

# Healthwatch Cambridgeshire and Peterborough

## COVID19 Phase 2 Business Continuity Plan May 2020

### Introduction

1. This plan has been developed based on [NHS England guidance](#) and [government's advice to employers](#).
2. Healthwatch does not offer any direct face to face services. Activities can be broadly defined as:
  - Signposting service
  - Engagement activities
  - Strategic influencing
  - Data collection, analysis and reporting
  - Specific projects.

### Management Information

3. Staff will be regularly advised regarding the precautions and where/how to get help should that be indicated.
4. Staff will self isolate should that be the action advised and liaise with their line manager regarding cancellation of activities and what work can be done at home.
5. Should payroll fall in the closure period, the Office and Finance Manager will come into one of the office(s) to make payments and arrange for remote authorisation.
6. Staff will be paid according to the sickness policy for time taken off as sick.
7. Staff will be required to log time worked on Flexplanner, unless notified otherwise.
8. Requests to work at home in extenuating circumstances, eg as a result of school closures, will be considered on an individual basis by the CEO.
9. The CEO will keep the Board informed of actions taken and the status of services.
10. The CEO will keep staff informed via email and decide, in liaison with the Chair, when services can be returned to normal.

### Phase 1 - the immediate response to the emergency

11. All staff moved to home working.
12. All face to face engagement work, Enter and View visits and meetings were cancelled.
13. The office telephone line is being forwarded to staff on a rota basis.

14. Influencing activity has been mindful not to place extra burden on health and care services.
15. Activities continued focused on:
  - Information Service
  - Communications
  - Community support
16. All staff are working their full hours, new engagement and influencing routes are being developed and outcomes are being achieved.
17. Staff are in contact with all of our volunteers.

### **Phase 2 - return to office working**

18. Should advice be received that businesses can return to office working the following process will be put in place:
  - Staff will be offered the opportunity to work in the office
  - An office rota system will be devised that will allow for appropriate social distancing
  - Staff will use the same desk when they come into the office
19. Government advice will be monitored as it emerges, and action taken to ensure compliance, this will be communicated to staff so that there is confidence in working arrangements. Managers will discuss and address any concerns anyone may have.
20. It is highly unlikely that we will be able to resume face to face engagement activities and meetings in this phase.
21. Online engagement activities will continue to be developed.
22. Documenting key procedures and plans for delegated decision taking will ensure continuity of governance.
23. The interim work plan will be reviewed in light of government guidance and opportunities to adapt operations will be identified.

**Sandie Smith, CEO**  
**May 2020**