

includEd Learning

Independent Specialist Education Provider



DISASTER HANDLING AND BUSINESS CONTINUITY PLAN

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→ 1. Overview

Introduction

The Disaster Handling and Business Recovery Plan is intended to help Included Learning cope with any unexpected disaster to its premises, key personnel or to any important systems that it relies upon in its day to day operations.

The plan holder (Noreen Khan) is also responsible for coordinating any response under the plan. If the plan holder is unavailable, this duty will fall to the deputy plan holders, Paul Dearden/Adeel Kean.

Copies of this document, together with copies of the insurance policy and other relevant documents are to be kept off the premises by both the plan holder and deputy plan holders.

Revision of this document

Responsibility for maintenance of the plan lies with the plan holder, and it should be reviewed and updated at least every six months and every time there is a change in referrers, contact numbers or staffing structure.

Scope of the plan

The plan is designed to enable the business to resume activities whether the situation is one of true disaster or whether there is simply partial loss of certain facilities.

As such, it covers a broad spectrum of potential situations that may impact on the ability of the centre to continue its normal business either short term or long term.

Loss of main premises

The address of the School is:

8 Alexandra Road South, Whalley Range Manchester. M16 8ER

If the building becomes unavailable for use for any reason:

- All partners and staff who are already at work, together with young people and visitors, should be evacuated in line with fire procedures.

- Immediate arrangements must be made to occupy suitable alternative accommodation, sending home staff, young people as appropriate, yet keeping disruption of services to a minimum.

The following options have been considered, negotiated and are available to the centre to use:

- The School can immediately relocate to the local community centre on a short term basis, i.e. until in the short term the situation is rectified or in the long term, we relocate in consultation with the landlord at any appropriate premises he owns in the vicinity which are available. We will also have our insurer's options.
- Longer term, Portacabins in the car park of the centre will be possible. This would have to be agreed with the Landlord, with the Council and with insurers.

Using the contact list in Appendix 1, all key staff must be contacted immediately to advise all staff:

- Whether they should proceed to their usual place of work or agreed temporary premises.
- Whether they should remain at home – if so, any instructions regarding home working should be relayed.

As soon as it is possible to access the centre system remotely, arrangements should be made to contact referrers, parent/carers to either cancel their young person or advise them of the temporary premises as appropriate.

A contact list of other people and organisations can be found at the end of this document in Appendix 2.

All referrers' contact details are stored on the plan holder's mobile phone, on the deputy plan holder's mobile phone and on the Business owner's computer.

Loss of computer system/essential data

The loss of either computer hardware or the core software must be notified immediately to the plan holder.

The equipment and software will ultimately be replaced through the Company but short term, it has been agreed by key personnel that personal home based

computers / Lap Tops will be made available in the event of a disaster obviously adhering to strict confidentiality terms.

Dongles will be provided for use of email.

Computer back ups are made daily to safeguard essential data by the admin officer and should be kept off site.

Loss of telephone system

Included has 5 telephone numbers as follows:

- Business owner's home office
- Head's Mobile
- Deputy plan holders Mobile
- Pastoral lead's mobile
- Sendco mobile

The telephone system is rented from 3 mobile services..

It has been agreed that the following will be made available in the event of a disaster:

- Access to a lap top (Business owners address)
- The use of personal mobile phones

Phone lines can be diverted to either centre within ½ hour by means of a call to BT:

- For a short term solution, the manager and the teachers have agreed to use their personal mobile phones which are set up to receive email and transfer data.

In the event of a simple fault on the system:

This should be reported to XLN Telecom in case it is a problem with their lines

If the electricity supply fails:

- There is a battery back-up for the answer phone
- The telephone system is dependent upon the electricity supply

Loss of records

Paper records are stored in the store room of the school, and are not protected from any untoward event

However, 100% are summarised onto the IT system and could be reconstructed from data held on the computer system if necessary. The stationery required to reconstruct summary records can be obtained from the Admin Office where we may be able to produce address labels with name, address, DOB and for each young person.

We should also be able to supply a printout of all the young people registered with Included.

Incapacity of Staff

The inability of the centre to provide services due to the incapacity of one or more of the staff risk is minimal; in the eventuality of this, the Business owner must be notified immediately.

Where the centre is providing services despite the incapacity of one or more of the staff, the Business owner must still be notified immediately by the plan holder.

In the un-eventuality of a shortage of staff as to hamper the day to day running of either centre, contact can be made at the earliest opportunity with a local Teaching Supply Agency, namely: Salford Supply Desk.

Loss of electricity supply

In the event of a power failure within the building:

- Check the main fuse box, which is situated at the rear of the school,
- Contact the supplier named in Appendix 2 for emergency assistance.
- Consider cancelling all lessons until such time as the power is restored, depending on circumstances
- Contact the power supplier.

The following systems will not work:

- Computers
- Heating
- Lighting

The computers in all parts of the building should be switched off at the sockets, to prevent damage when the power is restored, but the file server will have UPS attached and should not need to be switched off.

Loss of gas supply/gas heating

In the event of a gas leak in the building:

- Turn off the gas using the shut off valve which is located in the gas meter cupboard next to the rear door of the building in the.
- Contact British Gas for emergency assistance.
- In the event of smelling gas, cancel all lessons and turn off all appliances until such time as the problem is resolved, depending on circumstances.

Failure of gas fired heating:

- Contact Rohan Jones (Boiler servicing) 07983474261
- The boiler supplies all the hot water as well as heating – antiseptic hand gel is available in the toilet areas for hand washing etc
- Electric heaters should be used as an alternative source of heat

Loss of water supply

- The stop valve for the water can be found in the boys' toilets in the school.
- Antiseptic hand gel is available in the [insert] for hand washing etc
- The toilets should be deemed out of order
- Contact united utilities

Loss of security systems

- The Centre is protected by alarms and procedures, in the event of a fire, break in or incident
- All systems are regularly serviced by Paul Dearden: 07983548744 to whom any systems failures should be reported immediately

Redirection of Mail

In the event that mail is unable to be delivered to one centre, it should be redirected to the business owners home address.

To initiate this you will need to contact Royal Mail

Appendix 1 – Key Staff

Noreen Khan	07380 292211
Paul Dearden	07380 484818
Adeel Kean	07473 397346

Appendix 2 - Key individuals and organisations contact list

Backhouse Insurance	Lynn Bancroft	01282 677776
Electricity – School	Opus Energy 0845 330 2655	Emergencies 0800 195 4141
Gas Supplier – School	Opus Energy 0845 543 5775	Emergencies 0800 111 999
Water Supply - School	United Utilities 0845 746 2255	Emergencies 0845 746 2200
Plumber	Rohan Jones	07983474261
Electrician / Alarm	Marcello Mala	07813833681
Staffing Issues	Ranstad	0161 200 1904
IT Recovery	Zaim Iqbal	07769257324
Landlord - School	Ian Lawless	0161 828 0600
Telephone/Mobile	3	0333 338 1001
Broadband	Faults	08000 783 0244
Royal Mail	Redirections	08457 950 950

Obviously prevention is better than cure. In the eventuality of noticing or being made aware of anything you may deem suspicious, in regards to:

- Electrical faults
- Smell of Gas
- IT malfunctions
- Discolouration or odd taste of the water supply
- Intruder problems
- Staff health issues
- Or any other issue you may be concerned about regarding the smooth running of either centre

Then please report your findings to the plan holder.