The Triangle Trust Contingency Plan

As a small organisation the Trust is heavily reliant on its two staff and so their absence is a key risk to mitigate against. Should the staff be unable to work for any reason, the following is a guide for continuing operations.

There are various documents held on Googledrive (see overleaf) which will provide the information required to continue to run the Trust in the absence of either staff member. Depending on the length of absence, temporary support may need to be recruited through to cover workload. However, it would be possible to cover key tasks on a short-term basis as outlined below:

Area of work	Responsibility	Cover	Notes
Initial point of contact for the office / Trust	Grants Administrator	Director	Director can access email accounts/phone. Chair/Vice Chair and Treasurer to have access to office/Googledrive with relevant log ins.[1]
Day-to-day finance tasks	Director	Grants Assistant (with support of Treasurer)	Treasurer can access bank account and can be authorised to set up payments. Book keeping is done out of house using TT's Xero accounting package and receipts uploaded via hubdoc. Log in details provided.
Grant payments	Director	Treasurer (with support of Grants Administrator)	Treasurer can access Salesforce grants database to see payment schedule. GA can process payments ready for Treasurer to authorise.
Line Management of GA	Director	Chair	Chair to be given a copy of Trust workplan.[2] It will be important to ensure GA is well supported in Director's absence.
Grant-making activity (current commitments)	Director	Grants Assistant	Grants Assistant can access email accounts / Grants Database which has details of applications & grants
Grant-making activity (new)	Director		If Director away for a significant chunk of time

[1] Needs to be set up
[2] Needs to be put into new format and shared

			new grant making would be suspended.
External meetings and partnership working	Director	Grants Officer	GO has access to shared Office calendar and can cancel, cover or arrange Trustees to cover meetings as appropriate. Unless urgent, meetings would be postponed until Director is back at work.
Day-to-day management of the organisation	Director	Grants Officer	With support of the Chair and Trustees
Trustee Meeting preparation and support	Director and Grants Assistant	Director or Grants Assistant (with support from Chair)	These should go ahead as planned unless there is a convincing reason to delay.

Data access:

- Triangle Trust documents are saved on **Googledrive**, a cloud-based document storage system to which both staff members have access. The Chair should also have access to this.
- The Grants Administrator has keys to the office in Brighton and access to the passwords for the computers there. The GA also has relevant log in details for online accounts linked to the website, Salesforce, Formstack etc. The Treasurer should have their access on CAF Bank upgraded to include admin permissions and also be provided with the log in for Xero and the contact details for the Book Keeper and auditor.
- Payroll is done externally and the contact details are in the Procedures Manual.
- There is a shared Office calendar in **Outlook** which contains details of all scheduled meetings to which both staff have access. The Director has access to the Trust's email accounts. Access to the Director's emails can be had via the computer in the office.
- Operational documents are held in an **Office and Trust Admin folder structure**, with relevant folders clearly named, such as Policies & Procedures or Workplan. An **Annual Trust Workplan** that outlines the key activities scheduled each year will be updated and put in a suitable format and shared.
- There is a **Procedures Manual and a list of key contacts** (currently being updated) which includes details of our Landlords, local Council, Auditors, Investment Managers, Banks, Payroll Company, IT and Database support provider, Charity Commission etc. A Finance Procedures document has an up-to-date list of bank and investment manager signatories.
- The Trust has a **Salesforce grant-making database** which holds records of all past and scheduled grant payments and contact details for applicants and grantees. Both members of staff have access, as do all Trustees – although Trustees will need to access the full version of Salesforce rather than the Trustees version. A consultant is currently being identified to provide ongoing support around Salesforce and this could include additional training for Trustees if required.
- An IT support company hosts our **website** and this can be edited using WordPress (both staff currently have access and we also have freelance support).
- There is also a **Trustee meetings folder** on Googledrive with an agenda planner and also copies of all Board papers.
- The Trust's legal documents are kept on Googledrive and it is being checked if these are also held by solicitors. The documents on Googledrive can be accessed by staff and Trustees with access.

Practical Actions:

- **Email:** Set up automatic replies from absent staff member's email to say inbox not being monitored for time being. Direct enquirer to other staff member with time sensitive enquiries or arrange automatic forwarding of new emails. Our IT support provider can assist with this if necessary.
- **Prioritising:** Use the annual workplan and key responsibilities list above to identify the tasks that MUST be completed during the time period of absence – particularly finance, operations, grant-making and governance.

If both staff are unexpectedly absent:
In the highly unlikely event that both staff are unexpectedly absent for any length of time then as a further measure we can ask The Trust Partnership to take on the responsibility of running the charity or finding an interim Director to take over day to day activities. We would need to spend a few days showing the team there our systems and provide them with a copy of our Procedures Manual. If they were needed to take on the running of the Trust they would quickly be able to with minimum disruption as the key systems in place (Googledrive, Outlook, Salesforce, Xero, WordPress) are all well-known (and so could be used by new people with relevant experience) and access to required data is available to Trustees or can be easily arranged.