



Streetlight UK Business Continuity Plan: Covid-19

Date: 4th November 2020

This document is Streetlight UK's response to the Covid-19/Coronavirus threat.

Streetlight UK will follow the advice regularly reviewed and published by Public Health England and will follow the health advice from the NHS. Streetlight UK will review this daily. Current advice can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/> and <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

1. As of 16th April 20 – all frontline Outreach is recommencing, including 1-2-1 Day time support, night time outreach in North London, Outreach online and supporting the Police on live operations. Outreach will be carried out in a COVID19 safety recommended approach as follows:

- All Staff/Volunteers will use recommended PPI – Gloves and Masks.
 - All Staff/Volunteers will wash hands before and after outreach and use of gloves.
 - Hand gel will also be made available for staff/volunteers.
 - All Staff/Volunteers will maintain a safe distance of 2metres with service users and any other individuals, including the police during 1-2-1 or outreach.
 - Service users who are shielding or who would prefer not to receive face-to-face support remain having the option of Telephone call, SMS or email contact.
 - All Staff/Volunteers have been made aware of our updated lone working policy, in light of Covid19.
 - All Staff/Volunteers will operate under the new lone working policy in regard to Online outreach activities, and to include Facetime if necessary to ensure emotional wellbeing. Online outreach should always require a check-in with team leaders prior to and after outreach.
2. The women Streetlight UK support are a high risk vulnerable group and therefore Streetlight UK aim to ensure they continue to receive the support they require during this time whilst considering staff and volunteers health risks.
3. Streetlight UK have recommenced joint working and projects that are run in collaboration with another service where this is appropriate during the stay at home lockdown.
4. We are increasing our outreach online across our whole service, throughout Sussex, Surrey and London, to ensure that this vulnerable group of women is supported during the Covid-19 crisis.
5. All staff and interns returned to their respective offices (with Sussex/Surrey team returning on 01/06/20 and London team returning on 07/07/20 in line with office Covid-19 safe guidelines. During the second lockdown commencing on 05/11/20, Sussex and Surrey staff are continuing to work in their office as this is necessary for the service to continue to operate. The London staff and interns will be working remotely from home where possible, however have full access and ability to work from their office when required to ensure the service is fully operational.
6. This is a working document and will be reviewed regularly by the Trustee board for Streetlight UK in light of the Covid-19 Pandemic.

Helena Croft

Executive Director of Streetlight UK

04/11/2020