



Business Continuity Plan

Maintaining this document is the responsibility of: Charlotte White

This document will next be reviewed on: 08.08.2020

The following premises are covered in this document:

Gatcombe House, Copnor Road, Portsmouth, Hampshire, PO3 5EJ

Gatcombe House is a beautiful Grade II listed building in Portsmouth which has been opened as Serviced Offices. This former stately home boasts period features and large sash windows giving each office a light and airy feel unmatched by most modern office buildings. This building operates as a head office function for Reach 4 Skills and for specialist training delivery.

Business Continuity Overview

Introduction

This plan deals with no-notice disruptions that are most likely to occur:

- Large scale loss of property (for example, through fire or theft) on Reach 4 Skills premises
- Loss of information through catastrophic failure of IT systems
- Unavailability of staff (for example, through a pandemic, flu)

The impact of any serious disruption may affect the delivery of training, safety/welfare, have financial consequences, reputation damage or environmental consequences.

Note: for work-based delivery of apprenticeships Reach 4 Skills at on-boarding will obtain a copy of the employers business continuity plan to ensure that we familiarise ourselves with this plan and ensure apprentice understanding.

Note: Reach 4 Skills utilises community venues or serviced offices as training facilities – these have their own evacuation plans. When working in these premises any work done by the apprentices is backed up on to Reach 4 Skills servers and will therefore never have more than 24 hours work lost.

Purpose

The purpose of this plan is to provide guidance for Apprenticeship delivery staff who are largely field based, and also head office-based administration and Centre management staff, to enable Reach 4 Skills (R4S), to lessen the impact of severe disruptions due to unplanned incidents.

This plan is designed to achieve the following strategic objectives in the minimum possible time frame:

- To safeguard the safety and welfare of apprentices, learners, staff and visitors to R4S premises and delivery sites
- To protect R4S delivery staff when on employer delivery sites in compliance with the employers business continuity plan
- To protect apprenticeship work by ensuring no more than a maximum of 24 hour lost work when interfacing with Reach 4 Skills e-portfolio apprenticeship tracking systems
- To resume provision of apprenticeship training services at the earliest opportunity and, where possible, secure continuation of learning
- To maintain the momentum and reputation of apprenticeship delivery
- To return apprenticeship delivery to normality.

Outcomes

Serves as a guide for those implementing our business continuity plan

- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.

Plan Implementation

To ensure that the business continuity plan is fit for purpose Reach 4 Skills carries out a six monthly rehearsal exercise, as recommended by Business Continuity Institute: www.thebci.org and the Home Office: www.gov.uk . This is done through the following plan.

- Paper-based exercises: read through the plan as a group, questioning each action. Are the actions still the right thing to do? Does the plan ask you to do things in the right order?
- Test the plan using a 'what if?' written scenario. New pieces of information will be added as the practice scenario unfolds, in the same way that more details would become clear in a real incident.
- Telephone cascading: without warning, a test message is sent out to everyone at the top of the call cascade lists in the plan. The

message is cascaded, with the last person in each cascade contacting a nominated person, who records when the calls come in. This allows us to check R4S communications structure. Are you having difficulty contacting people? Are the telephone numbers right? Are they still with the company?

- Full rehearsal (excluding apprentices themselves): a full rehearsal will show you how well different elements in your plan work together, which may not be clear when you test the individual parts. This will test the plan routinely, and check effectiveness minimum of cost and disruption.

Key staff - ownership of this plan rests with the Managing Director and Senior Executive who will instigate the contact tree which is displayed in the head office centre, electronically distributed to all staff at induction and when a new version is issued – staff should print a copy and keep in a safe place. Staff will receive training on the implementation of this plan at induction, for compliance staff should ensure that contact details are kept up to date.

Assessors and teaching staff will be responsible for ensuring that apprentices within their case load are:

1. Safe and secure
2. Aware of the policy and the action to take in case of activation of this plan
3. Aware of the need to back up their apprenticeship work either on their own computers or USB sticks
4. Employers are made aware of this plan and any action they may need to take to ensure continuation of apprentice delivery

Emergency contact in instances of business failure and the responsibility of implementing this plan lies with

- Andrew Norton, Owner and Executive Director
0778 7228533 andrew@curvepoint.co.uk
- Charlotte White, Managing Director
0777 Charlotte.white@reach4skills.co.uk

Initial Incident Phase

Event	Likelihood	Priority	Action
1.Premises Incident (flood, fire, or any other disaster that renders our office inaccessible)	MEDIUM	HIGH	<ul style="list-style-type: none"> • Evacuate the building, normal fire drill procedure. • Check evacuation is complete. Staff and visitor safety is the priority. Check everyone on-site has been evacuated • Verify if incident is real. If false alarm, resume business as normal • emergency services 999 • Record details of any injuries sustained in the incident using reporting forms/accident book • Alert staff and any staff due to arrive on-site soon of the incident and tell them to await further instructions. • Management team to meet to assess the scale of the incident & decide next steps • Inform insurance company • Inform landlord • Inform customers via email, phone, in person.
2.Loss or shortage of staff or skills	MEDIUM	HIGH	<ul style="list-style-type: none"> • Identify interchangeable staff • Assess extent of loss- Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. • Update ESFA/ILR
3.Loss of technology/tel ephony/data/power Business Critical systems	LOW	HIGH	<ul style="list-style-type: none"> • Check on status of business critical systems including learner work, MI and recording systems, Finance and Health & Safety. • Inform ESFA of incident and recovery estimates • Phones-Contact phone provider to ascertain extent of outage. • Alternate communication channels activated including communication tree • Use personal mobiles ensuring encryption is switched on for messaging

Back up and restoration of data			<ul style="list-style-type: none"> • Internet-Contact internet provider to ascertain extent of outage. • Mains power-Contact power provider to ascertain extent of outage. • Update ILR where necessary • Contact back-up data server holder and inform of disaster recovery situation and ensure security of off-site learner data.
4. Alternative transportation	LOW	Medium	<ul style="list-style-type: none"> • If apprentices or learners are due into the Head Office centre or a hired venue the assessor case-load manager should immediately contact learners to ask them to stay home on day one. Day two onwards learners should be informed of alternate training venues and methods of getting there via public transport.
5.Partner withdraws from the arrangement, falls into liquidation or administration	MEDIUM	HIGH	<ul style="list-style-type: none"> • Contact learners/employers weekly with status update to maintain contact • Update ESFA • Update ILR where necessary

Recovery Phase

Event	Solution
<p>1. Premises Incident – alternate operational delivery sites (flood, fire, or any other disaster that renders our office inaccessible)</p>	<ul style="list-style-type: none">• Agree other arrangements with alternate premises and provide resources to travel to alternate if required, for staff and apprentices classroom activities and ensure that information is cascaded effectively• Reschedule apprentice activity to work-based and e-learning activities• Localising the incident, for example isolating the problem on-site and utilising different premises• Contact learners/employers weekly with status update to maintain contact• Staff to use work or personal mobile phones. Contact telephone provider to forward office lines to staff mobiles• Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space• Update ESFA/ILR
<p>2. Loss or shortage of staff or skills</p>	<ul style="list-style-type: none">• Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract replacement.• Use larger training class sizes• Use virtual learning environment opportunities• Use pre-prepared educational materials that allow for independent learning• Suspending 'non critical' activities and focusing on your priorities• Using mutual support agreements with other training providers

<p>3.Loss of technology/telephony/data/power</p> <p>Restoration of Business Critical Systems</p> <p>Back up and restoration of data</p>	<ul style="list-style-type: none"> • Restore Business Critical information from back-up server when it has been agreed by IT professional that it is safe to do so • Inform ESFA that all systems are operational • Back-ups of key training data, for example CD or memory stick back-ups, server and photocopies of apprentice work stored on and off site, mirrored servers • Revert to paper-based system as a temporary solution for upload to e-portfolio when system working. • Emergency generator, • Emergency lighting- torches, candles • Staff to use work/personal mobile phones. Contact telephone provider to forward office lines to staff mobiles as alternate communication solution. • Staff to use home internet connections. If home connection unavailable contact local shared office providers to rent desk space • Staff to work from home until power is restored. • If power outage is widespread and staff homes are also affected contact local shared office providers to rent desk space. • Reinstall critical and working data from back-up systems
<p>4.Transportation</p>	<ul style="list-style-type: none"> • If incident continues after one day alternate transportation arrangements should be made including but not limited to: <ul style="list-style-type: none"> ○ Supported transportation to training venues: local taxi's etc. ○ Travel cards ○ Working from home
<p>5.Partner withdraws from the arrangement, falls into liquidation or administration</p>	<ul style="list-style-type: none"> • Identify new partners • Inform ESFA • Transfer apprentices to new provider in line with ESFA guidance and procedures

Useful information and contact details

Insurance company contact details: HISCOX

Telephone No: 020 7448 6000

Local Hospitals

Portsmouth: Queen Alexandra Hospital

Address: Hunter Rd, Cosham, Portsmouth PO6 3LY

Phone: 023 9228 6000

Wokingham: Royal Berkshire Hospital.

Address: London Road, Craven Road, Reading, Berkshire, RG1 5AN.

Website: <http://www.royalberkshire.nhs.uk>.

Tel: 0118 322 5111

Counselling Services

Samaritans

General counselling services

116 123

For Apprentices

The contents of this document are shared with apprentices and relevant information is included in their induction handbook.

In case of catastrophic failure apprentices should in the first instance contact:

Education and Skills Funding Agency

Apprenticeship helpline

nationalhelpdesk@apprenticeships.gov.uk

Telephone: 0800 015 0400

In the unlikely event that Reach 4 Skills staff are unavailable or in cases of extreme emergency apprentices can contact Reach 4 Skills, **ESFA Manager:**

Denise Young

Manager – FE Group Territorial Team (Berkshire and Buckinghamshire)

South and South West Territory

Further Education Group

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

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