



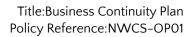
Policy Name	Business Continuity Plan		
Policy Reference	NWCS-OP01		
Policy Owner	Paul Sheron		
Latest Review Date	31/01/2023		
Next Review Date	31/01/2024		
Version	Approved by	Summary of changes	
1	PS		





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	<u>Resources</u> -Keeping Children Safe in Education (DfE September 2021) - <u>https://www.gov.uk/coronavirus.</u> <u>Key Contacts</u> Head of Centre- Paul Sheron Operational Manager- Karen Luxon
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.

Cera

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	 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	 Continued lack of access to service Key personnel communication issues Diarised events cancelled 	
Up to 1 week	 Loss of Cohesive organisation Possible payment of suppliers/wages delayed Staff Interviews recruitment issues On-site training issues 	
Up to 2 weeks	 Loss of Cohesive organisation Backlog of data input growing to unacceptable levels Loss of Cohesive organisation 	

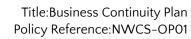




Resource Requirements for Recovery:

Time	No. of staff	Relocation	Resources required	Data required
First 24 hours	All relevant staff	Νο	 Access to centralised information & computer systems Phones (use mobiles) 	 Diary Appointments Information on payment deadlines
24 – 48 hours	All relevant staff	Not as a permanent move	 As Above 	 As Above
Up to 1 week	All relevant staff	Consider	 As Above 	 As Above
Up to 2 weeks	All relevant staff	Strongly Consider	 IT systems Landline Phones Office Space Furniture Accessible Services 	 Data backups Filing Other relevant documents Centralised information e.g. contacts/ emails/phone numbers etc





Business Impact Analysis

Cera

Effect on Service: Training facility

Time	Effect on Service:	
First 24 hours	 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	 Co-ordinate staff at alternative location Contact students to keep them up-to-date 	
Up to 1 week	 On-going property issues – size/capacity Coordinating staff and students within the confines of relocated service 	
Up to 2 weeks	 On-going property issues - possible permanent relocation Longer term communication/IT concerns Marketing Possible loss of student to alternative provider 	

Resource Requirements for Recovery:

				i
Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	Head of Centre / Operational Manager	Yes-if loss of property related	 Space Furniture & Fittings 	 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	 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	 Lockdown Lack of Staff due to Sickness Staff under Quarantine Death 	 Bank Staff Overtime Hospitalisation of most serious Increased Company sick pay period. 		A
Flooding	 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 	 Insurance Remedial Maintenance on Equipment 		В
IT Failure Computer Virus	 Loss of Information Loss of Income Downtime for Inputting Data Increased Cost 	 Maintenance Agreement in Place Nightly Backups Separate Backups for Finance and Payroll Anti-virus Software Detection and Elimination 	 Virtual Backups Additional Off Site Storage Cross Site Support 	С
Loss of Electricity	 Site Closure Downtime for Staff In-accessible IT systems Possible Loss or corruption of Data Food Loss in Fridges & Freezers if Prolonged 	 Electricity Certificates Sight Checks PAT Testing 		В





		,	
Fire	 Complete Loss Partial Loss Smoke Damage Death/ Serious Injury 	 Fire Alarm /Smoke Detectors Fire Training Emergency Signs Emergency Lighting Trained Fire Marshals Fire Drills Fire Fighting Equipment 	В
Transport Strike	 Lack of Staff No Access to Service User Activities Additional Cost 	TaxisNamed Drivers	D
Flu/Other Contagious Outbreak	 Lack of Staff due to Sickness Contagious Service Users – Staff Refusal to Support Staff/Service Users under Quarantine Death 	 Bank Staff Family & Friends support Overtime Hospitalisation of most serious Increased Company sick pay period. 	В
Terrorist Attack	 Complete Loss of Site or Service Partial Loss of Site Hospitalisation Death 	 Being Alert and Aware Insurance Protocols Emergency Services 	В
Loss of Water Services	 Sanitation Issues Loss of Drinking Water H&S Implications 	 Re-cycle water for sanitation Bottled Water for Drinking Insurance for leaks 	D
Extreme Weather Conditions	 Inability to provide services or administrative support Link to transport issues No training operation Heating system failure (link to loss of electricity) 	 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 	В





	 Additional paid leave Training staff allocated home work
--	---

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	07523902027	lindsey.appleby-flynn@ceracare.co.uk
Cera Care contact		
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

for

31/01/2023