

**Contingency planning checklist**

**A Contingency Plan will help you plan to maintain your service in direct response to issues presented by the on-going challenges and winter pressures. This checklist is aimed at considering what to include and how to involve in shaping and implementing a Contingency Plan for your service.**

### Step 1: Shaping the Contingency Plan

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| We are proactive and start planning our Contingency Plan at the earliest opportunity. |  |  |  |  |
| We have developed, reviewed, and updated our plans well before winter pressures may potentially impact our service. |  |  |  |  |
| When updating our Contingency Plan, we draw on past learning and previous winter pressures. |  |  |  |  |
| We have reviewed examples of Contingency Plans from others (e.g., partners, our local authority) before deciding on the appropriate format for our service. |  |  |  |  |
| We have involved managers and team members from across our service to risk assess what needs to be covered and associated mitigations. |  |  |  |  |
| We have involved the people we support, family and advocates in shaping our Contingency Plan. Our mitigations will enable us to maintain the high levels of care they expect from us. |  |  |  |  |
| Where necessary, we have involved external experts to help us shape our Contingency Plan and associated mitigations. |  |  |  |  |
| We ensure our senior leaders and owners understand the challenges we face, and the mitigations identified are effectively resourced. |  |  |  |  |
| We have prioritised our Contingency Plan to ensure those with the biggest impact on our ability to deliver safe care are addressed first. |  |  |  |  |
| Our Contingency Plan is a practical tool that can be used by our managers and staff to protect the service. We have tested this and checked understanding during development. |  |  |  |  |
| We ensure that our Contingency Plan is written in clear and concise language. We have checked understanding with those expected to use it. |  |  |  |  |
| We ensure that our Contingency Plan is easy to locate and navigate between the different sections. |  |  |  |  |
| Our Contingency Plan is a live document that we keep under regular review. Updates are recorded and clearly communicated. |  |  |  |  |
| Where we have a separate Business Continuity plan, we ensure there is appropriate references between the two separate plans and minimal duplication. |  |  |  |  |
| We have ensured our Contingency Plan closely aligns with all relevant policies and procedures ensuring there is no contradictory information. |  |  |  |  |
| We ensure that our Contingency Plan is tested as part of regular quality assurance procedures to ensure it remains fit for purpose. |  |  |  |  |

### Step 2: Key components of the Contingency Plan

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| Our Contingency Plan clearly documents the aims and objectives of this resource. |  |  |  |  |
| For each issue the Contingency Plan aims to address, we have assessed the impact before determining the appropriate response needed. |  |  |  |  |
| Our Contingency Plan has identified people specific issues and appropriate mitigations. This enables us to keep people safe and maintain the quality of care. |  |  |  |  |
| Our Contingency Plan has identified staff related issues and appropriate mitigations. This enables us to protect our workforce and maintain safe staffing levels. |  |  |  |  |
| Our Contingency Plan has identified financial risks and appropriate mitigations. This enables us to protect the sustainability of the service. |  |  |  |  |
| Our Contingency Plan has identified digital and connectivity risks and appropriate mitigations. This enables us to protect our data security, management, and communication systems. |  |  |  |  |
| Our Contingency Plan has identified risks associated with our supplier chain and appropriate mitigations (e.g., food and medicine delivery etc.). This enables us to maintain safe levels of care. |  |  |  |  |
| Our Contingency Plan has identified environmental risks and appropriate mitigations. This enables us to respond to care needs regardless of external conditions. |  |  |  |  |
| Our Contingency Plan has identified risks associated with changing regulation, guidance, and government enforced requirements (e.g., lockdowns). We have mitigated how we will maintain quality of care in such circumstances. |  |  |  |  |
| Our Contingency Plan includes section(s) detailing latest actions where we record progress towards various mitigations. |  |  |  |  |
| Our Contingency Plan includes a section on learning from mistakes and appropriate actions. |  |  |  |  |
| Our Contingency Plan includes names and contact details of our various partners, external experts, and other support that we may need to draw on as part of our mitigations. |  |  |  |  |
| We have ensured our list of emergency contacts is up to date. We have double-checked the phone numbers, contact details, availability, and alternatives suppliers. |  |  |  |  |
| We have a named owner of our Contingency Plan. Where appropriate to the size of our service, we have additional named owners of different parts of our contingency plan. |  |  |  |  |
| We have identified co-owner(s) of our Contingency Plan so there is a shared responsibility and other colleagues can take the lead during periods of leave, sickness etc. |  |  |  |  |
| Our Contingency Plan clearly details different roles and responsibilities across our service related to the associated actions and maintenance of the resource. |  |  |  |  |
| Our Contingency Plan is a live document that we keep under regular review. It aligns with the latest legislation, good practice, and relevant guidance. Updates are recorded and clearly communicated. |  |  |  |  |
| We maintain regular meetings with people, families, and staff to help us identify and mitigate emerging issues. These are incorporated into our revised Contingency Plan. |  |  |  |  |
| Where appropriate, we will produce complementary resources to support the use of our Contingency Plan (e.g., FAQs and more detailed procedures). |  |  |  |  |
| We maintain strict version control over our Contingency Plan. Each revision is clearly dated, and copies retained of earlier versions. |  |  |  |  |
| We have created a Contingency Plan that is tailored to the unique needs of our service. |  |  |  |  |

### Step 3: Sharing your Contingency Plan

|  | **Yes** | **No** | **N/A** | **Action** |
| --- | --- | --- | --- | --- |
| We clearly communicate our Contingency Plan across our service, including our staff teams and – where appropriate – the people we support. |  |  |  |  |
| We share our Contingency Plan with our local authority, integrated care service and other partners. |  |  |  |  |
| Where appropriate to our service and the maximise transparency, we have published our Contingency Plan (or a version of it) on our website. |  |  |  |  |
| We ensure that all those in receipt of our original Contingency Plan will also promptly receive updated versions once published. |  |  |  |  |
| We provide opportunities when communicating our Contingency Plan for further feedback to be submitted. This feedback is reviewed and responded to as appropriate. |  |  |  |  |
| When sharing our Contingency Plan, we ensure strict compliance with data security best practice and GDPR compliance. |  |  |  |  |

**Resources to help**

Skills for Care has several resources to help you develop and maintain an effective Contingency Plan and mitigate against challenges, including winter pressures. Our resources include a recorded webinar, template examples and FAQs.

[www.skillsforcare.org.uk/rmwebinars](http://www.skillsforcare.org.uk/go)