Floorskills Limited Business Continuity Plan

1. Introduction

Floorskills Limited is required to develop plans to manage business continuity in the event of a range of disruptions to services.

This plan should be read in conjunction with the provider's other evacuation plans and emergency procedures that deal with the immediate response to an emergency situation.

This plan deals with no-notice disruptions most likely to occur: loss of premises (through fire, flood etc); loss of utilities (electricity, gas, water, fuel); failure of IT and telephony; failure of supply; staff shortage; issues such as pandemic 'flu.

The impact of any serious disruption may manifest itself in terms of delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

This plan should be reviewed annually.

2. Aim of Plan

The aim of this plan is to provide guidance and support to enable the provider to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

a. To safeguard the safety and welfare of learners, staff and visitors.
b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning.
c. To maintain the community and identity of the Provider.
d. To return the Provider to normality.

3. Notification

During working hours, a site disruption is likely to become apparent to all staff and learners very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the Provider's Managing Director.

4. Plan Implementation

The responsibility for implementing this plan lies with the Managing Director or, if not available, other designated senior member of staff.

5. Initial Actions and Emergency File

Evacuation is dealt with in the Provider's Emergency Evacuation Plan

Upon activation of this plan, the Provider Managing Director, or his/her nominated deputy, will form a Business Continuity Management Team (BCMT) with responsibilities as listed in Item 7.

The primary objective of the BCMT is to manage the developing situation and minimise harm and danger to:

- Learners
- Staff
- Visitors to the provider
- Building, contents, and other assets and
- The Provider's ability to provide education

Emergency files will be stored in the Administrator's office, student reception and Managing Director's office

The files should contain the following items:
- A copy of this plan
- A copy of the Provider's evacuation and contingency plan
- Site plans
- Any other critical items

Up-to-date contact information for parents/carers will be available via any internet enabled computer.

The file should be taken out of the Provider building by the nearest person, only if safe to do so.

The emergency file will be checked termly for accuracy of information by the Administrator.

6. Assessment / Containment

As soon as practicable, the BCMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability

If the disruption has resulted in the loss of the Provider site, the BCMT meeting should be held at;

The Limes Country Lodge Hotel
Forshaw Heath Ln, Earlswood, Solihull B94 5JZ.

7. Roles and Responsibilities

Functional roles include, but are not limited to the following (dependant on resources available, individuals may be called upon to fulfil more than one role):

Incident Officer: Managing Director

- Chair Team meetings
- Co-ordination of the response
- Liaise with DFE/ LADO (Local Authority Designated Officer)
- Liaise with Chair of Governors
- Allocate resources.
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home

Staff and Communications Officer: Administrator

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Provide clerical and practical assistance to the Incident Officer.
- (Immediate!) Instruct staff not to leave the rendezvous point until told to do so.
- Liaison between Emergency Team and staff.
- Imparting factual information to staff.
- Liaison with SCC Corporate Communications, Somerset Direct.
- Agree key information to be given to learners by class teachers.

Welfare : Training Manager

- Ensure all learners, staff and visitors are safe and accounted for.
- Marshalling of learners, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to place of safety.
- Arrange for warm, dry shelter for everyone in the short term.
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Co-ordinate the sending home of learners and immediate care of those whose parents cannot be readily notified.

Premises: Administrator, supported by Managing Director

- Building security
- Turn off gas, electricity etc, if this can be done safely
- Salvage of critical documents/equipment if this can be done safely
- The nominated person should be in possession of a list of critical items
- Signs and notices for doors/boundaries
- Liaison with neighbours

- Identification/transfer to alternative premises

Continuity and Recovery: Managing Director
- Arrange for opening up of alternative premises
- Co-ordinate fitting out with furniture and equipment
- Liaise with Academy insurance companies
- Liaise with DFE as necessary

Data Recovery: External IT Support (See 8.4)

- Organise the retrieval and restore of data from back up tapes/systems

8. Potential Disruptions

8.1   Loss of Premises

Describe premises location in relation to floodplain, neighbouring properties and risk to fire and flood.

8.2 Loss of Utilities/ICT:

Utilities/ICT	Name of Supplier	Telephone Number
Electricity		
Gas		
Water		
Telephone		

8.3 Virtual Teaching:
If there is a serious disruption to education work can still be submitted by learners and accessed by teachers via normal e-mail addresses

8.4 Loss of Communication
In the event of total loss of telecommunication mobile phones can be used until phone system is repaired /replaced

Computers:
In the event of replacement computers being required the Provider will contact main suppliers and assess which contractor can replace equipment at the quickest/cheapest rate

Internet Access and IT Support:
Provided by BT

8.5. Back up
Dropbox backup holds all data. In the event of total loss it will be necessary to restore data from the last backup. Data on servers is separately backed up daily and stored in the cloud.

8.6 Staff Shortage
The most likely scenarios involving a significant loss of staff are:

Outbreak of disease (e.g., influenza pandemic)
Fuel Shortage
Industrial action

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

8.6.1 Epidemic/Pandemic -
Provider Pandemic Manager: Matthew Bourne and Deputy: Emma Bourne

An influenza pandemic or similar occurrence may jeopardise staffing levels, directly though staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

What the Provider's pandemic manager should do:

It is essential that information is disseminated about how to identify symptoms of flu and what to do in the event of a member of staff becoming ill with suspected flu.

Download the latest information for staff to prevent the spread of infection and in what circumstances they might need to close.

8.6.2 Fuel
In the event of a widespread fuel shortage, options will include: Increased use of;

- Public transport
- Car sharing
- Walking or cycling

When information indicates that a fuel shortage is expected, a list of staff living remotely from their place of work and with particular difficulties in accessing any of the above options will be compiled.

8.6.3 Industrial Action
As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

9. Recovery
Long-term recovery may be affected by decisions made during the assessment/ containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependent on the nature of the incident recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur) and will include ways of keeping the Provider community together during any period of dispersion, or commemorating the event on anniversaries.