

Bryn Melyn Care

Business Continuity Plan 2020-2021

(This reviewed document includes reference to Brexit and COVID-19)



Introduction

Aim of this Plan

The purpose of this business continuity plan is to prepare Bryn Melyn Care in the event of extended service disruption caused by factors beyond our control (e.g. natural disasters, man-made events and Brexit), and to restore services to the widest extent possible in a minimum time frame. All sites are expected to implement preventive measures whenever possible to minimise the impact of emergencies and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service disruption. Please note that the scope of this plan is limited to significant emergencies only, this is a business continuity plan, not a daily problem resolution procedures document.

Objectives

- To define and prioritise the Critical Functions of the business
- To analyse the emergency risks to the business
- To detail the agreed response to an emergency
- To identify Key Contacts during an emergency

Emergency Contacts

For a full list of BMC Emergency Contact Telephone Numbers, please see the table at the end of the document. Key personnel who are authorised to make major decisions in emergencies are:

Melissa Johnson, Director of Operations: **07772 966032** (Care, Clinical, Young People, Homes)

Steve Travis, Regional Manager (Snowdon) – **07769 308254**

Wayne Price, Regional Manager (Caradoc) – **07904 038754**

Paul Hooker: **07973 653938** (ICT)

Heidi Chambers; (Clinical Lead) – **07891 848166**

Steve Cooper: **01952 504715** (Head Office, Finance)

Craig Seretny: Head Teacher (Smallbrook School) **07970 629040 / 01939 233042**

Omar Salahuddin: **Principal** (Overton School) **07866 100392**

David Glaves: **Principal** (The Derwen School) **07866 100393**

Bob Yetzes, CEO: **07919 415909**

For advice about Health and Safety, contact our Designated Officers: **01438 745771**

Bryn Melyn Care online policies and procedures are available on our websites.

National & Local Risk Registers

For the up to date version of the Government's National Risk Register, please see:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/419549/20150331_2015-NRR-WA_Final.pdf

<https://www.gov.uk/government/publications/national-risk-register-for-civil-emergencies-2015-edition>

Weather

<https://www.metoffice.gov.uk/public/weather/forecast/gcq78mu2j#?date=2018-03-02>

The Community Risk register for the West Midlands can be found at:

<http://www.dgft.nhs.uk/wp-content/uploads/2017/11/Community-Risk-Register-West-Midlands-LRF-2017.pdf>

Fire:

<https://www.wmfs.net/your-safety/>

Police

https://westmercia.police.uk/media/7472/Community-Risk-Register/pdf/2016_01_27_West_Mercia_Public_CRR.pdf

'The diagram below summarises the types of risks covered by the National Risk Register. It attempts to illustrate the breadth of the high-consequence risks we face. It also gives an indication of the relative likelihood and impact of these types of risks in comparison to each other. In Chapter 2 you will find examples of each type of risk. This information on individual risks gives an indication of the potential impact through reference to historical examples. It is not possible to represent an exact comparison as each risk grouping is a loose representation of a number of specific risks identified within the confidential National Risk Assessment.'

Hazard Analysis Table

Risk Matrix Score:

A = **HIGH** Likelihood and **HIGH** Impact

B = **LOW** Likelihood and **HIGH** Impact

C = **HIGH** Likelihood and **LOW** Impact

D = **LOW** Likelihood and **LOW** Impact

For all hazards identified as scoring A or B, complete the Business Impact Analysis below:

Hazard	Impact	Mitigation	Contingency	Risk Matrix Score
Individual Home rendered	Young People require moving; Longer term impact	Spare capacity to which y/p could be moved; Use emergency accom.	Fast track registration of new property;	B

unusable (eg fire, flood)	on registration and capacity	or hotel in the event of no suitable vacancy; Robust risk assessment/commitment to H&S	Liaise with LA customers	
IT Failure	Communication; Payroll; Invoicing / Cash; Flow	All data held on multiple site servers with a fail-safe meaning that information can be accessed from any one of three servers on three different sites.	Business should continue with minimal interruption although failing server will need replacing to ensure back-up systems continue to work.	D
Fire	IT failure: see above Loss of Personnel files; Work stations for office staff	Three office venues to which activity could be moved; Skeleton HR files exist in separate locations; Robust Fire Safety and Risk Assessment	Redirect staff to alternative location e.g. Dawley or Pandy Office	D
Pandemic Infection	Unable to staff homes; Education/Clinical team; Office & admin	Staff have been offered flu jabs; Dispersed organisation across large geographical area	Close schools and clinical functions; Redirect staff to homes; Monitor and follow Government/local authority advice	A
Death of Young Person	Impact on young people and immediate staff team; Serious Case Review/Inquest; Impact on business from adverse publicity	Robust culture of risk assessment & management; availability of forensic psychologists and consultant psychiatrist to address specific concerns	Carry out all regulatory requirements under Childrens' Homes Regs eg Home Office etc; Deploy Director and clinician to site to support young people and staff; Only Directors authorised to speak to press	B
Fuel Strike	Impact on day to day operation; Risk of staff being unable to get to work	Property acquisition strategy is to reduce geographical spread; Fill all vehicles at first sign of disruption	Close schools and therapy venues; Reserve company vehicles for transporting staff to and from railway stations and dealing with emergencies.	B
	The potential would	We currently employ less	Some staff maybe	D

<p>Brexit challenges</p>	<p>be that:</p> <ul style="list-style-type: none"> • Some EU staff would lose the right to work in the UK (unlikely in first 12 months) • Customs arrangements could affect the supply of certain drugs 	<p>than 12 non-UK EU citizens and recruitment team advised to over-recruit in case this becomes an issue.</p> <p>NHS England issued guidance stating that drugs are not to be stockpiled and that contingency plans are in place.</p>	<p>requested to work additional hours to cover any shortfall.</p> <p>If any particular drug appeared to have sourcing difficulties; GPs or consulting psychiatrist would request alternatives.</p>	<p>D</p>
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Business Impact Analyses

1. Individual Home Rendered Unusable

http://www.proceduresonline.com/brynmelyn/chapters/p_health_policy.html

http://www.proceduresonline.com/brynmelyn/chapters/p_emergency.html#emergency_arrange

Effect on Service:

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> • Immediate alternative accommodation required for young people
First week	<ul style="list-style-type: none"> • Establishing continuity of attendance at school, therapy, etc for young people. • Assessing timescale for which alternative arrangements are required.
Longer term	<ul style="list-style-type: none"> • Potential need to re-home young people in alternative already registered provisions <u>or</u> to register a new home to accommodate YP.

Resource Requirements for Recovery:

Time	Actions	Resources required	Data required
First 24 hours	<ul style="list-style-type: none"> • Alternative accommodation should be secured in a holiday let home or a hotel in the immediate area. Local authorities for children affected should be informed along with Ofsted. • Calls to the home should be redirected to Head Office, Edward James House. • A risk assessment for care of the young people in the provision should be prepared and shared with relevant parties. 	<ul style="list-style-type: none"> • Alternative accommodation. 	<ul style="list-style-type: none"> • Details of individual risks for young people. • Contact details of LA (on file at Head Office, Edward James House)
First week	<ul style="list-style-type: none"> • Assessment of the circumstances rendering the home unusable and whether the situation can be remedied within 28 days. 	<ul style="list-style-type: none"> • Building contractors/surveyors report. 	<ul style="list-style-type: none"> • Site inspection of the home in question
Longer term	<ul style="list-style-type: none"> • Execution of plan to remedy issue rendering the home 	<ul style="list-style-type: none"> • Contractors plan and 	<ul style="list-style-type: none"> • Surveys/Reports

	<p>unusable and return of YP to the home.</p> <ul style="list-style-type: none"> • <u>Or</u> consider redeployment of YP to alternative homes in the event of long term issues rendering the home unusable. 	<p>timescale for remedying any issues.</p> <ul style="list-style-type: none"> • Matching assessments for young people with vacant places within BMC. 	<ul style="list-style-type: none"> • Details of young people's needs and risks. • Details of available vacancies within Bryn Melyn and "matching requirements".
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2. Pandemic Infection e.g. COVID-19 and Swine Flu

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/344695/PI_Response_Plan_13_Aug.pdf

Effect on Service:

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> • Disruption to staffing in homes • Closure of Schools and Clinical functions • Disruption to Office Functions
First week	<ul style="list-style-type: none"> • More significant staffing difficulties • Disruption to invoicing creditors and debtors
Longer term	<ul style="list-style-type: none"> • Difficulties caused by over reliance on staff who had been effectively immunised or recovered quickly

Resource Requirements for Recovery:

Time	Actions	Resources required	Data required
First 24 hours	Assess extent of situation; close Schools and Clinical functions if necessary; redirect staff to affected homes	Staff from functions which can be closed off	All on-call info re staffing lists, rotas etc
First week	Monitor levels of absence; seek advice from DoH and NHS re need to quarantine young people in specific homes	Up to date DoH and NHS advice; guidance from LA customers	Full staff database updated with those immunised and off sick
Longer term	Constantly assess levels of staffing and absence to ensure minimum levels can be maintained; distribute well staff as they return to work		Database of staff to be updated as people return

COVID 19 – BUSINESS CONTINUITY AND CONTINGENCY PLAN

At Bryn Melyn we are committed to delivering our services to the highest standard and maintaining the health and safety of all the young people in our care.

We have implemented our Business Continuity Plan for a pandemic outbreak/ COVID 19.

This includes:

- Ensuring the safety of all our young people/ service users and our staff
- Ensuring the confidentiality, integrity, and availability of our services
- Reducing the impact on our office, homes, and schools' locations

We have a COVID Risk Assessment in place at all our homes and schools as well as our offices.

All our staff have received training regarding COVID and are aware of the symptoms, the hygiene measures, and the steps to take should there be a positive case or an exposure to a positive case.

Our homes are run as 'bubbles' which reduces the risk of viral spread and allows us to manage our staff and young person isolation effectively without increasing the risk to others.

All our homes have appropriate cleaning and sanitising chemicals, safety data sheets and risk assessments and they have been trained in how to use the chemicals safely.

If in the event of a positive notification of COVID-19, the manager of the home, school or office will contact Public Health England or Public Health Wales as to next steps regarding isolation.

If isolation is required, then our staff and service users will self-isolate in their bubbles for the appropriate period of time.

Staff will be brought into the home to take the place of isolating staff.

Our Office

Our Business Continuity Plans, within the pandemic scenario, requires us to make several adjustments to how and where our staff work.

These include:

- Potentially rescheduling any customer, supplier etc meetings.
- Engagement with third-party suppliers over their readiness for dealing with a Coronavirus pandemic.

We have already put in place several appropriate and precautionary measures across our office with respect to individual work areas, kitchen facilities and toilet facilities as outlined in our Risk Assessment. As we are already accustomed to working remotely we have seen no negative impact to our customers or the services they rely on.

Our Staff

Our staff understand the importance of co-operating with our customers, suppliers, and partners during times of uncertainty to ensure the continuation of our business activities. These plans identify our critical business functions, processes and human response efforts during an incident or disaster. We have already enacted several measures across our business to ensure the continued wellbeing of our staff.

These include:

- Implementing the guidance from relevant health organisations.
- Postponement of staff events and social gatherings.
- Moving meetings from face to face to video conference calls.
- Home working.
- Reducing all non-essential travel and / or meetings.

We place the highest priority on the welfare of all our employees, service users, and visitors. We have implemented several measures to ensure the health and safety of our community, including remote work for all employees where possible, limiting non-essential travelling, reducing meetings and gatherings, and improving health and hygiene across the office location by maintaining sanitation supplies and encouraging an “if you are sick, stay home” mindset.

On-going activities

These include:

- Provision of Environmental Health Support and COVID Advice via our Health and Safety Consultancy, Euro Pacific Partnerships Ltd
- Daily monitoring of the advice and guidance issued by the Government Department of Health and Social Care, Public Health Authorities, the World Health Organisation, and local councils.
- Daily monitoring of reported cases and infection rates.
- Internal monitoring of absence levels in line with typical measures at this time of year.
- Internal communications to provide updates to our colleagues.

Pandemic/ COVID 19

To be completed by each home to form the Business Continuity for each location

Name of Home:			Date:
Administration	YES	NO	Action to be taken
Are all of the Service Users contact details up to date?			
Are you aware of which Service Users have good family support structure in the event of an emergency situation?			
Are all Service User GP details up to date?			
Has the Home Manager established communication links with family / guardians on COVID-19 isolation of Service Users?			
Describe the arrangements in place to take on new Service Users during the pandemic?			
Has the manager updated the Bryn Melyn risk assessment on COVID-19? Cross reference to current version and maintain.			
Outline the assessment by the manager of staffing levels needed to support the service with reference to required ratios and expertise ?			
What are the contingency plans in place to cover staff sickness during the COVID-19 outbreak?			
Who is the lead person responsible during the outbreak and who will be deputising the lead role in their absence? What is the mechanism for advising all support and care staff?			
What administrative tasks can be reduced during the COVID-19 outbreak?			
Care Planning and Records	YES	NO	Action to be taken
Are all care plans up to date, with changes to the needs of the Service Users during COVID-19 outbreak?			
Is there a schedule to keep Care Plans up to date? Where is this located?			
Are care staff aware of the parts of Service Users care plans that have temporarily changed?			
Are all Service Users records up to date?			
Working Arrangements	YES	NO	Action to be taken
Does the manager have more than one person who can cover staff rostering?			

State names.			
Is there more than one person who can administer running of the payroll? State Names.			
Does the manager have more than one person who can carry out staff supervisions? State Names.			
Does the manager have more than one person who has been trained in managing the services finances including banking and paying invoices? State Names			
Does the Home have more than one point of contact in an emergency? State Names			
Does the manager have more than one person who can give advice? State Names.			
Is there a senior member of service designated to manage the service in the absence of the manager and or deputy? State Names.			
Are staff available to be redeployed in an emergency and this is not restricted by contractual obligations? State Names			
Does the manager have a bank of staff who can be called on for emergency cover? State Names			
Is the manager aware of Statutory Sick Pay rules regarding COVID-19?			
Working from Home and Flexible Working	YES	NO	Action to be taken
Can any of the staff work from home during the COVID-19 outbreak? If yes state name and position.			
If staff are required to work from home, do they need access to a PC or laptop? If yes are these available and from where.			
Will staff working from home be able to access the internet? Check with all staff if they have WiFi access at home and establish list.			
If staff are working from home, will they be able to access the services files and data from the home PC laptop? Review use of VPN to maintain security.			
Will staff be able to back up data whilst working from home?			

Will staff be able to access the services email from home?			
Can staff working from home have calls diverted to them from the services office?			
Staff / Service Users at Risk	YES	NO	Action to be taken
Are there staff/ service users that have medical conditions such a respiratory or compromised immune deficiency who may be susceptible to COVID-19?			
Is the manager aware of which staff / service users are currently pregnant?			
Are there any staff / service users who currently have COVID-19 symptoms?			
Have any staff /service users tested positive for COVID-19 and what has the response of the service been?			
Staff Communication	YES	NO	Action to be taken
Has the manager talked to staff to reassure them of the services plans for managing COVID-19? What meetings have taken place to date, what is the scheduling for updates?			
Are staff aware of the behaviour that is expected of them to protect themselves and others from COVID-19 and the general advice from government on social distancing and hygiene? Explain how this has been communicated. Cross reference to the risk assessment.			
Do staff know the signs and symptoms of COVID-19? How has this been communicated to staff , when and where is this recorded.			
Outline the communication plan in place to determine how staff and Service Users will be kept up to date during the pandemic?			
Does the manager have the next of kin contact details of all staff?			
Scheduling to test COVID contingency Plan with staff and evaluated of efficacy? Record dates and significant findings.			
Preventative Measures	YES	NO	Action to be taken
Details of appropriate BS EN 14476 sanitiser for cleaning and hand gels. Safety Data sheets attached and detail training provided.			
Promote hand hygiene by making sure that staff, contractors, service users and visitors have access to hand washing facilities and where available. List these			

locations			
Cleaning processes in place as per Risk Assessment document.			
Staff Training	YES	NO	Action to be taken
Outline processes for staff training in relation to COVID, details of courses, frequency of training and approach for induction of new staff			
Detail refresher training concerning cross infection and correct hand hygiene?			
Detail training in the use and disposal of face masks and other PPE?			
Detail training of the procedure for reporting when a Service Users has suspected COVID-19 virus?			
Outline arrangements in place for caring for Service Users who have become infected with COVID-19?			
Outline arrangements in place for of cleaning regimes for areas used by Service users infected with COVID-19?			
Outline the training of staff for self-isolation procedures if they have symptoms of the COVID-19 virus?			
Location	YES	NO	Action to be taken
Document the distances staff are located away from their workplace?			
Document the mode of transport staff use to come to work?			
Document alternative methods of transport for staff to travel to work during an emergency or in the event of non availability of public transport?			
Payments to Staff	YES	NO	Action to be taken
Has the manager considered staff members who could be persuaded by incentives and bonuses to do extra work?			
Document breaks that are required by staff who are working extra hours as part of the working time Directive.			
Outline company's staff sickness payments policy for staff who may be self-isolating			

Supplies and Services	YES	NO	Action to be taken
Document the quantity of PPE equipment for COVID-19 outbreak in the case of short supply? 1 Month 2 Months 3 Months			
Document 2 sources where emergency supplies of equipment can be obtained? This should be in relation to all consumables such as gloves, face masks etc. Prepare consumables list and outline location of supplies.			
Is the manager able to source alternatives supplies of equipment if there is a shortage?			
Is the manager liaising with other services in the area to help each other out in an emergency? Document reciprocal and partnership arrangements and name of organisation, contact name and contact's position and contact details			
Is the manager in touch with the local authority to receive PPE? Outline organisation and contact person and contact number.			
Check and confirm to see that services essential to the running of the home are still operational e.g. plumbers, electricians etc?			
Partnership working	YES	NO	Action to be taken
Has the manager established named contact within the local authority where they can discuss issues relating to COVID-19? Enter details.			
Has the manager shared this contingency plan with local authority?			
Is the manager contributing to shared knowledge with other services concerning their management of the current COVID-19 outbreak? Enter details			
Visiting the Homes	YES	NO	Action to be taken
Has the manager put in place no visiting arrangements from family etc during the COVID-19 home isolation or lockdown ?			
Are there notices on entrance to the building that no visiting is temporarily in			

place during isolation or lockdown?			
Medical staff and delivery couriers can still visit. Is there a hand sanitiser by the entrance and a notice asking them to wash their hands as soon as they enter the building?			
Use of Technology	YES	NO	Action to be taken
Is the manager using tools for the secure transfer of information? Outline these.			
Is the manager increasing the use of Skype and other tools for secure virtual conference calls, to ensure advice from GPs, acute care staff, local Public Health England/ Wales, health protection teams and community health staff can be given? Provide details.			
Has the manager decided where practical for Service Users to Skype, FaceTime etc family members? Outline policy on maintaining contact.			
Isolation	YES	NO	Action to be taken
Has the manager put in place social isolation precautions in the home?			
Are arrangements in place to isolate COVID positive service users? Outline these			
Is the manager following advice from Public Health England / Wales on isolation of service users?			
Laundering Arrangements	YES	NO	Action to be taken
Is the manager ensuring that laundry is washed as per manufacturer's instructions?			
Are staff aware that they must not shake laundry before washing?			
Are there arrangements for infected laundry to be washed separately?			
Are there arrangements for heavily soiled laundry to be disposed of with the consent of the service user or family?			
COVID Testing	YES	NO	Action to be taken
Is the manager in touch with Public Health England/ Wales to arrange testing for COVID-19 if there is an outbreak of several cases at the home? Outline process and number for contact and to arrange this.			

3. Death of a Young person

http://www.proceduresonline.com/brynmelyn/chapters/p_unexpected.html

Effect on Service:

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> • Distress to staff and other young people • Need to make notifications to relevant stakeholders • Possible press interest
First week	<ul style="list-style-type: none"> • Continuing impact of distress • Communication to relevant parties
Longer term	<ul style="list-style-type: none"> • Serious Case Review • Coroner's inquiry • Continuing impact of distress

Resource Requirements for Recovery:

Time	Actions	Resources required	Data required
First 24 hours	<ul style="list-style-type: none"> • Senior management should attend the home immediately and take responsibility for liaison with emergency services, notifications, communication and decision making. • A member of the clinical team should be in attendance to offer pastoral support. 	<ul style="list-style-type: none"> • On-call availability of senior management and clinical staff. Please note telephone numbers on page 2. 	<ul style="list-style-type: none"> • Details of young person's LA, etc. • Detailed incident report
First week	<ul style="list-style-type: none"> • A Lead Person will be identified from the Senior Manager/Director team. • The Lead Person will prepare a press release • Clinical services manager should liaise with senior management to prepare a support plan for young people and staff (clinical services continuity plan following the sudden and unexpected death of a child – February 2013) • Lead Person will liaise with the family with regard to funeral arrangements. 	<ul style="list-style-type: none"> • Press release 	<ul style="list-style-type: none"> • Incident report
Longer term	<ul style="list-style-type: none"> • Lead person will ensure good information is provided to investigators. 	<ul style="list-style-type: none"> • Availability of lead person 	<ul style="list-style-type: none"> • Incident Report • Risk Assessments and other placement information.

4. Fuel Strike

http://webarchive.nationalarchives.gov.uk/+/http://www.cabinetoffice.gov.uk/media/132628/bcp_fuel_nov2008.pdf

Effect on Service:

Time	Effect on Service:
First 24 hours	No disruption
First week	Would expect minimal disruption at one week phase
Longer term	<ul style="list-style-type: none"> • Staff unable to get to work • Day to day operation unable to function • Closure of non-essential functions

Resource Requirements for Recovery:

Time	Actions	Resources required	Data required
First 24 hours	All company vehicles to be filled with fuel subject to Government advice re panic buying.	N/A	Up to date advice from Gov't
First week	Planning for disruption to schools e.g. issuing of work to homes etc.; analysis of rotas etc. to minimise disruption to homes. Possible changes to rotas and sleeping in/waking night arrangements.		All on-call and staffing info re rotas etc.
Longer term	Detailed plan to ensure homes can be staffed by staff using public transport; company vehicles restricted to picking up staff from railway stations and emergencies; Non essential functions to be suspended; managers to work from home where possible.		All relevant info re staffing, public transport timetables, availability of fuel etc.

Emergency Response Checklist

For use during an emergency

- Start a log of actions taken:
- Liaise with Emergency Services:
- Identify any damage:
- Identify Functions disrupted:
- Convene your Response / Recovery Team:
- Provide information to staff:
- Decide on course of action:
- Communicate decisions to staff and business partners:
- Provide public information to maintain reputation and business:
- Arrange a Debrief:
- Review Business Continuity Plan:

Clinical Office - 01743 457291			Bob Yetzes - 07919 415909			Referrals out of hours - 07739 857631		
Head Office Reception - 01952 504715			Melissa Johnson - 01952 797536 / 07772 966032			Rory Maguire - 01952 630547 / 07932 873691		
Pandy Office - 01952 630550			Nicole Carter - 01952 630558 / 07800 732930					
SNOWDON: On Call Phone – 07980 694491			CARADOC: On Call Phone – 07964 035678			APRICITY:		
Steve Travis – 01952 630666 / 07973 675472			Wayne Price - 01952 630654 / 07904 038754			Tracy Francis - 01952 630560 / 07964 762672		
Jen Slade 07932 873659	Ael-y-Bryn	01691 882249	Craig Heath 07958 612846	Brookfield Place	01952 630557	Karen Banton 07800 733483	Shavington Grange	01948 800100
Nadine Harrison 07973 786157	Arrow House	01978 261835	Laura Kudarenko 07739 857635	Calcott Farm Office No.	01743 850426 01743 297226	Overton School		
Nikita Tidswell 07970 226478	Ashfield The Grigg	01952 459100 / 01952 541237 01952 797427 / 01952 550292	Faye Wimbush 07973 785389	Little Dinthill	01743 851196	Reception - 01584 707091		
Karen White 07800 733852	Calvington	01952 551366	Anne Bester 07964 035684	Oak Farm	01743 246909	Omar Salahuddin - 07866 100392 / 01584 707092		
Amy Tew 07964 035623	Endbourne	01743 292690	John Price 07961 391836	Old Vicarage	01952 797709	Rebecca Roberts - 01584 707093		
Janet Classon 07932 873661	Pleasant View Higher Perthy	01691 770395 01691 624122	John Ryan 07921 106904	Preston Springs	01939 550257 01939 550256	Stuart Seraphin- 07973 786639 / 01584 707095		
Mandy Richards 07958 612829	Hope Cottage Little Rhysnant	01691 887340 01691 831027	Shanice Jackson 07932 873637	Red Lake	01952 618647 01939 556940	Upstairs Office - 01584 707094		
Ben Williams 07970 383791	Lychgate Penley Lodge	01948 800440 01948 800760	Justine Staples 07973 628745	Red House White House S	01588 680670 01588 680452	Derwen School		
Amy Mullard 07970 409394	White House N Marhaba	01948 800770 01948 880917	Christine Downing 07814 495323	Upper Woodcote	01743 368049	College House - 01952 797533		
Gill Davies 07904 038799	Medway	01978 758962	Laura Kudarenko 07739 857635			David Glaves - 07866 100393 / 01691 889137		
Hayley Knowles 07973 785774	The Meadows	01690 720499	Therapy - 01743 457291 / 01952 797521			Jacson House - 07973 654031 / 01691 889138		
Learning and Development			Heidi Chambers - 07964 035621			Kitchen - 01691 889139		
Ian Butterfield - 07973 902277			Julie Lea - 07973 629249			Reception - 01691 889135		
Jenny Griffiths - 01743 461609			Karen Case - 07973 948178			Thomas House - 01691 887780		
Jo Brookes - 07964 038249			Liana McCaffrey - 07973 642499			Vicky Lloyd - 01691 889136		
L&D Office - 01743 297273			Miriam Dyberg - 07964 035577			Smallbrook School		
Mark Rawsthorne - 07854 236990			Nina Liney - 07973 663772			Reception - 01939 233042		
Phil Yetzes - 01743 457292 / 07973 653585			Jasdeep Kaur -			Andy Lawson - 07964 762672		
Vicky Goff - 07891 848166			Tamara Brabazon-Taylor - 07967 462043			Craig Seretny - 07970 629040		
IT			Tor Parry - 01939 233042 / 07815 566348			Maintenance		
Paul Hooker - 01952 630544 / 07973 653938			Treasha Mitchell - 01952 630543			Chris Jones - 07772 255500		
Sacha Southall - 01952 630554 / 07970 409416			HR			Dale Shuter - 07973 907883		
Bryn Meilyn Care Business Continuity Plan 2020-21			Michelle Ralph - 01952 630523			Darren Powell - 07973 786067		
			Olivia Heaton-Tisdale - 01952 630551 / 07944383287			Dave Green - 07971 296337		
			Sue Wilson - 07970 383910 / 01952 630556			James Hurdwell - 07973 785631		
			Leander Wilton - 01952 797525			Mick Balshaw - 07855 460321		
						Mike Cutler - 07583 057836		
						Milo - 07970 473731		
						Paul Clutton - 07800 732941		
						Richard Cook - 07973 628399		
						Steve Morgan - 07970 629537		
						Tracey Hussaney - 07939 481882		
						Unit E8, Halesfield - 01952 951220		