REBUILD • REINTEGRATE • REDISCOVER

REBOOT EDUCATION

A Social Enterprise

Business Continuity Plan

Business Continuity Plan

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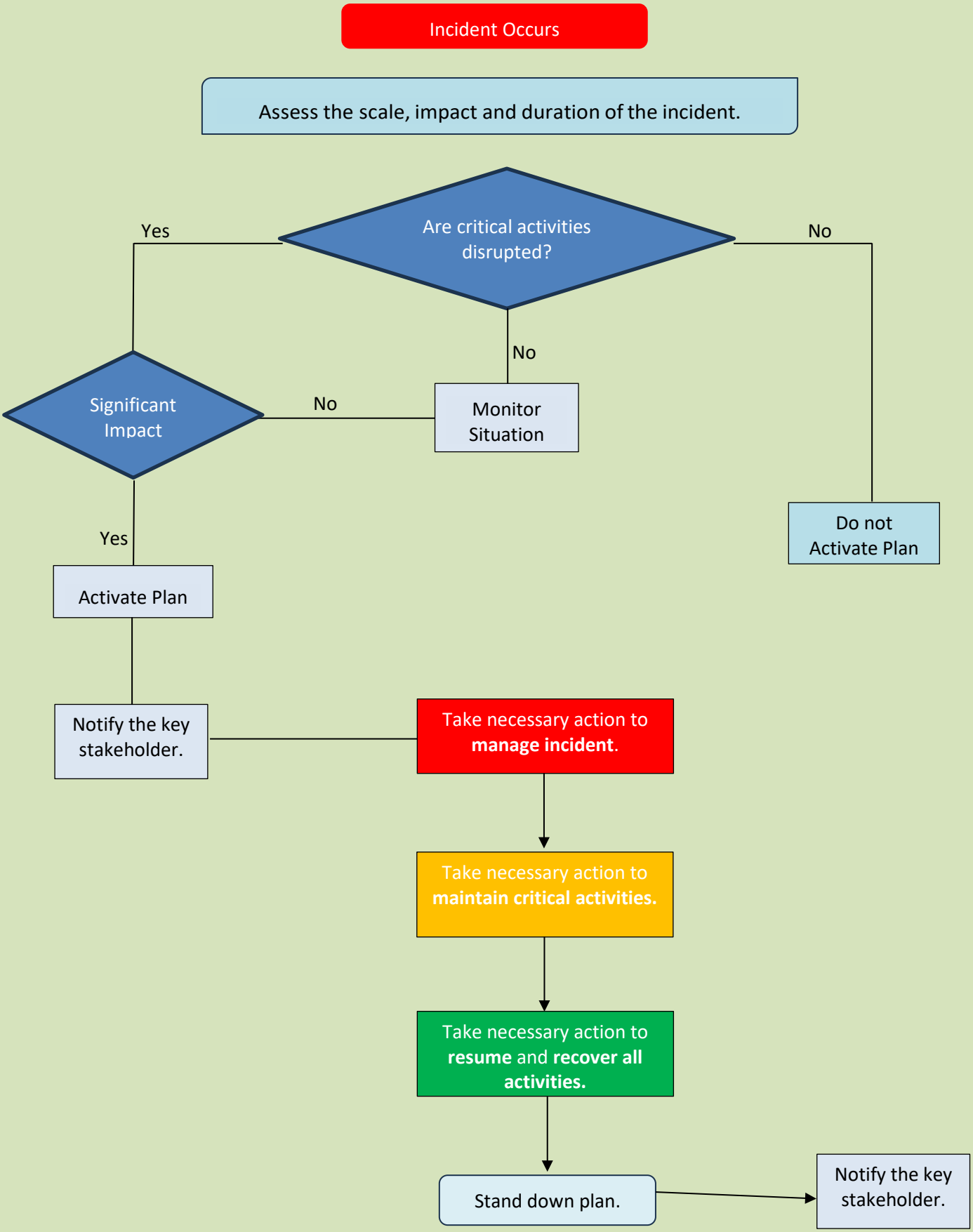
1.0 PLAN PURPOSE AND SCOPE	
Purpose	To provide a flexible framework to manage the response to any disruption or emergency1, maintain critical activities and recover from the incident quickly and efficiently.
Plan Scope	The following are in scope of this plan: Reboot Education Alternative Provision (AP) and Tech Tribe computer club.

2.0 PLAN ACTIVATION		
Circumstances	This Plan will be activated to manage the response to any incident causing significant disruption to our normal service delivery. Plan activation triggers may include: • Loss of key people or skills e.g. above normal levels of absenteeism due to illness/injury or other scenarios such as severe weather, changes in service structures, major transport disruption, emergency response duties, or people leaving the organisation. • Loss of critical systems e.g. ICT network disruption, telephony outage, power outage, utilities disruption or third-party supplier disruption. • Denial of access, or damage to, facilities e.g. loss of a building through fire or flood, an external emergency where emergency service cordon would prevent access for a period of time, utilities failure. You may also require the activation of continuity arrangements in the event of an office move. • Loss of a key resource such as an external supplier or partner vital to the delivery of a key service or activity.	
Notification Procedures	**Who?**	**Why?** *(note this is **not** an exhaustive list)*
	Co-CEOs	• Take the decision on whether the Business Continuity Plan should be activated and direct resources. • Responsible for strategic decisions in response to significant incidents. • Develop our media strategy in the event of an incident that has the potential to attract negative media coverage or cause significant reputational damage to Reboot Education.
	Suffolk County Council – Inclusion Service	• Directs the Council's response to significant incidents affecting the ability of Reboot Education to continue providing its services as an alternative provision (AP).
	Stakeholders/ Partners	If the incident is causing significant disruption, an appropriate message should be released to stakeholders/partners detailing: • What is causing the disruption and the impact. • Action being taken to respond to the incident. • Estimated length of the disruption and return to business as usual.

[1]An event or situation which threatens serious damage to human welfare, the environment, or war or terrorism which threatens serious damage to the security of the UK. *Civil Contingencies Act 2004*

2.1 PLAN ACTIVATION PROCESS



3.0 INCIDENT MANAGEMENT

3.1 INCIDENT MANAGEMENT PHASE

Purpose	• Protect the safety and welfare of staff, visitors and the public. • Protect vital assets e.g. equipment, data, reputation. • Ensure urgent and necessary communication takes place. • Support the Business Continuity phase. • Support the Recovery and Resumption phase.

If the disruption is not a 'no notice' emergency, please refer to section 4.0.

	REQUIREMENT	ACTION	ACTION DONE? *(Check box accordingly)*	BY WHO? *(Insert details of responsible Officer)*
1.	Make a quick initial assessment: • Survey the scene/situation. • Assess the impact on pupils and staff. • Assess (i.e. scale/severity, duration & impact). • Disseminate information (to others). • Call the Emergency Services if needed. • Evacuate the school building if necessary.	• Gather and share information to facilitate decision-making and enhance the response.	☐	• Co-CEOs.
2.	Nominate individuals to carry out Incident Management roles, as appropriate.	Individuals to be made aware of their roles.	☐	• Co-CEOs.
3.	Ensure a log of key decisions and actions is started and maintained throughout the incident.	The key decision log is completed as actions are taken.	☐	• Co-CEOs.
4.	Where appropriate, record names and details of any staff or pupils that may have been injured or affected by the incident as part of your incident record keeping.	This information will be held securely as it may be required by Emergency Services or other agencies during or following the incident.	☐	• Co-CEOs.
5.	Log details of all items lost by pupils, staff, visitors etc as a result of the incident, if appropriate.	The Log template can be found in Schools Business Continuity Plan Guidance.	☐	• Co-CEOs.
6.	Assess the key priorities for the remainder of the working day and take relevant action.	Key priorities assesses and in doing so ensuring the following are considered: • The health, safety and well-being of pupils, staff and the wider community at all times. • Is it appropriate to move to remote learning or to an alternative location to minimize the impact of the disruption.	☐	• Co-CEOs.
7.	Log all expenditure incurred as a result of the incident and seek advice/inform our Insurance Company's Claims Team.	CEOs to record all costs incurred as a result of responding to the incident. CEOs contact insurance company.	☐	• Co-CEOs.
8.	Communication strategy to be in place to ensure staff and pupils are kept informed about what is required of them. If the incident is taking place outside of normal working hours, staff may need to be contacted to advise of any alterations to normal working arrangements for the next day.	All staff member's emergency contact details are held securely electronically (in cloud) as well as in a hard copy as part of our plan. Parents/carers contact details are also securely available.	☐	• Co-CEOs.
9.	Ensure recording processes are in place for staff/pupils leaving the site.	Ensure the safety of staff and pupils' before they leave the site and identify suitable risk control measures as required.	☐	• Co-CEOs

4.0 BUSINESS CONTINUITY

4.1 BUSINESS CONTINUITY PHASE

Purpose	• To ensure that 'critical activities' are resumed as quickly as possible and/or continue to be delivered during the disruption. • To activate one or more of our business continuity strategies to enable alternative ways of working. • To make best use of potentially limited resources by suspending 'non-critical' activities.
Time Critical Service Functions	The outcome of the Business Impact Analysis process has been to identify the following service activities as time critical/urgent: • Alternative Provision (AP).

	REQUIREMENT	ACTION	ACTION DONE? *(Check box accordingly)*	BY WHO? *(Insert details ofresponsible Officer)*
1.	Understand and evaluate the impact of the incident on 'business as usual' activities.	CEOs to take time to understand and evaluate the impact of the incident on 'business as usual' activities by communicating with key stakeholders to gather information.	☐	• Co-CEOs.
2.	Plan how critical activities will be maintained, utilizing pre-identified or new business continuity strategies.	CEOs to consider: • Immediate and ongoing priorities. • Communication strategies to be used. • Resource availability. • Deployment of resources. • Roles and responsibilities of staff. • Financial implications. • Approaches to monitoring the situation. • Reporting methods. • Stakeholder engagement. • Any welfare related issues. • Planning the recovery of non-critical activities.	☐	• Co-CEOs.
3.	Identification of any other stakeholders who may be required in the business continuity response.	Depending on the incident, the CEOs may require additional/specific input from others in order to drive the recovery of critical activities.	☐	• Co-CEOs.
4.	The Log of Events, decisions and actions taken to be kept.	CEOs to log all decisions and actions, taken including what they decide not to do and include this as part of decision-making rationale.	☐	• Co-CEOs.
5.	Log all financial expenditure incurred as a result of the incident.	CEOs to complete a Financial Expenditure Log to record all associated costs.	☐	• Co-CEOs.
6.	Deliver appropriate communication actions as required	CEOs to ensure appropriate communication is sent out as soon as possible. This will be via: • Email. • Text message/ Whatsapp • Social media. • Phone messages.	☐	• Co-CEOs.

4.2 BUSINESS CONTINUITY STRATEGIES	
Purpose	• To document alternative ways of working designed to maintain our critical activities in the event of a disruption. • To ensure alternative ways of working have been agreed, tested and are fit for purpose.
Circumstances when business continuity strategies may be activated	Whatever the cause of disruption, the impacts will generally be one or more of the below categories: • Loss of key people or skills e.g. above normal levels of absenteeism due to illness/injury or other scenarios such as severe weather, changes in service structures, major transport disruption, emergency response duties, people leaving the organisation etc. • Loss of critical systems e.g. ICT network disruption, telephony outage, power outage, utilities disruption, third party supplier disruption etc. • Denial of access, or damage to, facilities e.g. loss of a building through fire or flood, an external emergency where emergency service cordon would prevent access for a period of time, utilities failure etc. • Loss of a key resource such as an external supplier or partner vital to the delivery of a key activity.

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF PREMISES		ADDITIONAL INFORMATION
1.	Identification of alternative locations designated as the agreed 'work area recovery site'. CEOs will also consider transport requirements and accessibility for these identified premises. Alternative sites will be categorized by the following: • **'cold' sites** - has no equipment/furniture/computer systems set up but can be re-fitted in the event it is needed. This obviously means it takes longer to make 'fit for purpose' following an incident. • **'warm' sites** - usually these sites will have hardware and connectivity already established though may take some time to be fit for purpose. • **'hot' sites** - is essentially a duplicate of the original site, with full computer systems as well as near complete back-up of user data, but may not match the capacity of the original site.	• CEOs to look at village halls/ community centers/ university facilities that could be used as a temporary base for the AP provision. • Would need the provision of dongles to provide internet access. • Any site would need meet our safeguarding requirements.
2.	Emergency 'grab bag' is in place that contains essential information and equipment needed for both incident management and business continuity and should be stored in a secure place on and off site. The contents of the bag are the responsibility of the CEOs and should be regularly checked and updated.	• Key information is stored in paper form in CEOs homes in a locked cabinet.
3.	Remote learning opportunities.	• Teams is set-up and deployable if needed.

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF CRITICAL ICT SYSTEMS (INCLUDING TELEPHONY)		ADDITIONAL INFORMATION
1.	Use of a secure cloud (Office 365 & Teams) that can be accessed via the internet to allow extra back up and protection of our files.	• All documents and core software can be accessed via cloud remotely.
2.	Manual workarounds: We will ensure there are pre-printed forms etc stored and that there are procedure guides to inform their use where necessary.	• Hard copies of forms, kept in CEO office.
3.	Access systems via the internet outside of your network for secure, cloud-based applications.	• Office 365 and Teams domain can be accessed from outside of our provision, through a secure log-in portal.
4.	Ensure that anyone who requires ICT to undertake critical activities has the ability to work at home where possible and appropriate. Ensure that critical equipment is taken home where practical and possible.	• Risk assessments of staff's workspaces at home to be completed to ensure they are suitable.
5.	Mobile equipment for our users.	• If provision is unusable, then some IT equipment will be loaned to pupils, so they can engage in activities online.
6.	Using different ways of working. This may include: changing work patterns, suspending 'non-critical' activities to focus on priorities that assist the recovery of critical systems in the first instance with a phased approach for all other ICT 'non critical' activities.	

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF STAFF OR SKILLS		ADDITIONAL INFORMATION
1.	Use of temporary staff (teaching/non-teaching).	• If temporary staff are needed, they are to be hired via an agency, who ensure all the appropriate checks are completed.
3.	Using different ways of working to allow for a reduced workforce. i.e. Use of pre-prepared educational materials that allow for independent learning Team Virtual learning environment opportunities.	• Purple mash online learning suite has been purchased and is available to be used onsite and at home.
4.	Suspending 'non-critical' activities to focus on your priorities.	
5.	Ensuring that the business continuity aspects of staff management are considered in all management arrangements, e.g. managing attendance, job descriptions, contractual requirements etc.	

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF A KEY SUPPLIER, THIRD PARTY OR PARTNER AGENCY		ADDITIONAL INFORMATION
1.	Ensuring all external providers have a Business Continuity Plan in place and you understand the impact to their plan on the delivery of your critical activities in the event of an incident.	• **Currently not using external providers**.
2.	Insurance cover	• Insurance policy is comprehensive and covers unforeseen incidents including terrorism.
3.	Using alternative ways of working to mitigate the loss.	• If needed Tech Tribe computer club, could be run remotely, at a different site.

5.0 RECOVERY AND RESUMPTION

5.0 RECOVERY AND RESUMPTION PHASE	
Purpose	• To return to 'business as usual' as quickly as possible. • To ensure any non-critical activities suspended as part of our business continuity response are recovered within appropriate timescales. • Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building on a longer-term basis.

	REQUIREMENT	ACTION	ACTION DONE? *(Check box accordingly)*	BY WHO? *(Insert details of responsible Officer)*
1.	Agree and plan the actions required to enable recovery and resumption of normal working practices.	CEO's agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	☐	• Co-CEOs.
2.	Continue to record all expenditure incurred as a result of the incident.	CEOs to use the Financial Expenditure Log to record any expenditure related to the incident.	☐	• Co-CEOs.
3.	Respond to any ongoing and long-term support needs of Staff and Pupils.	Depending on the nature of the incident, CEOs may consider the use of health services, for example with counselling.	☐	• Co-CEOs.
4.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	CEO's to email/ phone all staff to ensure they are aware that the Business Continuity Plan is no longer in effect.	☐	• Co-CEOs.
5.	Carry out a 'debrief' of the incident with Staff and Service users where appropriate. Complete a post incident report to document opportunities for improvement and any lessons identified.	The incident de-brief report to be reviewed by all members of the Staff. CEOs to ensure that key actions resulting from the incident are implemented within designated timescales.	☐	• Co-CEOs.