

## Business Planning and Continuity Policy

**Updated: November 2015**

**Next Revision Date: November 2016**

### 1. Objectives

- 1.1. To ensure that Develop continues as a viable organisation and its services and training provision can continue in the event of a major incident.

### 2. Scope

- 2.1. To cover all activities carried out by Develop

### 3. Key Principles

- 3.1. Develop will:
- Provide an efficient service to its customers and ensure that contractual obligations are met efficiently and cost effectively without compromise to quality
  - Be financially prudent so as to make sure of economic stability
  - Track each programme's expenditure against its income in order to make informed decisions about its viability
  - Be at the forefront of education business links, locally, regionally, nationally and internationally so as to provide the best possible service to our customers
  - Carry out research and disseminate good practice where it is seen
  - Pilot programmes which may have potential but may initially be short of funding
  - Provide support in areas of special needs whether they are in areas of deprivation or they support individuals who are statemented or at the other end of the spectrum, gifted and talented
  - Promote the further linkage of vocational and work related learning with 14-19 provision in schools
  - Seek ways of forging close working relationships with economic development agencies, both locally and nationally e.g. LEPs

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- Raise the profile of out of school hours learning with key partners.
- Become a key partner around the table in any strategic education or economic development in Bedford, Central Bedfordshire, Luton, Hertfordshire, Norfolk and other emerging areas
- Promote its Learning Programmes so that all potential customers have access
- Continually seek more businesses to support Learning Programmes, particularly SMEs
- Continue to focus on performance improvement through cascading company objectives to individuals in line with team plans derived from the business plan and total quality management system
- Seek new business in areas outside those mentioned above in order to establish a wider geographical spread and thus ensure continuity for the business
- Seek new areas of expertise in order to respond to the changing demands of the community, government and funding bodies
- Work in partnership, where this is clearly advantageous with other organisations in order to better provide services to its customers

#### **4. Staff Responsibility**

- 4.1. CEO, SMT, Managers and Accounting Technician
- 4.2. CEO has overall and final responsibility for all matters relating to funding
- 4.3. The day to day management of Develop's funding policy is retained by the CEO who will ensure that:
  - a. Adequate resources are made available to implement this policy
  - b. Adequate arrangements are made to bring this policy to the notice of all staff, individuals, sub contractors and visitors
  - c. The effectiveness of the policy and its arrangements are reviewed annually during the relevant Strategy Group meeting or more frequently if deemed necessary

#### **5. Contingency planning and disaster recovery**

- 5.1. With our Head Office, training centres and effective partnerships with local organisations including our charitable arm, First Place Training, Develop is able to ensure the continuation of business in the event of a disaster such as

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- flood, fire etc. Provision will be made in the most suitable building to enable work to continue and to ensure that learners do not suffer.
- 5.2. Data is backed up daily and taken off the premises at night. This responsibility has been delegated to the E-Learning Coordinator and ensures minimum data loss
  - 5.3. Important paper documents, such as contracts and employee information, are protected and stored securely.
  - 5.4. All staff produce a monthly project report, which includes a short risk assessment on the project for the forthcoming month and includes staff holiday, plans to cover staff sickness, issues around learner or customer engagement and venue information
  - 5.5. Separate lists of contact details of staff and key suppliers are kept securely by the Facilities Manager and HR. These are password protected and stored electronically so they can be accessed remotely. There are also details contained in Veyan of all of our partners and the local businesses we work with so that they can be contacted in the event of an incident.
  - 5.6. Business Critical activities have been identified and a plan made on how services could be restored quickly and effectively
  - 5.7. Inventories of furniture, equipment and stationery etc have been made for each office in order that in the event of an incident it will be easier to work out losses and identify gaps in core business resources.
  - 5.8. Staff will be enabled to work from home should this be the most effective solution to a disaster scenario
  - 5.9. Planning includes consideration of staffing issues including illness/incidents and the need for cover. This allows the most appropriate staff to transfer to a different centre in order to ensure continuity of delivery.
  - 5.10. Priority will be given to the continuance of work with learners in order to minimise disruption to their learning programmes.

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## Plan Distribution List

Copy Number	Name	Location
1	Mark Pike	Amphill
2	Elaine Morgan	Amphill
3	Stewart Outen	Amphill
4	Joanna Barnett	Amphill (& Outreach)
5	Darshan Obhi	Bedford
6	Angela Killeen/Tracy Munchin	Dunstable
7	Pete Mason	Norwich

## Key Business Functions (in order of priority)

1	Communications strategy
2	Delivery of services
3	Data
4	Finance
5	HR

## Company Details

See Organisation Chart

## Business Contact List

See Verman for all Business Contacts

## Alternative Suppliers

List of sub-contracted providers held electronically and accessible through daily data back-up off site

## Data

## Offsite Recovery Location

Independent IT support company able to provide access to back up of all electronically stored data

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## Action Plan

Task	Detail	Instructions/Contacts
Communications	Contact all staff and directors, partners, learners, LAs, employers, Funding agencies, banks, Press	Stored electronically, accessed through back-up
Delivery of services	Request cover by most appropriately qualified individual(s) Contact partner agencies to secure alternative accommodation	CEO, Regional Director, Partnership Director, Centre Managers, Delivery teams
Data	Contact KSS (IT Support) to enable access to back-up drive and initiate recovery process	CEO, E-Learning Coordinator, Data Coordinator, Centre Managers
Finance	Contact KSS (IT Support) to enable access to back-up drive and initiate recovery process of SAGE Establish alternative location from which to work and for correspondence	CEO, Accounting Technician, Facilities Manager
HR	Contact KSS (IT Support) to enable access to back-up drive and initiate recovery process of HR database	CEO, Partnership Director

## Initial Recovery Log (See Appendix 1)

This log is maintained in the event of a major incident/accident and will provide a record of all events, actions and decisions taken, it will also include the names of those instructed.

## Monitoring and Evaluation

- 6.1. Annual monitoring through contractual requirements and as need s change
- 6.2. This policy is liable to full equality impact assessment annually
- 6.3. Annual review of policies

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## 7. Supporting Documents

7.1. This policy should be read in conjunction with the attached Appendices and the following policies and procedures:-

- Equality & Diversity Policy
- Equal Opportunities Policy for Learning
- Funding Policy
- Health & Safety Policy
- Quality Policy

Policy signed by CEO: *Mark Pike* Date: 23/11/2015

### Appendix 1 – Initial Recovery Log

Date	Time	Info/Decisions/Instructions/Actions	Initials

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