



BUSINESS CONTINUITY PLAN

TURN Education C.I.C.

Old Turnpike Cottage, Hollington Lane, Stramshall, ST14 5EP

16.02.2020

Detailing arrangements for:

Incident Management

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Business Continuity

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Recovery and Resumption

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Section 1: ABOUT THIS PLAN

DOCUMENT CONTROL

Date	Revision/Amendment Details & Reason	Author
16.02.2020	Version 1.0 Document origination	PRW

PLAN PURPOSE

To provide a flexible response so that **TURN Education C.I.C.** can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

PLAN REMIT

The following *activities/services/functions* are covered by this Plan:

- Provision of compulsory school-age education commissioned by Local Education Authority or Education Trust
- Provision of animal-assisted therapy to children, young persons and vulnerable adults which may be privately funded and commissioned, grant-aided or sponsored and /or commissioned by local or national government or charities
- Leisure activities for children, young persons and vulnerable adults, usually privately commissioned and funded but may be grant-aided
- Animal husbandry for animals utilised in animal-assisted therapy activities
- Animal husbandry for rescue animals and rare breeds

The following *sites* are covered by this Plan:

- **Old Turnpike Cottage, Hollington Lane, Stramshall, ST14 5EP**

PLAN OWNER

Caroline Hardeman-Mason, Managing Director is this Plan's Owner and responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity.

PLAN DISTRIBUTION

This Plan is distributed as follows:

NAME	ROLE
Philip Whiteland	Chair of Board of Directors
Caroline Hardeman-Mason	Managing Director
Jody Pooley	Director and Equestrian Specialist

PLAN STORAGE

Electronic copies of this Plan are stored at:

TURN C.I.C. Google Drive (cloud storage)

and

PC at Registered Office (5 Lake Drive, Doveridge, Ashbourne, DE6 5NW)

E:\Documents\TURN Education\Policies and Procedures

PLAN REVIEW DATE

This Plan will be updated monthly and formally reviewed in **February, 2021**

PLAN EXERCISE/TESTING

This Plan was tested/exercised on 24.01.20 and the recommended amendments made. A full report of the Plan test is available from Caroline Hardeman-Mason

Section 2: PLAN ACTIVATION

CIRCUMSTANCES

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

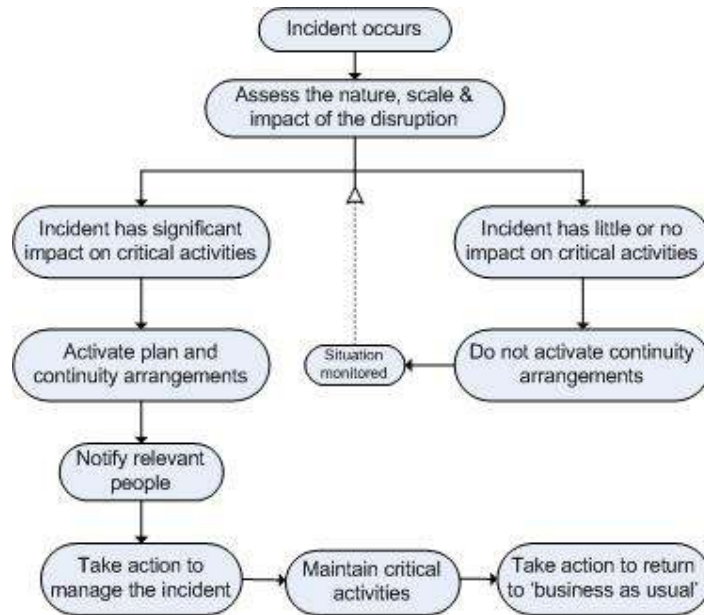
- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- Loss of critical systems e.g. ICT failure
- Denial of access, or damage to, facilities e.g. loss of a building through fire
- Loss of a key resource e.g. a major supplier vital to the delivery of a key service

RESPONSIBILITY FOR ACTIVATION

A member of the nominated **Business Continuity Team** for **TURN Education C.I.C.** will normally activate and stand down this Plan:

Name	Role	Office	Out of Office	Mobile
Caroline Hardeman-Mason	Managing Director	N/A	N/A	07734543827
Philip Whiteland	Chair	N/A	N/A	07932786758
Jody Pooley	Director	N/A	N/A	07717205501

PROCESS FOR ACTIVATION



Section 3: INCIDENT MANAGEMENT

PURPOSE OF THE INCIDENT MANAGEMENT PHASE

- Protect the safety of clients*, staff, visitors and the wider community
- Protect vital assets e.g. equipment, data, reputation etc
- Ensure necessary communication takes place
- Support the Business Continuity phase
- Support the Recovery and Resumption phase

ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF, VISITORS AND THE PUBLIC

The following actions will be taken to protect the immediate safety of staff, visitors and the public:

#	ACTION	FUTHER INFO/DETAILS
1.	Evacuate the building(s) and site, if necessary	Use normal evacuation procedures for the building
2.	Ensure all staff report to the Assembly Point.	The Assembly point for TURN Education C.I.C. is: to the left of main entrance to site, by site gate The alternative Assembly Point for TURN Education C.I.C. is: Learning Barn Caroline Hardeman-Mason is responsible for completing this action
3.	Call emergency services (as appropriate)	TEL: 999 Caroline Hardeman-Mason is responsible for completing this action
4.	Check that all clients*, staff, contractors and any visitors have been evacuated from the building and are present. Consider safety of all clients*, staff, contractors and visitors as a priority	Roll call from spreadsheet held electronically on iPad. Caroline Hardeman-Mason is responsible for completing this action
5.	Ensure log of incident is started and maintained throughout the incident phase	A decision and action log will be used to do this. The log template can be found <i>TURN Education Google Drive (cloud storage)</i>
6.	Record names and details of any clients*, staff, contractors or visitors who may have been injured or distressed in the incident.	Caroline Hardeman-Mason is responsible for completing this action
7.	Forward details of any fatalities or injuries in the incident to HSE under RIDDOR.	Caroline Hardeman-Mason is responsible for completing this action
8.	Assess impact of the incident to agree response / next steps	Caroline Hardeman-Mason is responsible for completing this action
9.	Log details of all items lost by staff, clients, visitors etc as a result of the incident	Caroline Hardeman-Mason is responsible for documenting this information
10.	Consider whether the involvement of other teams, services or organisations are required to support the management of the incident	Not applicable

* For the purposes of this Plan, the term 'clients' refers to children/young people and/or vulnerable adults using the services of TURN Education C.I.C.

COMMUNICATION ACTIONS

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred.

Caroline Hardeman-Mason is responsible for completing the communication actions.

ALWAYS CONTACTED				
□	Name	Role	Contact Details	Likely message
1.	Caroline Hardeman-Mason	Managing Director	07734543827	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Request to escalate or support
2.	Philip Whiteland	Chair	07932786758	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Indication of any press interest

CONTACTED DEPENDING ON INCIDENT				
□	Name	Role	Contact Details	Likely message
1.	Jody Pooley	Director	07717205501	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service
2.	Parents/ Carers	N/A	Utilising details held on booking form and confirmed on client's arrival on site.	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Expected duration of the disruption
3.	Schools/ Sponsoring organisations	N/A	Utilising details held on Service Level Agreements	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Expected duration of the disruption

ACTIONS TO SUPPORT BUSINESS CONTINUITY

□	ACTION	FUTHER INFO/DETAILS
1.	Recover vital assets/equipment to enable delivery of critical activities ²	The essential equipment/resources/information that need to be recovered where possible are: animals, vehicles and trailers to be secured OR moved to pre-arranged recovery site.
2.	Assess the key priorities for the remainder of the working day and take relevant action	Send participants home. Secure animals to RSPCA standards. Secure property and site overall.
3.	Inform staff what is required of them	Dependent on nature and duration of incident, staff/volunteers may be sent home OR required to stay until last child/young person/vulnerable adult collected.
4.	Publicise the interim arrangements for delivery of critical activities	We will ensure all stakeholders are kept informed of contingency arrangements as appropriate by posting regular updates on social media, website and via phone and text messages.

ACTIONS TO SUPPORT RECOVERY AND RESUMPTION

	ACTION	FUTHER INFO/DETAILS
1.	Take any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage. Dependent on nature and duration of incident – removal of animals via trailer to pre-arranged recovery site where operations can be continued, if necessary. Also secure and remove iPad holding access to critical information.
2.	Continue to log all expenditure incurred as a result of the incident	A financial expenditure log will be used to record costs incurred as a result of responding to the incident
3.	Seek specific advice/ inform your Insurance Company	Hiscox 0800 042 0327

COMMUNICATING WITH STAFF

Name	Role	Contact Details
Jody Pooley	Director and Equestrian Specialist	07717205501

Section 4: BUSINESS CONTINUITY

PURPOSE OF THE BUSINESS CONTINUITY PHASE

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

The Business Impact Analysis (BIA) for **TURN Education C.I.C.** sets out details of critical activities and the resources required to deliver them both in 'business as usual' and in crisis situations. The Business Continuity Team will refer to the BIA to help inform the business continuity response that is required.

CRITICAL ACTIVITIES

The outcome of the Business Analysis process has been to identify the following activities as critical:

	Brief Description of Critical Activities
1.	Care and maintenance of animals utilised in therapeutic activities
2.	Delivery of contracted services to clients*
3.	

NON-CRITICAL ACTIVITIES

A number of activities are non critical and consideration will be given to:

- Not recovering these activities until critical activities have been resumed
- Suspending these activities and diverting their resources to support the critical ones

The non-critical activities for TURN Education C.I.C. are:

	Brief Description of Non-Critical Activities
1.	Leisure activities for clients on ad-hoc basis
2.	Rescuing activities for animals and homing of rare breeds
3.	

BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

	ACTION	FUTHER INFO/DETAILS
1.	Identify any other staff required to be involved in the BC response	N/A
2.	Evaluate the impact of the incident	An incident impact assessment form will be completed to understand the impact of the incident on 'business as usual' working activities.
3.	Plan how critical activities will be maintained.	We will consider: <ul style="list-style-type: none">▪ Immediate priorities▪ Communication strategies▪ Deployment of resources▪ Finance▪ Monitoring the situation▪ Reporting
4.	Log all decisions and actions, including what you decide not to do and include	A decision and action log will be used to do this

	ACTION	FUTHER INFO/DETAILS
	rationale	
5.	Log all financial expenditure incurred	A financial expenditure log will be used to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable critical activities to continue/be recovered	A suitable recovery site has been identified for the temporary storage of animals and vital equipment (vehicles, trailers etc) and the business can continue to operate from the recovery site, if necessary, for a limited period.
8.	Deliver appropriate communication actions as required	We will ensure methods of communication and key messages are developed as appropriate to the needs of our key stakeholders e.g. clients, parents/carers, sponsoring organisations, suppliers, staff, Board of Directors We will advise parents/carers and key contacts in schools/sponsoring organisations by posting regular updates on social media, website and via phone and text messages and, where appropriate, email.

Section 5: RECOVERY AND RESUMPTION

PURPOSE OF THE RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to resume normal working practises for **TURN Education C.I.C.** Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

RECOVERY AND RESUMPTION ACTIONS

	ACTION	FUTHER INFO/DETAILS
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.
2.	Continue to log all expenditure incurred as a result of the incident	A financial expenditure log will be used to do this
3.	Respond to any long-term support needs of staff	Dependent on the nature of the incident, counselling may be offered either in-house or sourced externally.
4.	Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	An Incident Report will be used to capture and document the incident and the activities following the incident. This will be reviewed by Caroline Hardeman-Mason and any staff/volunteers involved, as well as the Business Continuity Team and the Board of Directors.
5.	Review this Continuity Plan in light of lessons learned from incident and the response to it	We will Implement recommendations for improvement and update this Plan. We will ensure a revised version of the Plan is read by all members of the Business Continuity Team
6.	Publicise that there is now 'business as usual'	We will advise parents/carers and key contacts in schools/sponsoring organisations by posting regular updates on social media, website and via phone and text messages and, where appropriate, email.

