

CFG

Continuous Working Business Plan 15.03.2020

Background

The Coronavirus situation is evolving and changing day by day. Although we expect there is a degree of scare mongering in the press, we must take this situation very seriously and continue to monitor the risks to our charity and those associated with it.

Our primary responsibility as an organisation is to do all that we can to ensure the safety and wellbeing of our team, whether trustees, sessional therapists or volunteers and the families whom we support.

Age and underlying health conditions, not just of ourselves, but also those people we have contact with or care for on personal level is also a consideration, as is our individual and collective responsibility to do all that we can to avoid, as far as possible, that we do not unknowingly spread the virus.

As a charity, we must act in the best interests of our beneficiaries. We owe a duty of care to the many children and close families we support and their wider family, which may include vulnerable individuals, due to their health or age, as well as the school communities in which we work. We recognise the need to explore ways in which we can adapt our operation, management and service provision, to ensure as far as possible that we are able to continue our essential work and support our beneficiaries in these extremely challenging and unprecedented times.

Our working practices will be continually reviewed, and government and NHS guidance followed as the situation evolves.

Risks Identified

Risk 1

Rowcroft Hospice – Our Trustees' Meetings, Supervision Meetings, Family Weekends, Interviews, Training and other meetings are held at Rowcroft Hospice. Irrespective of Rowcroft's own policy it is now considered essential by us that no further meetings should be held at Rowcroft to avoid us taking the virus to the hospice unknowingly, on the basis that an individual may be infectious for several days prior to showing any signs of Coronavirus, so may be unaware that they are ill. We are very mindful that all the patients will be extremely vulnerable to catching the virus, which would in all probability be fatal due to their health conditions. In addition to this, the staff at Rowcroft need to be protected. **No further meetings will be held at Rowcroft until further notice, when it is deemed safe to do so by CFG and Rowcroft.**

Note: We have been notified by Rowcroft that all meeting facilities have been cancelled until further notice as of 16.03.2020.

Risk 2

School Communities – It is likely that schools will shut in the near future meaning that we will be unable to deliver our planned schools' provision. It is possible that schools may already have a policy in place prior to any forced closure, restricting visitors. It is reported that children may carry the virus and show very few, if any signs, which is a concern. To avoid the risk of us spreading the virus, or our therapists being infected, **on site schools work will need to be**

suspended immediately until further notice, to be recommenced once it is deemed safe to do so by the respective school and CFG.

Note: 16.03.2020 We have just finished the 3 school's groups this term. The 3 groups scheduled for the Summer term will be postponed until the next academic year. Our intention is hold those 3 groups in the Autumn term (Coronavirus permitting) and arrange 3 further groups in each of the Spring and Summer terms to catch up subject to securing funding.

Risk 3

Families – It will not be known at the time of any visit whether any therapist or family member is infected with the virus. As meetings are held in confined spaces, for the safety and well being of everyone concerned, **home visits/face to face meetings will be suspended immediately until further notice, to be recommenced once it is deemed safe to do so by CFG.**

Risk 4

CFG Team – Torbay, where much of our work is based, has unfortunately been a "hotspot" of the Coronavirus outbreak so far in the UK. All individuals are reminded of the importance of protecting oneself and safeguarding against infection. Although highly infectious, there are ways in which we can protect ourselves, and we would urge everyone to follow the government and NHS guidance available online in this regard. We each have a responsibility to ourselves, our family and friends and each other. The less contact we have with others, the less chance we have of catching the virus. **If anyone has any symptoms (whether or not confirmed as Coronavirus) or has had contact with someone suspected or confirmed as having Coronavirus, please advise your line manager and follow the government's advice on self-isolation.**

Risk 5

CFG's Reputation

We need to ensure that we give a clear message that we are working differently to adapt to current circumstances and haven't ceased working. We are still here to actively support our beneficiaries. We need to ensure that everyone connected to CFG is reassured. **We need to cascade that message down: - Trustees – Lead Therapist – Sessional & Volunteer therapists – beneficiaries and referrers.**

Proposed Adaptations

It is vital that we continue to support our existing and future beneficiaries. It is highly important to realise that we are not seeking to withdraw our support of any children, families or schools and are merely seeking to adapt the ways in which we operate, manage our charity and deliver our services so that we can do so safely for the duration of the Coronavirus outbreak. Our primary concerns are the safety of those connected to our charity, managing our charity's reputation and ensuring the continuity of our work.

1. Management

Trustees' Meetings & Sub-committee Meetings

These will be conducted remotely by Skype/email/phone on the dates already agreed. If necessary, additional meetings may be required, and if so, those expected to attend will be notified by email. As always, please do your best to be available when required. We need to keep CFG operating as efficiently and effectively as possible.

AGM 2020

This is currently scheduled to take place at Rainbow House, Rowcroft Hospice on 11 May 2020.

Action: - We will need to cancel the booking of the meeting room if that has been made.

Action: - Rearrange the AGM; perhaps holding a private AGM to approve the Annual Accounts followed by an Open Evening later in the year, along the lines of our AGM last year.

Supervision Meetings

Francesca's Supervision – Sue Newman to continue to have supervision meetings with Francesca, but **to be carried out remotely until further notice**.

Individual Supervision - Francesca to continue to conduct individual supervision meetings with therapists, but **to be carried out remotely until further notice**.

Therapists' Group Supervision – Francesca to continue this **remotely by Skype** or if this is not possible then by individual phone calls, until further notice.

Action: - Francesca to look in to whether group supervision achievable by Skype or make alternative arrangements.

Training

Any training we are due to receive will need to be postponed until further notice, to be rearranged once circumstances permit.

Action: - Francesca to contact any providers who are due booked in to deliver training.

Sister Charities – Collaboration

Our sister charities will be facing the same challenges as ourselves and it would be good to share ideas as to how we are all coping and what we are doing to protect ourselves and our respective charities in these unprecedented times. We anticipate that the sister charity meetings will have been postponed until further notice, however, it would be advantageous for us all to collaborate and support each other at this time.

Action: - Francesca to contact sister charities.

Fundraising

This will continue as before, with Paul Courtney, to maintain our income stream. Any local fundraising initiatives are encouraged and will be considered on an ad hoc basis.

Expenditure

It is not anticipated that our expenditure will increase for the foreseeable future due to Coronavirus. There may be an increase in deaths because of Coronavirus, but any new referrals will be provided with telephone support during this interim period and would not generally be worked immediately. We will not be holding our April weekend and July's will be reviewed closer to the time, as to whether we need to postpone that one too. It may be that we have weekends bunched together later in the year, when we are able to hold them. As the weekends are our greatest expense generally, our expenditure in this quarter will be less than anticipated. However, we will hold the weekends in the future, so it may mean that future expenditure is increased, once we have resumed normal working arrangements.

It is also likely that our Schools work will need to be postponed, so again there may be a bunching of this work and therefore associated expenditure later in the year.

Future demand for Service

Looking ahead, it is likely that demand for our services will increase rather than decrease, particularly if there is a higher than usual death rate this winter. We will need to be mindful of this and continue to recruit further volunteer therapists to assist our sessional therapists.

Social Media

The quickest way of delivering our message that we are still here to support our beneficiaries is through our Facebook page and website. Steve is currently away, but perhaps we can contact him to update our Facebook page/website.

Action: - SH to text Steve.

2. Delivery of Service

A. Core Family Work

New Referrals – These will continue to be received by telephone/letter by Francesca Raymont, who will carry out the initial assessment and allocate each family to a sessional therapist and volunteer therapist, as usual. Explanation will need to be provided as to the support we are providing by telephone until visits can commence. It is not possible to provide any time scales at the moment as to when this might be and so if the new working regime is to continue beyond our expected timescale for starting work with a family, additional telephone with the sessional therapist may be required to help support the family.

Families we are currently working with

We will need to continue to support families by telephone. We envisage this will entail the sessional therapists agreeing times to speak to the family, as they would agree times to visit. It may be appropriate for the sessional therapist to speak to all or several members of the family individually if they do not have a loudspeaker facility or if privacy is required. It may be necessary for support to be given by telephone on several occasions whilst we are not able to undertake home visits.

We will not be able to arrange any weekend work until further notice, and perhaps when we are in a position to offer weekend work (when it is deemed safe to do so) we will combine the families who are due to attend our April and July weekends, depending on numbers.

All our sessional therapists are highly experienced, and we will rely on them to deliver the support our families need. In order to keep our volunteer therapists engaged and, in the hope, that we will be able to revert to normal working practices in the not too distant future, sessional therapists should update the volunteer therapists where possible in the absence of face to face meetings.

It is imperative that contemporaneous notes are kept of all phone call support and are properly filed, so that we have a complete record of the advice given.

Therapists must still be mindful of our safeguarding requirements and be alert to any safeguarding issues whilst in telephone contact with our families and follow our safeguarding policy in respect of reporting any concerns. Please ask Francesca if you are unsure as to what our requirements are.

Action:- Francesca to provide reassurance and explain our new working regime to the sessional and volunteer therapist and provide reassurance that the sessional therapists will be paid for the time they spend providing telephone support and will be reimbursed for telephone calls (claim for expenses to be made).

Action:- Francesca to review each family with the appointed sessional therapist and agree a plan for support for each family, dependent on how advanced the family is in to our work, the type of support they are receiving (Tier 1, 2 or 3) and the family's need for support.

Action: - Rainbow House booking for our April weekend to be cancelled. Retain July's booking until further notice in case it is required.

Action: - Francesca to explain our new working regime to referrers to provide reassurance.

B. Schools Work

Schools we are currently working in

We have just come to the end of the sessions in 3 schools we have been working in this term, which is fortuitous.

Schools we have arranged to start work with next term

We will need to contact the schools we have arranged to work in next term immediately, to communicate our decision to suspend our work, to be continued once circumstances permit. This will mean that we will probably need to delay the delivery of our work until the next academic year, as it seems unlikely we will have time to fit the work in before the end of the Summer term, but we would need to keep this under review. We would need to say that they will not lose the support and we will deliver it as soon as possible. We could offer telephone support to individual children/young people or indeed the pastoral staff if required.

Action: - Francesca to contact schools

Action: - Francesca to notify sessional therapists involved and agree delivery of any interim support required for pupils or staff.

C. Training/Talks

Any training or talks we are due to deliver will need to be postponed.

Action: - Francesca to contact organisations to rearrange.

D. Summer Social

We will need to review whether our Summer Social, scheduled to take place at Pennywell Farm in June, will be able to take place. No doubt Chris Murray will be fully aware of the situation and for now we just need to monitor this as the situation progresses.

Conclusion

The situation with Coronavirus is changing on a daily basis, so we will need to keep our proposed working plan, once agreed, under constant review. It is intended as a working document and will need to evolve as the Coronavirus situation develops, not just locally, but worldwide.

We are all in unprecedented territory, so any ideas or thoughts anyone has or hears about, whether from a volunteer, therapist, school, family or other connection, please let the trustees know!

The trustees are happy to provide whatever support and reassurance the team needs, as we appreciate these are uncertain times once again for our charity. The continued support of the whole team will get us through this, and we will hopefully come through this stronger and even more resilient. In the meantime, our grateful thanks and appreciation for all that the CFG team does.

Thank you

Sophia Honey (Chair & Trustee)
15.03.2020

Approved by the Board of Trustees 16.03.2020