

**Business Continuity Plan**

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| **Plan Details** |
| **Date Plan Ratified** | **28th February 2023** |
| **Plan Owner** | **Charlotte Dear** |
| **Plan Writer** | **Haydn Dear** |
| **Version Number** | **1** |
| **Review Schedule** | **Annually or after incident** |
| **Date of Plan Review** | **28th February 2024** |
| **Plan storage details** |  |

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| **Version Control** |
| **Date** | **Changes Made** | **Approved By** |
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| **Plan Purpose and Scope** |

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| **Purpose** | To provide CANTO Learning Ltd with a structure in the event of a disaster or major incident, allowing us to give an immediate, effective and caring response that will minimise disruption to normal CANTO activity. |
| **Plan Scope** | On site and visits |
| **Other plans or procedures linked** |  |

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| **Plan Activation** |
| Circumstances | The plan will provide a framework to support the college as it seeks to respond to a disaster or major disruption to normal activity. Triggers for the activation of the plan may include:* Loss of key people or skills, eg above normal levels of absenteeism due to illness/injury or other scenarios such as severe weather or people leaving the organisation.
* Loss of critical systems such as IT network disruption, telephony outage, power outage, utilities disruption.
* Being unable to access building or area of building due to facility loss, fire/damage for a period of time.
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| Authority to Activate Plan | Who is able to activate the plan:C.Dear, H.Dear, J.Byrne, Chair of trustees, Deputy Chair of trustees |
| Notification Procedures | Who? | Why? |
| Head | Decide on activation of plan and identify appropriate staff to form response team. To be logged |
| Chair of Trustee’s | Support strategic decisions of head/SLT |
| SLT | Deputise for or support head in actions. |
| Tsunami | Provide IT support and recovery if appropriate |
| SLT/Trustees | Support Media communication |
| Taylor Made Tech | Provide support re communications and internet if appropriate |
| H20  | If appropriate to support facilities failure if appropriate  |
| Stakeholders LA | Contact re potential support that maybe available |
| Finance Director | To manage logging of costs |
| **Plan Activation Process** |

**Take appropriate action to maintain critical activities**

**Take appropriate action to resume all activities**

**Take appropriate action to manage incident**

**Notify Relevant Individuals**

**Activate the Plan**

**Significant Impact**

**Do NOT activate Plan**

**Are Critical Activities impacted?**

**Assess the scale and impact on CANTO**

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| **Incident Management** |

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| **Incident Management Phase** | **If the disruption is not sudden it maybe more appropriate to follow the continuity process.** |
| Purpose | * Protect the welfare and safety of students, staff, visitors and the public.
* Protect vital assets eg equipment, data, reputation.
* Ensure urgent and necessary communication takes place.
* Support the business continuity process.
* Support the Recovery process.
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|  | **Requirement** | **Action** | **Action Complete****Tick yes or no** | **By Who** |
| 1 | Make an quick initial assessment.* Survey the situation/scene.
* Assess impact on students/staff/others
* Assess severity/duration of impact
* Share information with relevant staff
* Evacuate the building if needed, including animals if appropriate.
* Encourage staff and students not directly involved to leave scene logging this. (if relevant)
* Call emergency services (if needed)
 | Incident Lead to gather and share information to support decision making. |  |  |
| 2 | Identify individuals to carry out Incident management roles.  | Relevant staff identified in appendix |  |  |
| 3 | Start log of key decisions, actions and who is responsible, to be maintained throughout incident. | Incident log attached in appendix |  |  |
| 4 | Record names of students/staff/volunteers that have been injured or affected by incident | This info may need to be shared with emergency services, consider how to be logged? |  |  |
| 5 | Log details of all items lost due to the incident if appropriate whether college, student, staff or visitor property. |  |  |  |
| 6 | Ensure recording process in place for students/staff/visitors leaving site/scene. | How do we want to log? |  |  |
|  | **Requirement** | **Action** | **Action****Completed Tick Yes/No** | **By Whom** |
| 7 | Establish the key priorities for the rest of the day. | Led by SLT roles and actions to be identified.Actions to be undertaken that will support health and safety and well being of staff/students and othersConsideration to be given to establishing a pattern of working for the near future to minimise disruption.Other responsibilities college has. |  |  |
| 8 | Communication StrategySharing of appropriate information with staff, students, parents/carers relevant professionals. | If agreed template to be added to appendixHow accessible staff/parents contact details? |  |  |
| 9 | Log additional expenditure incurred due to incident | Log to be created |  |  |
| 10 | Log items recognised as damaged due to incident as long as it is appropriate (are there H&S implications) | Log |  |  |
| 11 | Establish support process for staff/students in relevant | Ensuring continue with programme in a safe environment. Support in managing changeContact other professionals if appropriate for supportFlexible working arrangements where appropriate |  |  |
| 12 | Create re-homing plan for animals on a short/long term basis if appropriate. | Record where animals will be taken and who is responsible for them. |  |  |

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| **Business Continuity**  |

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| Business Continuity Phase |
| Purpose | * To ensure that priority is given to those services most important to re-establish.
* To identify services/processes that can be re-established quickly.
* To identify areas that are non-critical that can be suspended for time being to allow for refocusing of resources.
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| Items requiring immediate attention | Priority services/processes to be re-established. BIAHow to log or record in minutes.Business Impact Analysis to support decision to take place as part of Development (SLT) |

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|  | **Requirement** | **Action** | **Action****Complete** | **By****Whom** |
| 1 | Set a meeting for the response team to evaluate impact of incident on the organisation. | Dependent on incident it maybe appropriate to receive input from external sources. Or even invite to meeting. |  |  |
|  | Speak with key stake holders to gather information as to what is seen by external parties as critical. |  |  |
| 2 | Plan how activities can be maintained identifying those most important to the organisation using the Business Impact Assessment as a tool.  | Consider:* Immediate and ongoing priorities.
* Communication strategies
* Resource availability
* Roles and responsibilities
* Finance
* Welfare issues
* Stakeholder engagement
* Planning recovery of non-critical activities
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| 3 | Identify any stakeholders who should be involved in business continuity response | Support of external partners may drive recovery of activity? |  |  |
| 4 | Log all decision and actions and those ideas rejected with rationale | To be added to incident log? |  |  |
| 5 | Log all financial expenditure | To be logged as per incident management |  |  |
| 6 | Manage appropriate communication with all relevant parties | Member of response team or trustees to be identified who can support in this role. |  |  |

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| **Business Continuity Strategies** |
| **Purpose** | * To document alternative methods of working to enable the organisation to maintain critical activities in the event of a disruption.
* To ensure and evidence that alternative ways of working are agreed and felt fit for purpose.
 |
| **Circumstances when implementation of Business Continuity Strategies may take place** | It is recognised that it is impossible to identify all possible categories that could lead to the implementation of the Business Continuity Plan but they will generally fall within one or more of the categories below:* Loss of key people or skills, eg above average absenteeism due to illness or injury, significant number of people leaving organisation.
* Severe weather impacting ability to attend site, impacting resources on site, transport disruption.
* Loss of critical systems such as IT network, Telephony outage, power outage, utilities disruption.
* Denial of access to building or part of building, through damage through fire/flood, an external emergency preventing access to entrance, utilities failure.
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| **Options to mitigate against a loss of premises or access to** | **Additional info** |
| 1 | Identify suitable single or multiple alternative sites to be used on a temporary basis. Sites to be graded on their suitability |  |
| 2 | Mutual support arrangement to be explored with local colleges, university.  |  |
| 3 | Virtual learning provision to be considered with evaluation of available resources |  |
| 4 | Possibility of isolating the problem within the building, use of other areas of the building to be considered |  |
| 5 | Possibility of reducing numbers attending, reducing days of attendance and timetable to cope with lack of accommodation at site |  |
| 6 | Possibility of planning shorter days or activity days with some groups accessing activity off site. |  |
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| **Options to mitigate against a loss of critical IT systems** | **Additional info** |
| 1 | Use a secure cloud based network than can be accessed via the internet to allow extra back up and protection for files. (In place) |  |
| 2 | Adapt session plans/alternative session plans |  |
| 3 | Ability to access systems from outside of our network for secure systems. (In place) |  |
| 4 | Ensure resources are available for staff who undertake critical activities to be able to work from home. (In place) |  |
| 5 | Consider the purchase of additional equipment to support from home working for staff, expenses to be logged. |  |
| 6 | Consider whether changes to working patterns/methods in relation to IT could support a quicker recovery. |  |
| 7 | Consider the suspension of non-critical IT activities to support recovery of systems. |  |

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| **Options to mitigate against a loss of staff or skills** | **Additional info** |
| 1 | Consider use of agency staff or reassignment of identified staff to fill gaps. |  |
| 2 | Consider increase of group sizes, more group based activity such as sport/teams based activity that would facilitate larger groups, any opportunities for increased independent learning to allow for increased group sizes, incorporation of virtual learning. |  |
| 3 | Explore options with nearby providers who may support, provide access to their facilities to enable larger groups with our staff, alternatively sub contract staff to us. |  |
| 4 | Identify critical and non-critical areas where staff loss occurs and consider temporary re-structure. |  |
| 5 | Consider extension to staff hours/overtime pay to allow for greater delivery time whilst still enabling prep time. |  |
| 6 | If short notice absence due to high number cases of sickness consider collapsing of groups particularly on Turing side of the programme. Identify students attending who may struggle to adjust to a change in timetable. |  |
| **Recovery**  |

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| Recovery and re-commencement of all activity |
| Purpose | * To return to business as usual as quickly as possible
* To ensure that those non-critical activities suspended as part of response are re-introduced within timescales
* Where the impact is of a longer timescale for provision to be identified and implemented for normal operations to be re-started
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|  | **Requirement** | **Action** | **Action****Complete** | **By****Whom** |
| 1 | Plan and agree the actions required to enable the recovery of the organisation and resumption of all normal activity. | Actions plan to be in plan with responsibilities identified and set against timescales. |  |  |
| 2 | A continued record of expenditure to be maintained | Log |  |  |
| 3 | Ensure support for the well being of staff and students is maintained through pre-agreed processes. | Continued with established support consider whether any external support is needed |  |  |
| 4 | Once recovery is complete ensure that is communicated to all relevant parties | Log |  |  |
| 5 | Carry out a de-brief of the incident and response with all relevant parties | Schedule meeting for de-brief, identify which actions were completed on time, and note any suggested amendments to processes. |  |  |
| 6 | Review the Business Continuity Plan  | Implement recommendations and update plan if relevant. |  |  |