

Policy Name	Business Continuity Plan	
Policy Reference	NWCS-OP01	
Policy Owner	Paul Sheron	
Latest Review Date	31/01/2023	
Next Review Date	31/01/2024	
Version	Approved by	Summary of changes
1	PS	

Aim and Purpose of the policy	To ensure that the business is covered for every eventuality to ensure that it can remain operational
Who is this policy for?	This policy relates to all activity carried out by NWCS Training Ltd
Key contacts and resources	<p><u>Resources</u></p> <ul style="list-style-type: none"> - Keeping Children Safe in Education (DfE September 2021) - https://www.gov.uk/coronavirus <p><u>Key Contacts</u></p> <p>Head of Centre- Paul Sheron Operational Manager- Karen Luxon</p>
Relate Policies and Procedures	

Aim and Vision

To prepare this business to cope with the effects of any emergencies including:

- Pandemic (Covid-19)
- Flooding
- IT Failure
- Fire
- Loss of power/electricity/water
- Transport Strike
- Flu Outbreak
- Terrorist Attack
- Extreme Weather Conditions

Rationale

Dependent upon the severity of the emergency as to whether this plan will become effective in part or whole in order to minimise any loss or damage to the business, service users, students or purchasers.

Intent

- 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
- Ensure the safety of staff and others
- Maintain provision of services
- Preserve our assets
- Return to business as usual as soon as practicable

Implementation

Effect on Service: Central Administration

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> ● Lack of access to central service ● Daytime emergency response delay ● Diarised events cancelled ● Security issues ● No central computer system ● No formal communication system
24 – 48 hours	<ul style="list-style-type: none"> ● Continued lack of access to service ● Key personnel communication issues ● Diarised events cancelled
Up to 1 week	<ul style="list-style-type: none"> ● Loss of Cohesive organisation ● Possible payment of suppliers/wages delayed ● Staff Interviews recruitment issues ● On-site training issues
Up to 2 weeks	<ul style="list-style-type: none"> ● Loss of Cohesive organisation ● Backlog of data input growing to unacceptable levels ● Loss of Cohesive organisation

Resource Requirements for Recovery:

Time	No. of staff	Relocation	Resources required	Data required
First 24 hours	All relevant staff	No	<ul style="list-style-type: none"> • Access to centralised information & computer systems • Phones (use mobiles) 	<ul style="list-style-type: none"> • Diary Appointments • Information on payment deadlines
24 – 48 hours	All relevant staff	Not as a permanent move	<ul style="list-style-type: none"> • As Above 	<ul style="list-style-type: none"> • As Above
Up to 1 week	All relevant staff	Consider	<ul style="list-style-type: none"> • As Above 	<ul style="list-style-type: none"> • As Above
Up to 2 weeks	All relevant staff	Strongly Consider	<ul style="list-style-type: none"> • IT systems • Landline Phones • Office Space • Furniture • Accessible Services 	<ul style="list-style-type: none"> • Data backups • Filing • Other relevant documents • Centralised information e.g. contacts/ emails/ phone numbers etc

Business Impact Analysis

Effect on Service: Training facility

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> • In the event of a loss or partial loss of the service establishment alternative suitable accommodation needs to be accessed • Staff notification re change of location ensure continuity of training • Notification to appropriate authorities; H&S, ESFA etc could lead to possible investigation • Notify students of problem and any alternative arrangements made – give approximate time scale
24 – 48 hours	<ul style="list-style-type: none"> • Co-ordinate staff at alternative location • Contact students to keep them up-to-date
Up to 1 week	<ul style="list-style-type: none"> • On-going property issues – size/capacity • Coordinating staff and students within the confines of relocated service
Up to 2 weeks	<ul style="list-style-type: none"> • On-going property issues – possible permanent relocation • Longer term communication/IT concerns • Marketing • Possible loss of student to alternative provider

Resource Requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	Head of Centre / Operational Manager	Yes-if loss of property related	<ul style="list-style-type: none"> • Space • Furniture & Fittings 	<ul style="list-style-type: none"> • Student data • Tutor lesson plans
24 – 48 hours	All Staff	Yes-if loss of property related		
Up to 1 week	All Staff	Yes-if loss of property related	<ul style="list-style-type: none"> • IT/Phone systems 	
Up to 2 weeks	All Staff	Yes-if loss of property related		

Hazard Analysis Table

In all cases staff awareness and training is vital to ensure minimum impact to the organisation in the event of any major incident.

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

Hazard	Impact	Mitigation in Place	Additional Mitigation possible	Risk Matrix Score
Pandemic	<ul style="list-style-type: none"> Lockdown Lack of Staff due to Sickness Staff under Quarantine Death 	<ul style="list-style-type: none"> Bank Staff Overtime Hospitalisation of most serious Increased Company sick pay period. 		A
Flooding	<ul style="list-style-type: none"> Damage to property Damage to IT/Phone Systems Damage to Electricity Supply Loss of Property Partial Closure of Affected Area Staff & Service Users Need To Be Relocated 	<ul style="list-style-type: none"> Insurance Remedial Maintenance on Equipment 		B
IT Failure Computer Virus	<ul style="list-style-type: none"> Loss of Information Loss of Income Downtime for Inputting Data Increased Cost 	<ul style="list-style-type: none"> Maintenance Agreement in Place Nightly Backups Separate Backups for Finance and Payroll Anti-virus Software Detection and Elimination 	<ul style="list-style-type: none"> Virtual Backups Additional Off Site Storage Cross Site Support 	C
Loss of Electricity	<ul style="list-style-type: none"> Site Closure Downtime for Staff In-accessible IT systems Possible Loss or corruption of Data Food Loss in Fridges & Freezers if Prolonged 	<ul style="list-style-type: none"> Electricity Certificates Sight Checks PAT Testing 		B

Fire	<ul style="list-style-type: none"> • Complete Loss • Partial Loss • Smoke Damage • Death/ Serious Injury 	<ul style="list-style-type: none"> • Fire Alarm /Smoke Detectors • Fire Training • Emergency Signs • Emergency Lighting • Trained Fire Marshals • Fire Drills • Fire Fighting Equipment 		B
Transport Strike	<ul style="list-style-type: none"> • Lack of Staff • No Access to Service User Activities • Additional Cost 	<ul style="list-style-type: none"> • Taxis • Named Drivers 		D
Flu/Other Contagious Outbreak	<ul style="list-style-type: none"> • Lack of Staff due to Sickness • Contagious Service Users – Staff Refusal to Support • Staff/Service Users under Quarantine • Death 	<ul style="list-style-type: none"> • Bank Staff • Family & Friends support • Overtime • Hospitalisation of most serious • Increased Company sick pay period. 		B
Terrorist Attack	<ul style="list-style-type: none"> • Complete Loss of Site or Service • Partial Loss of Site • Hospitalisation • Death 	<ul style="list-style-type: none"> • Being Alert and Aware • Insurance • Protocols • Emergency Services 		B
Loss of Water Services	<ul style="list-style-type: none"> • Sanitation Issues • Loss of Drinking Water • H&S Implications 	<ul style="list-style-type: none"> • Re-cycle water for sanitation • Bottled Water for Drinking • Insurance for leaks 		D
Extreme Weather Conditions	<ul style="list-style-type: none"> • Inability to provide services or administrative support • Link to transport issues • No training operation • Heating system failure (link to loss of electricity) 	<ul style="list-style-type: none"> • Taxis • Named Drivers • Bank Staff • Family & Friends support • Overtime • Back to back shifts • IT support systems for admin to work at home • On-line banking 		B

		<ul style="list-style-type: none"> • Additional paid leave • Training staff allocated home work 		
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Key Contacts - Utility Services

Contact	Office Number	Mobile Number	Area of Support
Patrick Hemus*	07501 455172		Site Manager
Richard Cuckow	richard.cuckow@ceracare.co.uk		IT Manager
Voice Engineer.Com Alen/Sue	0845 0743360		Phone Systems
National Grid	0800 111 999		Gas Leak
United Utilities	01925237 000		Water Leak
			Insurance Brokers
			General Maintenance
			Agency Staff
			Manchester Maintenance
			CPS Data System
	999		General Emergencies

Key Contacts - Contracts/Legal Obligations

Contact	Mobile Number	Useful information
ESFA – Daniel Reid	07500 669 307	Daniel.REID@education.gov.uk
Lindsey Appleby-Flynn Cera Care contact	07523902027	lindsey.appleby-flynn@ceracare.co.uk

Other Key Contacts - Staff

Contact	Mobile Number	Useful information
Lindsey Appleby-Flynn Cera Care contact	07523902027	lindsey.appleby-flynn@ceracare.co.uk
Karen Luxon	07548 840164	Operational Manager
Paul Sheron*	07548 840156	Operational Manager

* indicates key holder

Impact

It is a requirement that 100% of learners/staff in the event of an incident adhere to the Business Continuity Policy

Definitions

'All relevant staff' refers to any individual that is employed within NWCS Training.

Key Facts

Professionals providing this service should be aware of the following:

- Members of staff should ensure that they comply with the Business Continuity Policy at all times.
- The Business Continuity Policy is non-contractual and may be amended at any time.
- Any failure to comply with this policy can result in disciplinary action against the member of staff.

Policy Review and Implementation

This policy will be updated as necessary to reflect current best practice, official guidance, and in line with current legislation.

This policy is specific to that of NWCS Training Ltd and has been ratified by Head of Centre Paul Sheron

A handwritten signature in black ink, appearing to be 'Paul Sheron', written in a cursive style.

31/01/2023