

Selnet Ltd- Business Continuation Plan

The Business Continuation Plan (BCP) outlines the processes and procedures that Selnet will follow in the event of disruption, especially in relation to the escalating situation with COVID-19 in the UK.

The plan is to ensure that Selnet remains productive throughout the continuously changing situation.

The plan details:

- A prepared approach to the situation
- Plans to continue business-critical services / project delivery
- What we are doing to minimising the impact and spread of Covid19 and protect ourselves and others
- Additional resources needed to enable the business and projects to continue in certain scenarios

Plan summary

We want to ensure we give guidance to those around us, to partners that depend on us and do everything we can to ensure that we remain safe. Our plan is designed to clearly outline contingency measures now in place and to ensure that all our stakeholders are clear of our plans to continue to operate as best we can for the unforeseeable future.

NB: As this is a fast-changing situation, staff and partners check regularly for updates and follow current government guidance at all times.

Record of Amendments			
No:	Date:	Amendment details	Initials
1	17/03/2020	BCP review – amendments are based on new government guidance and PM statement.	LT
2	19/03/20	To align to new government measures implemented	LT
3	19/03/20	Notes late afternoon changes	LT/DS
4	30/03/20	Incorporates guidance and negotiations with NLCF/ESF and LCC	LT
5	14/05/20	Two/Zero participant list updated	DW
6	14/05/20	Critical Activities; BBO programme, Two/Zero project and Crisis support scheme updated	DW
	14/05/20	Immediate Action check list actions updated	DW

Distribution:

- Staff and Directors
- Landlord
- Contract managers
- Funders
- Project delivery partners
- Members

Part 1 – Projects and stakeholders

Delivery detail:	Contractor/Funder	Stakeholders
Membership network		All Selnet members
Continued business activity and office presence		All staff, members, partners, contractors and end users
Project delivery:		
BBO – Age of Opportunity	National Lottery Community Fund (NLCF) and European Social Fund (ESF)	Staff and Partners: Age UK Greater Lancs. Child Action North West Community Solutions North West Ltd. (CSNW) Groundwork Lancashire Lancashire Mind Lancashire Women Places for People Progress Housing Group Strawberry Fields Training CIC The AFC Fylde Community Foundation The Calico Group UR Potential CIC Shelter
BBO – Invest in Youth	NLCF/ESF	Staff and Partners: Child Action North West Community Gateway Association Community Solutions North West Ltd. (CSNW) Groundwork Lancashire Intact LACVS Lancashire Women's Centres New Era Enterprises Ltd. Places for People URPotential Shelter
BBO – Changing Futures	NLCF/ESF	Staff and Partners: AFC Fylde Foundation Calico Enterprise Ltd. / the Calico Group Child Action North West Community Gateway Association Community Solutions North West Ltd. (CSNW) Connector Media CIC (t/a Sewing Rooms) Renaissance Lancashire Ltd Groundwork Lancashire Intact (Ingol & Tanterton Community Trust) Lancashire BME Network Lancashire Mind Lancashire Women's Centres

		<p>New Era Enterprises Ltd. Pendle Women's Forum Preston Domestic Violence Services Preston Muslim Forum Ltd. Project BME Lancashire Ltd/Lancashire Equalities Recycling Lives Social Enterprise Solutions CIC Strawberry Fields Training CIC THOMAS URPotential Veterans in Communities Shelter</p>
Two Zero – Social Enterprise scale up pilot	Lancashire County Council	<p>Staff and consultants Participants: Central Lancs Age Concern Communicate SLT Divine Days Creative Arts HIS Provision The LARDER New Era Enterprises Shape Lancashire Smile Mediation Trust House Lancashire Top Class Tuition Veterans in Communities</p>
Contract delivery:		
Crisis Support Scheme - Essential Household Items	Lancashire County Council	<p>Staff and Partners/Furniture Reused Organisations (FROs): Open Door Emmaus Gift 92 Calico / Furniture Matters Refurb Wyre and Fylde</p>

Part 2 – Critical activities

RAG	Activity	Status	Potential Contingencies
	Continued business activity	Operational	Virtual presence now maintained. Any staff sickness will be managed on a case by case basis
	Office presence General office functions – HR support to staff, payroll, finance functions (payments)	All systems operational No office presence	w/c 23 March 20 - all staff are now home working and provided with remote connections to the office. LT/DS hold a video conference call at 2pm daily using m/s TEAMS In addition, Team continue communicate through 'Selnet team' – WhatsApp group
	BBO Project delivery	Operational	Partner claims have been processed <i>NB: the process is much more difficult working remotely.</i> Project support continues through the partnerships - Participant interaction is taking place remotely via telephone or video call. BBO projects were initially advised that furlough did not apply to BBO and publicly funded staff should not be furloughed. This advice was withdrawn on 4 th May and we were advised that furlough is now possible. A small number of partners are currently considering furlough for some part funded BBO staff. A Q&A document is issued by the funder every time new advice comes through from the Managing Authority. BBO Partnership Manager distributes this to all BBO delivery partners.
	Two Zero – Social Enterprise scale up pilot	Limited service	Programme has been adapted in response to Covid-19 with support of LCC, to refocus on the resilience and business continuity of the cohort. Solutions to shared barriers will be disseminated across membership network. Coaches conducting diagnostics via video call, all group work is on hold until later in the year.
	Crisis Support Scheme - Essential Household Items	Operational	Contract Continuation Plan (CCP) submitted and agreed with LCC – contract variation received. Online Selnet activity is the norm all staff are WFH. Risk assessments from FROs detail how risks to personnel are managed and the controls in place to help reduce Covid-19 spread. Partners asked to implement their own contingency planning that

			<p>considers government guidance and risk management.</p> <p>Furniture Matters and Gift92 are active and taking referrals. Tracy Worden has joined Selnet on a temporary basis as a keyworker for referrals for Open Door and Emmaus Preston (non-operational) and Refurb (closed) to liaise with beneficiaries and order goods via online retailers.</p>
--	--	--	---

Immediate Action check list

Critical activities	Action	Activity	Responsibility	Status
Continued business activity	<p>Keep staff and partners constantly informed of any changes to business status</p> <p>Staff sickness policy information/update</p>	<ul style="list-style-type: none"> BCP distributed to members Memo to staff. Update staff contract details to include out of hours contact info. 	<p>CEO</p> <p>Network Manager</p>	On-going
Office presence General office functions – HR support to staff, payroll, finance functions (payments)	<p>Raise awareness of the risk and how to combat the spread of Covid19</p>	<ul style="list-style-type: none"> Referred to government guidance Signage and protection resources within the office areas Remind all their responsibility for taking measures to assist the Company to prevent the spread of Covid19 All staff are home working 	<p>CEO</p> <p>All staff</p>	On -going
BBO Project delivery	<p>Maintain project delivery noting government guidance in terms of controlling the risks and spread of Covid19</p>	<ul style="list-style-type: none"> Regular email contact with partners Email notifications of changes Q1 2020 Claim submitted and currently undergoing spot checks Funder guidance disseminated to partners although still gaps in this, particularly in relation participant entry evidence requirements 	<p>Partnership Manager</p>	<p>Complete</p> <p>On-going</p>

Two Zero – Social Enterprise scale up pilot	Initial project planning currently on going	<ul style="list-style-type: none"> • Onboarding discussion and diagnostic conducted though video conferencing to establish a baseline for future planning of sessions and identify current / significant challenges and help to identify solutions. • Group work and action learning sets will be delayed until the crisis is over. • Contract manager has advised that all core scheduled pilot activity in groups are postponed until further notice, but that communication should be maintained. 	Network Manager	Ongoing review
Crisis Support Scheme - Essential Household Items	<p>Maintain delivery commitments responding to contractor referrals</p> <p>Emmaus (Preston) are on Lock down;</p> <p>Refurb (Fylde/Wyre) has chosen to cease trading;</p> <p>Open Door (East Lancs) are non-operational until restrictions are lifted.</p>	<ul style="list-style-type: none"> • Contract variation agreed: <ul style="list-style-type: none"> • noting government guidance in terms of controlling the risks and spread of Covid19 • suppliers having internal systems in place that assess the risk of and prevent, detect and control risk of infection • maintain regular contact with Selnet • Pennine Lancs referrals are being undertaken by Tracy Worden with goods being sourced from online retailers. • Clear assessment of risk is undertaken ahead of all deliveries. 	CEO	<p>Partners confirm risk assessments undertaken ahead of delivery</p> <p>Continuous review</p>

End