

# PfP Thrive Academy

## Business Continuity Policy

Document History: to be reviewed on at least an annual basis or sooner if there are significant changes required.

Approval should be the Academy Director or a relevant member of the Academy Governing Board.

Version	Date	Action	Amended By	Reviewed By	Approved by and Date
V1.0	September 2024	New Policy Creation	Rebecca Edwards		

## Contents

<b>Title</b>	<b>Page</b>
Introduction	3
Responsibility	3
Risk Management	4
Disaster recovery team	6
Disaster recovery procedure	6
Management of an incident impacting apprenticeship delivery	6
Continuity of training	6
Alternative sites and locations	7
Alternative transport methods	8
Methods of communication	8
Back up staff	8
Recorded messages	8
Personnel and family notifications	8
Business critical systems and data	9
Emergency contacts	9

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## Introduction

Business Continuity Management (BCM) is concerned with ensuring that an organisation can continue operating its critical activities in the event of a serious incident.

For the protection of PfP Thrive Academy, all employees are committed to Business Continuity Management in all its activities and requires employees, learners, contractors and other employers who work with us and, where appropriate, suppliers and other stakeholders to contribute to a plan that engages BCM.

The scope of activities is such that no plan can hope to anticipate every possible emergency situation that might affect the PfP Thrive Academy and any attempt to do so is unlikely to be either cost-effective or worthwhile. The plan does not therefore seek to address unlimited scenarios but a select number of business-critical ones. The business sets out to create a resilient organisation and a generic plan which will allow the PfP Thrive Academy a flexible response to tackle any situation which may arise.

## Responsibility

The proactive support of senior management is key to successful business continuity management. Co-ordination of business continuity management will be supported and monitored through the Places for People Group's executive management team.

The Places for People Group's executive management team, together with the Academy Director and Academy Operations Manager should seek to develop a business continuity management culture across the organisation by:

- proactively supporting the business continuity management process
- encouraging business continuity management training and awareness
- ensuring ownership of business continuity management committing to annually auditing, maintaining and reviewing business continuity management plans
- communicating the importance of business continuity management to all colleagues and their roles and responsibilities

The Academy Director has overall responsibility for their business continuity plans and will ensure:

- that business continuity management is implemented, reviewed and tested across all services and departments, and embedded within their daily operations, offices or similar workplaces and in accordance with the Policy
- functions are examined and a Business Impact Assessment (BIA) is carried out and formulates a local business continuity plan
- business continuity plans are monitored, reviewed and tested
- each business area exercises its business continuity plan in conjunction with others where co-dependency exists
- the Group's operational policies and processes are changed if necessary.

The Academy Operations Manager will act as a Deputy and are responsible for co-ordinating responses and providing general support and instruction to those involved in the response to a disruption, and providing a link to the business area leaders or nominated deputies.

The Academy Tutor team and Academy Co-ordinator will form part of the PfP Thrive Academy Business Continuity team.

## Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal course of business. We have considered a range of potential threats and the results are included below. Each potential environmental or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster:

Potential Disaster	Probability Rating	Impact Rating	Brief description of potential consequence and remedial action
Flood	2	3	<p>The PfP Thrive Academy is located over a three floor building (owned by Places for People, our Parent Company) and could be liable for closure in the event of flooding.</p> <p>However, the probability is low given the building infrastructure and drainage capability on site.</p> <p>Therefore any potential damage should be minimal. The nature of the parent business, Places for People, means that recovery would be achievable quickly.</p>
Fire	3	4	<p>The Academy (and all sites) are fully fitted with Fire and smoke detectors that meet legal requirements. Additional shut down safety measures within the Derby Training Centre exist.</p> <p>Please note that all apprenticeships completing training at one of the Places for People sites will require an electronic door pass which allows us to monitor presence in the case of an emergency. Additionally, manual registers are taken and uploaded into the relevant section on attendance</p>
Act of terrorism	4	3	<p>Low risk to the business and we have an established Prevent policy to identify any potential risks</p>
Act of sabotage	3	3	<p>Low risk to the business and we have an established suite of suitable HR processes that are actively managed and implemented that would prevent, detect and deal with any potential cases.</p>
Electrical Power Failure	3	4	<p>Back up generators utilised.</p> <p>Places for People is a multi site business with suitable alternative training facilities available in emergency circumstances.</p> <p>Alternatively, we would look to secure an external set of premises as necessary including local colleges (Derby and Preston) with whom we have a partnership in place.</p>

Loss of communication/net work services	4	4	Limited impact on the Derby Training Academy given the nature of the activities. However, the IT infrastructure at Places for People would be instigated with back up solutions available.
Pandemic	2	3	Learning would be adapted to a virtual offering in the first instance, making use of the existing video, online classroom technology. If necessary, we would take a break in practical sessions until safe to return to Academy. We would also follow the recommended safe systems of work protocols which may allow for learning activity to continue within the restrictions.
Loss or absence of key staff	3	4	There will be a minimum of one tutor per apprenticeship standard. Should one of the tutors be absent, then a suitable replacement tutor will be allocated. This may be a tutor from another standard who is multi-skilled to oversee relevant sections, a member of the management or leadership team who can facilitate activities with the support of a Technical Manager from the Places for People team.
Theft	3	4	Access to the Derby Academy will only be via an electronic door pass which allows us to monitor presence and minimise risk. In addition, an on-site office management team will be available who will monitor guests and visitors through a suitable signing in process.
Loss of confidential information	3	2	All employees and apprentices will be required to complete relevant GDPR and Information Security training. Systems will be accessible via log-on and password protection. Files containing sensitive information will be encrypted/password protected. The Places for People disciplinary policy will be invoked where these standards are not followed.
Serious accident	4	2	Health and safety protocols will be adhered to on site. This will include having First Aiders, first aid equipment, emergency cut out solutions.

Probability 1 – Very high, 5 – Very low  
Impact: 1 – Destruction, 5 – Minor Annoyance

## Disaster Recovery Team

All staff that may be required to assist during an incident are required to provide their contact details to allow them to be contacted during both normal working and non-working hours.

One of the tasks during the early stages of an incident is to notify key personnel to enable them to assemble at the site of the problem to review the incident and ensure that the company returns to normal working operations as early as possible.

## Disaster Recovery Procedures for Management

The Academy Director and Operations Manager will keep a hard copy of the names and contact numbers of each employee in their departments.

The Operations Manager, Co-ordinator and the Tutor team will also hold hard copies of the names any contact numbers of any student apprentices, their employer and where relevant parent or carer details.

## Management of an incident impacting apprenticeship delivery

The following ensures that there are limited and ideally no disruptions to the provision of apprenticeship training and we have implemented the following arrangements to ensure this where possible:

### Continuity of Training

Our apprenticeship training is delivered through a blended approach and this provides a level of flexibility and a number of options to ensure the relevant training is delivered to our apprentices.

The methods of training include face to face delivery, virtual, directed and supervised learning activities, coaching, set reading and feedback, work-based learning assignments and work-based assessments.

Training that occurs in a face-to-face environment is delivered by one of a team of sector specialists which allows for contingency if there is an incident preventing a trainer reaching the desired location. We have further strengthened this resource by working with our Operational and Compliance teams who are available at short notice to support business operations as required.

Where delivery or training sessions are affected by adverse weather and the sensible option is to cancel and defer or delay the delivery session to ensure safety, we have the ability to rearrange as required, move to an alternative site (dependent on the content and resources required), pair the apprentices with an employer for coaching and observations on the job or alternatively some delivery can take place virtually minimising the risk to delivery of apprenticeships. Further support sessions can be provided where required at an individual level to ensure that the impact is minimised.

Curriculum materials are accessible online through [Google Classrooms](#) and can be accessed on personal computers, however paper copies are kept in the main Derby office, so ongoing access to learning resources and portfolios are maintained.

We work with a number of suppliers, providers and contractors. Should the availability of a delivery location result in disruption to training we have access to a number of alternative arrangements which can be made in the event that these are required.

### Alternative sites and locations include

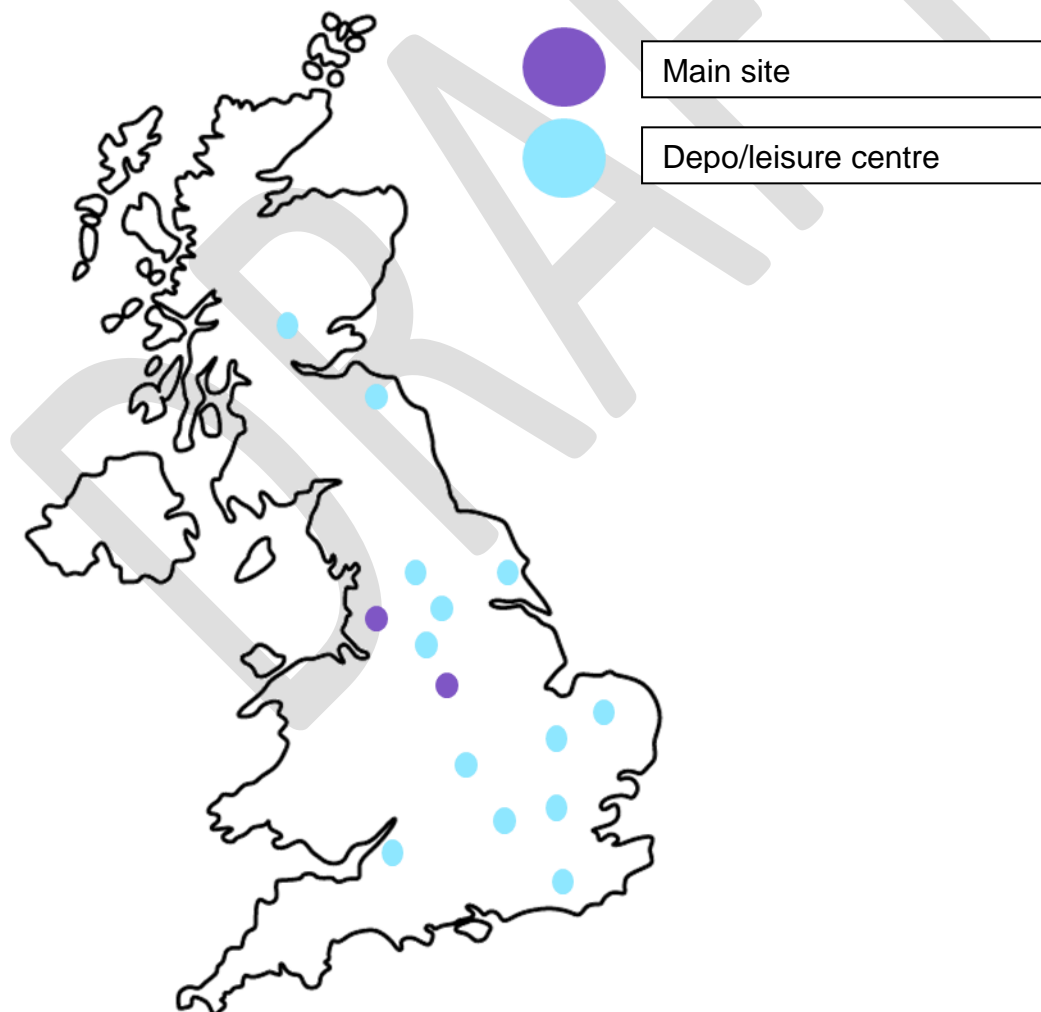
Being part of the parent company, Places for People, we have a number of alternative sites where we would be able to continue with some or all of the apprenticeship training. Core alternative sites include:

Cubo, The Old Post Office, Victoria St, Derby DE1 1EQ

South Rings Business Park, 18 Craven Dr, Bamber Bridge, Preston PR5 6BZ.

Louisa Ryland House, 44 Newhall St, Colmore Business District, Birmingham B3 3PL

We could also utilise one of the main depo/leisure centre facilities owned by Places for People across the UK



## Alternative transport methods

It is not normal for the business to provide transport to and from delivery locations for student apprentices.

However, if this is necessary, we have access to a number of pool cars as well as a fleet management team who are able to hire cars we could utilise if necessary.

Additionally, the nature of our business means we have a fleet of employed engineer vans including 4x4s which we use in the case of emergencies or adverse weather implications.

If required, and to ensure continuity of delivery, where transport may be required for learners to access training, with employer consent we will facilitate the required level of alternative transport to ensure that delivery can continue as expected.

## Methods of Communication

The Academy Director will serve as the focal point for the PfP Thrive Academy employment team and the Operations Manager will contact apprentices to discuss the crisis/disaster and the company's immediate plans. Employees who cannot reach staff on their call list are advised to call the staff member's emergency contact to relay information on the disaster.

Where one business system fails, alternative communication methods are available and should be utilised in the event of an incident:

- Telephone
- Email
- Smart Assessor notifications
- Website notifications
- Face to Face visits

## Backup Staff

If a manager or staff member designated to contact other staff members is unavailable or incapacitated, the designated backup staff member will perform notification duties.

## Recorded Messages / Updates

The latest information on the disaster will be communicated regularly by email, in the event the disaster affects. Included in messages will be data on the nature of the disaster, assembly sites, and updates on work resumption.

## Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee or apprentice's immediate family such as hospitalisation of injured persons, it will be necessary to notify their immediate family members quickly.



## Business Critical Systems and Data

The business has adopted a cloud-based approach to its business-critical data with the use of hosted services for systems for learners. We have ensured that all service partners involved within the delivery of business-critical systems and data have sufficient business continuity plans of their own.

Our systems have back ups implemented ensuring restoration of data can be achieved easily. In the event of any impact on business-critical systems and data the Academy Management Team will liaise directly with the third party suppliers and ensure communication with the relevant stakeholders as part of the process.

## Emergency Contacts

### Key personnel contact info:

Name, Title	Contact Number	Email Address
Karen Halford, Chief People Officer		<a href="mailto:Karen.halford@placesforpeople.co.uk">Karen.halford@placesforpeople.co.uk</a>
Tom Arey, Academy Director		<a href="mailto:Tom.arey@placesforpeople.co.uk">Tom.arey@placesforpeople.co.uk</a>
Becky Edwards, Academy Consultant		<a href="mailto:Becky.edwards@placesforpeople.co.uk">Becky.edwards@placesforpeople.co.uk</a>
Emily Drum, Business Operations Manager		<a href="mailto:Emily.drum@placesforpeople.co.uk">Emily.drum@placesforpeople.co.uk</a>
ESFA		0370000288

In the event of an incident, the Academy Director will be the main contact and crisis manager and will involve all necessary members of the management team as well as delivery teams as necessary to deal with the incident and manage the processes to return the business to normal operation. As part of this role and managing a major incident the following should be considered:

- Implementation of alternative strategic arrangements
- Ensuring compliance with regulations
- Ensuring adequate resources are available to implement the emergency plans
- Communication to all relevant stakeholders, including but not limited to, Employers, Apprentices, the Education and Skills Funding Agency (ESFA), media (where necessary) and other concerned parties such as employers, parents and carers.

Specifically in the case of apprenticeship delivery learners should refer to their apprenticeship induction pack where details are made available to them as to the most appropriate point of contact and communications.

## Additional Contacts

Name	Role	Contact
Martin Hassall-Lees	National Programme Manager	07435993463
Martin Hughes	Director Workplace Solutions	07484079919