responsible for the safety and wellbeing of its staff group, volunteers, CVA building users and visitors. The aim of the plan is to prepare the organisation to cope with the effects of an emergency or serious disruption to service delivery.

The successful delivery of the plan should balance the need for CVA to meet its corporate responsibilities with the need for it to continue provide a community service in turbulent times.

1.2. Objectives

- To define and prioritise the critical functions of CVA
- To analyse high level risks to CVA business and make contingencies
- To detail the agreed response to an emergency or serious disruption
- To identify Key Contacts during an emergency or serious disruption
- To protect the CVA reputation, finances, resources and integrity

1.3. Distribution

This plan should be stored in different formats (paper and electronic) and in different locations (including off site) so that it is easily accessible in the event of an emergency or disruption. A grab bag at each CVA building reception/site office should contain a copy of the plan and a battle box off site should contain a copy of the plan.

All CVA staff should be familiar with the location of the grab bags and battle boxes and be able to implement relevant parts of the plan and have received training where necessary. The named main contact and deputies should be in receipt of an electronic and paper copy of the plan to be stored away from their work station and preferably have a copy at their homes.

1.4. Standby

When a situation begins to materialise such as an early warning of a potential riot or severe weather front advancing, The CEO, The Head of Properties and Enterprise (HoPE) or the most senior staff member on duty should contact all management staff and centre administrators by email or phone. The senior staff member should give a brief outline of the potential problem situation (e.g. snowstorm) which might escalate and so require implementation of this plan.

If a standby message is received towards the end of the working day, management staff and centre administrators may need to be asked to stay at work until the situation becomes clear.

Once it is clear the crisis has not materialised or is not severe, the senior staff member should issue a stand down message to all CVA staff.

1.5. Initial Contact

If an emergency or serious disruption occurs, contact the main contact or deputies below. If necessary, emergency services should be contacted and buildings evacuated first. Until the arrival of the main contact or deputies, the most senior staff member present should undertake the role of incident manager and begin to implement Operation Calm and take identified actions. If no Senior Leadership members are on site then any CVA staff available should undertake the initial implementation steps until a more senior colleague arrives or is contacted.

Main Contact

Name: Mr Steve Phaure Position: Chief Executive Officer Contact Details: 07709 233112 Alternative Contact Details: 020 8253 1260

First Deputy

Name: Mr Bhupendra Solanki Position: Head of Properties and Enterprise Contact Details: Alternative Contact Details: 0754 0720105

Second Deputies

Name: Sarah Burns Position: Director of Communities Contact Details: 0754 0720106
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Name: Ms Christine Double Position: Head of Operations Contact Details: 0789 4165734

Name: Karen Chillman Position: Head of Volunteering Contact Details: Alternative Contact Details: 07919 344324
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The following section of the plan covers what has been identified as serious disruption to the core functions of the organisation and response strategies to deal with these disruptions.

2.0. Accommodation loss in CVA buildings – facilities and services and external office users

There may be a number of reasons (e.g. a flood) why entry to CVA meeting and training spaces is denied, both short and long term. This may impact on groups having access to other CVA services such as photocopying and telephone services.

2.1. Actions that may need to be considered immediately

- Contact emergency services
- Evacuate the building – follow the fire procedure and evacuation plan for the CVA building affected
- Get in touch with main contact, first deputy or second deputy
- Find temporary shelter for building users, external office users, delegates and other visitors – this should be another CVA building if possible (for example move CVA Resource Centre office users to Cornerstone House or Volunteer Centre).
- Ensure meeting leaders are given appropriate contact information of the temporary shelter locations – e.g. HoPE contact mobile
- Contact Building free holder: Hyde Housing CVA Resource Centre, Centrale Management office for VC Centrale Team Croydon Shop and Active Communities Hub, LB Croydon for Waterside and Cornerstone (CVA own 97 High Street) and keep them updated
- Ensure log of actions on the Peninsula Incident Log form is kept current and up to date
- Refer media enquiries to the Business Continuity Plan to the CEO, who will deal with them and appoint other senior staff members to script website/ social media/ information updates.

2.2. By the end of the first day of the disruption – facilities and services:

- Find alternative CVA venues for the next two days for planned activities offering room hire discounts where appropriate.

- Inform CVA corporate insurers and building freeholders of any major damage or issues
- If CVA are unable to accommodate displaced activities; be in a position to suggest alternate external venues and give contact details to users.
- Amend CVA room booking (MIDAS) system to avoid duplication in bookings
- Advise CVA Finance of any credit notes to be applied in the case of cancellation/displacement to affected user groups
- Do any other actions to ensure a smooth transference of activities to other CVA buildings or external venues
- Review continuity plan at the end of day one and then at the end of each day using latest information and advice available from CVA Business Continuity Main contact or deputies and build in flexible responses to potential rapid changes in circumstances.
- The Business Continuity Main Contact, usually the CEO, will deal with media enquiries and appoint other senior staff members to script website/social media information updates

2.3. If the disruption lasts or appears to be lasting for more than 72 hours

- Inform agencies who refer to CVA services and other appropriate stakeholders, including any changes to contact information, temporary procedures
- Assess length of time building is likely to be uninhabitable and develop longer term action plan in conjunction with appropriate stakeholders and freeholders
- The Business Continuity Main contact will review Media policy and website/intranet/social media information updates in light of the ongoing disruption and make amendments.
- Update information to CVA insurers and discuss potential business interruption claim
- Agree an emergency budget with CVA Board (CVA has a budgeted Business Contingency Fund), keep a record of expenditure and keep the board informed of developments

3.0 Loss of office accommodation for CVA staff and volunteers

If the main CVA Resource Centre CVA office areas cannot be utilised for whatever reason, implement the following:

- CVA back office staff and any back office volunteers should work from offices in other CVA centres or remotely as directed by the CVA Business Continuity Plan Main Contact and Deputies. Main Contact and Deputies should consider sending staff and volunteers home early or asking staff to arrive late dependant on an assessment of the situation at hand.
- CVA front line staff and volunteers should speak with their line managers, or, if unavailable, the Continuity Plan Main Contact or Deputies to try and identify another CVA building to work from. Alternatively, the manager may agree it be more practical to work from home.
- All CVA locations and staff home working locations should rehearse from time to time the ability to access from home Microsoft office 365, VC connect and any other systems such as MIDAS room bookings and XERO financial systems in order to be able to provide a level of service continuity.
- Line Managers should keep a log of where staff and volunteers are temporarily working from and obtain temporary contact details where necessary.
- Front line workers and /or Line Managers should keep the CVA Business Continuity Plan Main Contact and Deputies informed of any relevant information affecting their staff's ability to provide a level of service continuity.
- CVA partners, building users, funders and other stakeholders should be informed of how and where they can reach key staff and any changes in CVA normal procedures enacted as a result of enacting this procedure. i.e. room booking service suspension. This can be done by posting an announcement on CVA's website or alternatively a suitable social media platform (e.g. Instagram, Twitter, Whatsapp)
- Refer media enquiries to The Business Continuity Main Contact, usually the CEO, who will deal with them and appoint other senior staff members to script social media and website information updates
- Head of Properties and Enterprise supported by the Property Team colleagues to liaise with CO-OP systems to ensure they are kept informed of CVA business disruptions ICT implications

4.0. Low Staff Levels

4.1. There are a number of reasons why CVA may need to operate at reduced staff levels; the most likely being adverse weather conditions, pandemics or transport strikes. There may be however more extreme and unusual major external incidents such as acts of terrorism that affect the ability of staff to come to work.

If there is concern that a large number of staff will be unable to get to work resulting in a serious staff shortage:-

- Main CVA Business Continuity Contact or Deputies should consult with Line Managers and make an assessment of the most urgent CVA business.
- Staff who have been able to reach CVA premises should be reassigned to administer the most urgent CVA business of the day with careful thought given to the experience, skills, knowledge and abilities of the CVA staff members present.
- Recruit willing staff to remain at CVA buildings and Centres to work out-of-hours if the situation demands taking care to ensure there are never less than two inexperienced members of staff at any one CVA building at a time.
- Contact other staff members who are on annual leave/TOIL to see if they are able to come to work to help provide emergency cover. This should only be considered after other options are exhausted
- Contact other partner / member organisations locally and regionally to see if they can provide any staffing or other resources remotely (such as taking phone redirected messages)

4.2. Major sickness absence

- If the event of illness pandemics and the Main Business Continuity contact person or Deputies are unavailable for a length of time, and/or a large percentage of the Senior Leadership Team management team are incapacitated, the CVA Board should convene to make emergency arrangements.
- In the event of pandemics or communicable disease outbreaks, emergency washing facilities should be installed at entry points to CVA buildings. In extreme cases where a particular building is badly affected a prudent course of action would be to shut the building for a period of time after liaison with health care professionals. All staff members and volunteers must comply with Government regulations in the case of a pandemic.
- Report communicable diseases to the relevant authorities following CVA H&S Protocols (detailed in H and S handbooks held at Centres and on Peninsula business safe website)

4.3. Severe Weather and transport issues

- In the event of adverse travel conditions all employees affected are expected to do their best by whatever means of transport open to them to attend their place of work in order to carry out their normal duties, unless working from home is agreed with the Line Manager.
- Normal rules for dealing with commencing and finishing times will be suspended for the duration of the severe weather conditions.
- CVA Employees living within one mile of their place of work will be expected to walk to work, unless it is not reasonable to expect them to do so on grounds of age, general health or particular disability, or impossible weather conditions, unless working from home is agreed with the Line Manager.
- CVA Employees who live more than a mile from work may of course walk where this is reasonable but, failing this, they are expected to use whatever alternative form of public transport that may be available.
- Where it is considered by the Line Manager that an employee did not make reasonable effort to attend work, they can expect to be asked to discuss having to take annual leave for the period in question, or to have to make up the time lost during absence, unless working from home is agreed with the Line Manager.
- Employees can work from home where it is anticipated that the journey to work will become impossible or when working from home has already been agreed previously with direct line managers.
- Where the decision is taken to close CVA for whatever reason for a particular day or set of days CVA employees who were scheduled to work on that day will be able to work from home or if this is not possible, will be paid as normal.
- If formal police advice is issued to stay at home and not to travel, then all employees who were scheduled to work on that day and who are unable to work from home, will be paid as normal.
- Buildings should be checked as far as practical, in liaison with the landlord, in advance to ensure they can best withstand the severity of the worst forecast; e.g. guttering, drains, air conditioning, heating

5.0. Information loss ICT/DATA

CVA ICT Systems are outsourced to and managed by CO-OP systems

Email Contact: helpdesk@coopsys.net Phone Contact: CO-OP systems 020 7793 7877

Staff should ensure when they phone CO-OP they receive a call log number.

Services manager name is Mr Stuart Black - Account Manager name is Mr Chris Harris. Engineer that is most familiar with CVA sites is Faizal Sayfoo (Mobile 07500 787535)

CVA data is now all stored in the cloud through Office 365. CVA has a service level agreement with Microsoft for the back-up and recovery of CVA data. CVA staff can access the cloud from their home or personal tablets / smartphones by typing in <HTTPS://login.microsoftonline.com>

In the event of a loss of information (paper, electronic or by other means) that involves the loss of personal data under the data protection act and/or could cause risk to CVA members or staff, CVA staff should:-

- Inform the Main Contact or Deputies in the CVA Business Continuity Plan
- The main contact or deputies will inform the police, the CVA trustees and other relevant stakeholders of the increased risk level.
- An assessment should be made on whether CVA staff, volunteers or users need to be moved to alternative accommodation or change their personal contact information (i.e. phone numbers).

Vital paper records, not available electronically, such as building plans, insurance documents and emergency contact lists should be stored in grab bags at each site office and copies stored in battle boxes at other CVA buildings and off site. In the event of loss of information on site (i.e. a fire) in the first instance, contact the alternative site to see if they hold the required information.

6.0. External Communication – Website/Media

- The Business Continuity Plan Main Contact, usually the CEO, in the first instance will deal with Media enquiries and appoint other senior staff members to script website/social media information updates. If the Main contact is indisposed, the Deputies should consult with and appoint a senior staff member to be media liaison officer taking advice from CVA Chair as and when required
- The Business Continuity Main Contact or Deputies should post an immediate CVA website front page announcement to keep staff and stakeholders informed that Operation Calm is operational and synchronise message posting with social media sites e.g. Twitter/Facebook/ Instagram/ Whatsapp.

7.0. VITAL BUILDING INFORMATION

7.1. Grab Bag contents to be held at all CVA sites

- Keys to the building and access to key cabinet plus padlock codes etc
- Building Plans (also held by LBC for WSC and CHS)
- Asbestos Register
- Building Asset Register
- Main Building user contacts
- Main Office user contacts
- Utility registers/contact details
- Emergency contacts - Repairs and Maintenance
- Alarm/Phone system contact details passwords

Battle box locations – to contain same information as grab bag but be held off site

- CVA Resource Centre battle box to be held at Cornerstone House site office
- Team Croydon VC Centrale – battle box to be held at CVA Resource Centre
- Active Communities Hub Centrale - battle box to be held at CVA Resource Centre
- Cornerstone House battle box to be held at CVA Resource Centre
- 97 High Street battle box to be held at CVA Resource Centre
- Waterside Centre battle box to be held at Cornerstone House

Author:

Mr Bhupendra Solanki

Head of Properties and Enterprise

Approved by CVA Board Date:

Signed on behalf of CVA Board :

Review date: 1 September 2023

Appendices: (NB. Updated 9/2018. Review date 9-2019)

Appendix A- CVA Site Information. Details of contractors for emergency callouts

Appendix B- CVA Office users and hirers. Contacts of all the key users at all the sites.

Appendix C- CVA Policies and Procedures.

APPENDIX A

CVA SITE INFORMATION

Repairs and maintenance contractors

Issue	Company	Contact Name	Telephone No
Boiler: HLC, Garnet Road, Cornerstone, Waterside	LB Croydon	Dave Halifax Chris Taylor	020 8726 6000 Ext 61858
Boiler: CVA Resource Centre	Hyde		0800 3282282
Cleaning Manager: Waterside	CCS	Keith Carribine	07766 801938
Cleaning Manager Resource Centre	Office Hygiene Solutions	Nicky	07460 313764
Cleaning Manager Cornerstone	Preferred Contract Suppliers	Tim Bunn	01737 237760
Council building agents for HLC, Garnett Road, Cornerstone, Waterside	LB Croydon	Helpline	020 8726 6000 Ext 61858
Electrician for all CVA buildings	J + N Electrics	Barry Newsome	020 8680 7779 07860 454479
General repairs for all CVA buildings: <ul style="list-style-type: none"> • decorating, • plumbing, • plastering, • carpentry 	Tony Dean Building Services Ray Green Associates	Tony Dean Ray Green	07951 630982 07754 154074
Fire Alarm/ Extinguishers: Waterside & Cornerstone	LB Croydon (via PEL systems)	Helpline	020 8726 6000 ext 61858
Fire Alarm/ Burglar Alarm/CCTV: CVA Resource Centre	ADT	Helpline	0844 80019999
Furniture Replacement – all	WAVE furnishings	Andy Pyrtek	07896 555011

centres			
Furniture Removals	Steve Frieze removals	Mark Gibbons	020 8680 5235
Glass 1 st Contact	Ray Green Assoc	Ray Green	07754 154074
Glass 2 nd Contact	Mark	Spring Lane Glazing	020 8656 2900
Graffiti	Stubbs Mead	Paul Kelly	020 8255 2722
Legionnaires check	LB Croydon Services	Barry Hadden	020 8726 6000 Ex 61858
Lift Service (food lift) and emergencies: Waterside	LB Croydon	Thysen Krupp (sub contractors) (via helpdesk ext 61858)	020 8726 6000 ext 61858
Lift Service and emergencies: CVA Resource Centre	Rubax	HQ Sidcup branch	01926 849200 0208 3028800
Parks Dept Services relating to Waterside Centre boundaries	Croydon Council	Alison Plant Meike Weiser MaryAnn Winterman	020 87266900
Pest Control all sites	Vermaway	Steve Warner	07754 486575
Refuse Services	Croydon Council	Sue Chappell	020 8686 4433
Park Security relating to Waterside Centre	Anthony Guntrip	LBC Community Services	020 8651 1847
Signs – waterside and cornerstone	Brush Strokes	Steve Gregory 07956504003	020 8773 8887

CVA Waterside Centre, Cornerstone House, HLC and Garnet Road buildings are owned by LB Croydon 020 86864433 (switchboard). If there LBC site problems contact:

- Stephen.Wingrave@croydon.gov.uk LBC Head of estates 020 8726 6000
- Robert.Lines@croydon.gov.uk LBC Asset Division Manager 0208 726 6000
- Simon.Bashford@Croydon.Gov.uk LBC Head of Third Sector 020 8604 7042 – direct line

- Margaret.DeVille@Croydon.gov.uk – LBC Senior Insurance Officer 8726 6000 ex 65539
- LB Croydon repairs and maintenance 0208 726 6000 ext 61858 (give details of issue and get a reference number)

97 High Street – CVA owns this building and maintains the building insurance policy. 97 High Street is leased to Montas Solicitors, who are responsible for day to day repairs & maintenance. Montas main contact is Ross Monteiro 07950 294182

CVA Resource Centre – CVA have a long lease on this building and are responsible for most repairs within the space. CVA pays insurance and service charges to Hyde Housing (took over from Metropolitan Housing Trust) who own the freehold. Hyde need to be aware of any major incident such as riot affecting the use of the centre and the Hyde managed flats surrounding the Resource Centre space. Hyde Helpline contact number is 0800 3282282

APPENDIX B

CVA Office Users and Hirers

1. CVA Resource Centre Office User Contact Details

Joseph Media, Jude Joseph 07717 822247
val@josephmedia.com

Issy Accounting LTD Ade Adewunmi 07903 662594
ade@issyaccounting.com

PJ's Community Service – Claudine Reid 07956 867747
claudine@pjsgroup.co.uk

2. Waterside Centre Office & Meeting Room User Contact Details

Abundant Life Fellowship (+ COPE), Waterside Centre Office user: Pastor EL Brown, Office Mobile 07931 787203 email; alf.upc@googlemail.com

Cricket Clubs, Norwood Cricket Assoc; Norwood Exiles Club; J Clarke 020 88708635 Julian 0207 4013928 or 07812 174656 Norwood Sun Club Jeffrey.greaves@blueyonder.co.uk 07956 143142 8683 0540

Crosfield Nursery School – Stay and Play, Elborough Road, South Norwood, SE25 5BD. Head: Jaqi Stevenson 0208 654 7566 – Tuesdays – head@crosfield.croydon.sch.uk

CRISP – Catherine Pestano – Studio House attic user 07981 298541 address, no 44, Beaconsfield Road Croydon CR0 2LL

Croydon Sailing Club, Janice Beaumont (secretary), 020 8405 9959 mobile 07903 412399 secretary@croydonsailingclub.co.uk geoffw.collins@virgin.net (Comidore), 8778 5009, Phil Gammon (treasurer) 07956 906454 philgammon@gmail.com

Croy Youth Service Sailing Treasurer George Campbell, 119 Markfield, Courtwood Lane, Croydon, CRO 9HP or Claire.Heming@yahoo.co.uk or Meike.Weiser@croydon.gov.uk

Glory Tabernacle –Pastor Jenny 07739 974152 jenny@glorytabernacle.org.uk

The Lakes CAFE – Mel and Graham Whitlock, 19 Pittville Gardens, South Norwood SE25 4DJ mel@owlkitchen.com 07984 154642

L'Danza Dance Group, Traci Morris academyldanza@yahoo.co.uk, traceyd12@yahoo.co.uk
07973 481643 Wednesday and Thursday hall user – term time only

UNACC, Natalie Fernandez, Manager 020 8771 6886, Barrie Chair 020 8771 4344

Wing Chun Martial Arts Jason Ludwig 07905 781390 31a Hythe Road T Heath CR7 8QQ

Woodside Bereavement Service – Waterside office user 0203 256 2009 (changed from 8662 1648) – wbs@thelisteningear.org.uk

3. Cornerstone House Office & Meeting Room User Contact Details

Addington Afro-Ethnic Health Promotion Group, Cornerstone House Office User: Mark Mupungo, Office Tel no. 020 8684 3208; Email: aagero2000@yahoo.co.uk

Croydon Accessible Transport, Cornerstone House Office User: Rob Macchi, Office
Tel no. 020 8665 0861; Email: robmacchi@croydonaccessibletransport.org.uk

Mighty Men of Valour, Cornerstone House Office User: Frederick Clarke Tel no: 0800 073 1325; Email, mightymenofvalour@live.co.uk

Shri Shivabalayogi Centre For Meditation, Sara Anandalingam c/o SLTS Cornerstone,
House, Tel no: 020 8777 2680; Mobile: 0778 628 6318;
Email sarasaanand@hotmail.com

Turkish Youth & Community Care Assoc, Cornerstone House Office User, Nilay Emek, Office Tel no. 020 8665 0425/020 8665 1972; Mobile: 07764 273293;
Email: nilay_tyca@hotmail.com

4. 97 High Street Tenant Contact Details

97 High Street is currently occupied by a firm called Montas Solicitors. They have a 15 year lease started 6 November 2012. Main contact; Ross Monterio 07950 294182

APPENDIX C

CVA policies and procedures

Related Documents: usually stored in sharepoint - HR/Governance under policies and procedures or CVA Property

- Health and Safety Policy (365 property shared) + advice - Peninsula BusinessSafe 0844 8922772 Account CVSP002 SLT and Centres staff have access to online H and S documents. H and S paper copies at CHS, RC, WSC
- Fire Safety Plan/evacuation procedures (each site different) RC, CHS, WSC, VC
- CVA Corporate Insurance Policy (business interruption and contents) – file on property shared general – insurers HISCOX Policy Number HUPI 69105191(27). Main Contacts Terence Fane-Saunders/James Darley crisis line 0207 9397999
- Media Statement (entry in staff handbook page 14)
- Major risk register (HR Governance)
- Data Protection Policy (HR/Governance Files)
- Building induction procedures for each CVA building
- Cornerstone House Asset Register
- Waterside Centre Asset Register
- Healthy Living Centre Asset Register (CVA only has meeting furniture at HLC)
- CVA Resource Centre Asset Register
- CVA Resource Centre risk assessment
- Garnet Road Asset Register (CVA no longer has assets or equipment at GR)
- Team Croydon Shop Asset Register
- CVA Telephone contact List and CVA staff structure (on share point property general 365)
- CVA sites desk allocation plan – (on property general 365)
- CVA Board contacts (SLT access share point, management shared, SLT Board details)