

MANCHESTER INSTITUTE FOR PSYCHOTHERAPY

CONTINGENCY POLICY FOR UNFORESEEN EMERGENCIES/CRISES/CIRCUMSTANCES WITHIN THE MANCHESTER INSTITUTE FOR PSYCHOTHERAPY ORGANISATION.

1. Aim of the Policy

The policy has been designed to prepare the Manchester Institute of Psychotherapy (MIP) to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

2. Objectives of the Policy

To provide a flexible response so that MIP can:

- * respond to a disruptive incident (incident management)
- * maintain delivery of critical activities/services during an incident (business continuity)
- * return to “business as usual” (resumption and recovery).

3. Business Priorities: Critical Function Checklist

Priority	Critical Function	Timeframe	Page
1	Overall management directorship	Restore within 48 hours	
2	Maintain Foundation and Advanced training courses provision and standards	Restore within a week	
3	Essential admin and finances	Restore within 48 hours	
4	Maintain availability of a training environment	Restore within a week	
5	Co-ordination of practice placements	Restore within 48 hours	
6	Continuity of essential communications	Restore within 48 hours	
7	Safeguarding	Restore within 24 hours	

4. Critical Function Analysis and Recovery Process

<u>Priority</u>	<u>1</u>	<u>Critical Function</u>	<u>Overall Management/Directorship</u>
Responsibility: (role, responsible for leading on this activity, plus deputies)			Director: Bob Cooke Other Director: Stephanie Cooke
Potential impact on organisation if interrupted:			Potential disruption to continuity of service and plans. Trainers' anxiety and uncertainty. Some loss of Bob Cooke's social capital Some impact on brand equity.
Likelihood of interruption to organisation			Medium likelihood.
Recovery timeframe: (<i>how quickly must this function be recovered to avoid lasting damage</i>)			48 hours
Plan and Resources required for Recovery			
Stephanie Cooke to deputise. Regular director's communication Shared decision making Deputising. Succession planning/discussion. Clear lines of delegated authority Continued discussion with accountants/book-keepers to ensure financial continuity.			

<u>Priority</u>	<u>2</u>	<u>Critical Function</u>	<u>Maintain Foundation and Advanced Training Courses Provision and Standards</u>
Responsibility: (<i>role responsible for leading on this activity, plus deputies</i>)			Director, Bob Cooke Other directors: Stephanie Cooke and Janet Fengeros
Potential impact on organisation if interrupted:			Delay in programme delivery Training dissatisfaction Complaints about service
Likelihood of interruption to organisation			Medium
Recovery timeframe: (<i>how quickly must this function be recovered to avoid lasting damage</i>)			1 week

Plan and Resources required for recovery:

Identify training lead
 Training lead to deputise
 If training lead absent Stephanie Cooke/Bob Cooke to provide cover
 List of training associates and contact details to provide cover at short notice

<u>Priority</u>	<u>3</u>	<u>Critical Function</u>	<u>Essential Business Support and Finance</u>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Cover Finance: Hannah Moss to deputise Cover for day to day admin: Bob Cooke/Stephanie Cooke/Jessica Cooke
Potential impact on organisation if interrupted:			Service disruption Backlog of work causing delay and confusion Delayed payments to suppliers Delayed payments to customers Complaints Poor Customer Service Poor response to enquiries from new customers
Likelihood of interruption to organisation			Medium
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48 hours

Plan and Resources required for recovery:

Stephanie Cooke to provide temporary cover with remaining admin/business staff.
 Hannah Moss/Mark Ainley to provide temporary cover for accounts and financial services

<u>Priority</u>	<u>4</u>	<u>Critical Function</u>	<u>Maintain availability of a training environment</u>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Director: Bob Cooke Co-directors: Stephanie Cooke/Janet Fengeros
Potential impact on organisation if interrupted:			Medium
Likelihood of interruption to organisation			Medium
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			Within a week
Plan and Resources required for recovery:			
Use available alternatives, including online delivery Develop a range of alternative premises options (Wellbeing Centre and other therapy centres) Building team member capability to provide online services/training Online communication systems to provide training online			

<u>Priority</u>	<u>5</u>	<u>Critical Function</u>	<u>Maintenance of Practice Placements</u>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Directors Bob Cooke, Stephanie Cooke Placement co-ordinator: Karen Burke Supervisors
Potential impact on organisation if interrupted:			Trainees might be unsupported Trainee complaints/negative feedback Trainee drop-out Negative impact on clients receiving services from trainees
Likelihood of interruption to organisation			Low
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48 hours
Plan and Resources required for recovery:			
Respond early to situation to contain anxiety Arrange temporary cover/negotiations, communication with placement providers			

<u>Priority</u>	<u>6</u>	<u>Critical Function</u>	<u>Continuity of Essential Communications</u>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Elaine Williams - Donna Cattell Hannah Moss - Mark Ainley
Potential impact on organisation if interrupted:			Disruption to service delivery and communications.
Likelihood of interruption to organisation			Low to medium
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours
Plan and Resources required for recovery:			
Actify team approach Service ethos - inclusion, community and transparency Action variety of communication methods such as remote services, temporary employment, face to face work, telephone work etc.			

<u>Priority</u>	<u>7</u>	<u>Critical Function</u>	<u>Safeguarding</u>
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			Bob Cooke Director Stephanie Cooke, Janet Fengeros Supervisors Trainers
Potential impact on organisation if interrupted:			Safeguarding issues not raised or addressed. Ethical implications with professional bodies.
Likelihood of interruption to organisation			Low
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 hours
Plan and Resources required for recovery:			
Trainers communication and transparency Address safeguarding policy Strategic partners support Transparency training and support			

5. Emergency Response Checklist

This page should be used as a checklist during the emergency

Task	Completed Date/Time/By
Actions within 24 hours	
Start log of actions and expenses undertaken	
Liaise with emergency services, see emergency contact list	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records etc.	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home to recovery site etc.	
Inform staff what is required of them	
Identify which critical functions have been disrupted	
Convene those responsible for recovering identified critical functions and decide upon the actions to be taken and in what timeframes.	
Provide information to: Staff, Suppliers, Customers and Insurance Company	
Make sure everybody knows the interim arrangements for delivery of critical activities and ensure all stakeholders are kept informed of contingency arrangements as appropriate.	
Recover vital assets - equipment - to enable delivery to critical activities. The essential equipment/resources/information that need to be recovered where possible.	
Daily Actions during the Recovery Process	
Convene those responsible for recovery to understand progress made, obstacles encountered and decide continuing recovery process	
Provide information to staff, suppliers and customers, insurance companies etc.	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the Recovery Process	
Arrange a debrief of all staff and identify any additional staff welfare needs	
Use information gained from the debrief to review and update this policy/management plan	

6. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/Time	Decision / action Taken	By Whom	Costs Incurred

This policy will be reviewed every 18 months and updated a minimum of every 36 months.

Revised February 2021

