



Potential power outages - contingency plan

The National Grid has warned of the potential for pre-planned and pre-announced power outages for both homes and businesses throughout the winter if the UK (United Kingdom) is not able to import enough power to meet demand. This has been described as worst-case scenario; plans will be put in place for power cuts in pre-defined periods of 3 hours at a time if usage cannot be reduced by 5%.

To ensure that includem are prepared for this scenario, we have assessed how and what areas of our operations may be impacted and what measures we recommend are put in place to mitigate disruption to the support that we provide.

Offices:

Area affected	Impact	Contingency	Recommendation
Power supply – power is cut for 3-hour periods.	No power supply to the office, no lighting, no heating.	Offices are defined as out of bounds during these periods	Advise staff that offices cannot be used during the planned outages.
Alarm systems	Alarm activations, offices left unsecure	Contracted alarm companies have confirmed back up power systems are in place and security of buildings will not be compromised	No recommendation required
Access systems	Front door (Glasgow office only) fails. All other offices have manual locks to gain access to office space.	ADT have confirmed back up power system in place	Advise staff offices cannot be used during the planned outages

Support Services:

Area affected	Impact	Contingency	Recommendation
Helpline and business phonelines	Calls cannot be answered due to lack of power to	All relevant employees are to ensure that they will fully charge devices	Fully charge devices in advance.

	laptop or mobile phone	prior to planned outages and use a power pack as a back-up.	Purchasing separate power packs in advance should be discussed and actioned, if deemed appropriate.
Internet connection	Online systems cannot be accessed and therefore affecting the ability to complete work and transfer phonelines	Provide an alternative source of internet access, for example tether to hotspot on mobile phone	SSOs tether to hotspot on mobile phone. Data limit can be increased if required.

IT Systems/Technology:

Area affected	Impact	Contingency	Recommendation
People Safe (Lone working tool)	People Safe is unavailable for staff to use during a planned power cut.	People Safe have advised they have back up power systems and generators to prevent service disruption. Staff can use as normal.	No recommendation required
MAPS & Microsoft 365 access	No access to MAPS due to server being offline if power is cut	MAPS is accessible via Microsoft cloud environment and their back-up power systems and generators will prevent service disruption.	No recommendation required
Internet Connection (at home)	Online systems cannot be accessed and therefore affecting the ability to complete work	Provide an alternative source of internet access, for example tether to hotspot	Staff to tether to hotspot on mobile phone. Data limit can be increased if required.
Power to mobile phone and laptops	No power to devices to access systems	Ensure devices are fully charged prior to planned power cut. As mobile phone has better battery life staff can access systems via mobile phone if laptop does not hold appropriate	Ensure devices are fully charged prior to planned power cut. Where possible, plan admin time out with planned power cuts

		charge for length of power cut	
Helpline & Back up Line (My Inbound and Horizon)	Online systems cannot be accessed therefore affecting the ability to transfer helpline resources	Service providers have back up power in place to prevent service disruption. Systems should operate as normal.	No recommendation required
Helpline and business phonedlines	Calls cannot be answered due to lack of power to laptop or mobile phone	All relevant employees are to ensure that they will fully charge devices prior to planned outages and use a power pack as a back-up.	Fully charge devices in advance Purchasing separate power packs in advance should be discussed and actioned, if deemed appropriate. Fully charge devices in advance.

Service Implications

Area affected	Impact	Contingency	Recommendation
Planned support <ul style="list-style-type: none"> • Phone calls • Meetings • Visits 	Mileage/petrol station closures Houses without power Street lighting / staff safety Visits / calls / support do not go ahead	Staff ensure enough petrol for both outward and return journeys Individual risk assessments Individual risk assessments Team co-ordination to respond to CYP&F needs on a priority basis.	Team meeting agendas contain weekly details of potential power outages. Teams to ensure forward planning as appropriate. Move visits out with any planned power outages.
People Safe (Lone working tool)	People Safe is unavailable for staff to use during a planned power cut.	People Safe have advised they have back up power systems and generators to prevent service disruption. Staff can	Devices to be fully charged and a note of planned power outages to be reviewed weekly at team meeting.

		access use as normal.	
Limitations on visit activities (such as venues being closed as they have no power etc etc)	Planned activities cannot go ahead.	Forward planning appropriate activities.	Planned focus of support needs to be adapted.
Local environment (will streetlights still operate)	Staff safety whilst in the community	Dynamic risk assessment.	Ensure planned power outages by area and known and planned for.
Staff availability (if for example schools / nursery provision not open due to planned power cuts)	Impact on direct service delivery for CYP&F.	Discussion and re-arrangement of planned support in line with support planning.	Team manager and staff to agree planning.
Helpline and business phonelines	Calls cannot be answered due to lack of power to laptop or mobile phone	All relevant employees are to ensure that they will fully charge devices prior to planned outages and use a power pack as a back-up.	Fully charge devices in advance Purchasing separate power packs in advance should be discussed and actioned, if deemed appropriate.

Communications Plan – commencing Monday 19th December

Document to be printed and available in offices

To be promoted in 'Weekly' commencing Tuesday 13th December, and followed up with reminders.

All managers must inform staff members and raise awareness following 13th December.

All managers are to add this as a standing agenda item to their team meetings for discussion, and to ensure all staff are aware of the details, and to agree any necessary actions.

Any suggested amendments, clarifications and additions are to be fed back to Emma Hyndman, Business Support Manager, for consideration.