

## **North West Community Services Training Ltd Coronavirus – Continuity Action Plan**

In addition to our Business Continuity Plan and with specific regard to the Coronavirus (Covid-19) pandemic, NWCS Training Ltd have put in place the following measures:

### **In relation to learners**

- We have moved to a wholly remote learning platform for learners, reducing the risk of exposure to learners entering one of our training centres.
- We will notify awarding bodies and funding streams as to the revised working conditions. Further ensuring that a designated named person is assigned to each stakeholder.
- We have collated a comprehensive data set of risk factors for all learners and their employers as a whole. We have RAG rated learners should we be in a position where we have fewer staff working.
- All learners have been reissued with passwords to access their learning platforms, with specific guidance as to whom to contact in the event of access issues.

### **In relation to staff**

- We are keeping a register of self-isolating staff and ensuring regular contact with those who show symptoms so that we can identify potential hotspots.
- We will ensure that staff who have children in school are aware of their ability to remain in work during school closures as measures have been taken by the schools to continue to provide school places for Key Workers.
- Staff return daily records of working to SMT and participate in conference calls bi-weekly with a member of the SMT.

### **Information**

- We have sent out easy-read information for all learners to help them through this stressful time, ensuring that all learners have the contact details for their designated Training Officer, safeguard lead and welfare arrangements.
- We have established a communication protocol so that we can be sure that all staff receive information if they are not coming into offices to see their manager

### **Reducing contact**

- We have reduced significantly the number of face to face meetings and we are utilising online meetings where possible.
- We have identified which staff are essential for continuing to provide services to those we support and also in providing essential business support functions so that we can assess, review, plan and ensure that services continue across the whole business.
- Central support functions such as Finance, IT support, HR and administration have been assessed for remote working and requested to work from home.

### **Impact on services due to self-isolation**

NWCS Training Ltd have considered a number of alternatives if we approach a level where indications are that we will have difficulty in continuing to provide learning. These will be assessed

Implementation Date: May 2021

Version No2: – June 2021

based on the funding stream to which any impact is likely to occur. The following will be carried out before we alert contract managers to request support; these include:

- Overtime – canvassing staff who are prepared to work overtime – all staff are signed out of the working time directive.
- Management support – where small support gaps require filling the co-ordinators and service managers will be requested to provide additional support.
- Networking with other providers is an option but as the above is based on worsening case scenarios it would be likely that other support providers would be in a similar position.
- Risk assessment on staff who are classified within the high risk category who are not symptomatic in relation to their 12 week isolation guidance.

### **New enrolments and referrals**

NWCS Training Ltd will continue to enrol learners onto programme. However the ability to fully initial assess as with face to face and may be hampered in the event of reduced staffing due to self-isolation. Where we have staff shortages or health risks because of COVID-19 we will discuss directly with contract holders relevant to any enrolments so that we can agree a realistic expectation.