Business Contingency & Continuity Plan Apprenticeship Training Provision

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Contents

1.   INTRODUCTION

The Education and Learning Development team at Essex Partnership University Trust is required to develop plans to manage business continuity in the event of a range of disruptions to services.

This plan should be read in conjunction with Education and Learning Development team's other evacuation plans and emergency procedures that deal with the immediate response to an emergency situation.

This plan deals with no-notice disruptions most likely to occur - loss of premises (through fire, flood etc.); loss of utilities (electricity, gas, water, fuel); failure of IT and telephony; failure of supply; staff shortage; issues such as influenza/ Covid 19 pandemic.

The impact of any serious disruption may manifest itself in terms of: delivery of education and training, safety/welfare, financial consequences; reputation damage; environmental consequences.

This plan should be reviewed annually with a quarterly review of local services and staff updates.

This plan has been designed to prepare the Education and Learning Development team at Essex Partnership University Trust to cope with the effects of an emergency or crisis. It is intended that this document will provide the basis for a relatively quick and painless return to "business as usual" regardless of the cause.

2.   AIM OF THE PLAN

The aim of this plan is to provide guidance and support to enable the Education and Learning Development team at Essex Partnership University Trust to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

- To safeguard the safety and welfare of learners, staff, employers and visitors.

- To resume the provision of education and training services at the earliest opportunity and, where possible, secure a continuation of learning.

- To maintain the community and identity of the Education and Learning Development team at Essex Partnership University Trust.

- To return the Education and Learning Development team at Essex Partnership University Trust to normality.

3.   NOTIFICATION

During working hours, a site disruption is likely to become apparent to all staff and learners very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified via escalation by the emergency services to the Director on call (please see contact list in section 8).

4.   PLAN IMPLEMENTATION

The responsibility for implementing this plan lies with the Director of Education and Learning Development, or, if not available, the Professional Training/ Apprenticeship Manager.

5.   INITIAL ACTIONS AND EMERGENCY FILE

Evacuation is dealt with in the Education and Learning Development team's Health. Safety and Welfare Policy.

Upon activation of this policy, Director of Education and Learning Development, or a nominated deputy, will form a Business Continuity Team (BCT) with responsibilities as listed in section 7 that will report to the Quality & Standards Governance Board.

The primary objective of the BCT is to manage the developing situation and Minimise harm and danger to:

- Apprentices/Learners.

- Staff.

- Visitors to Education and Learning Development team.

- Building, contents, and other assets.

- Education and Learning Development team's ability to provide education.

Emergency files will be stored in the Education and Learning Development team's reception at the Trust Head Office | The Lodge | Lodge Approach | Wickford | Essex | SS11 7XX and the files should contain the following items:

- A copy of this plan.

- The Education and Learning Development team's Health, Safety and Welfare policy.

- Office risk Assessment.

- Fire Risk Assessment.

- Fire Escape Route Map.

- Health and Safety Checklist.

- Workstation Assessment.

- Any other critical items.

- C-19 Policy and risk assessment (depending on current Government guidance).

Up-to-date contact information for next of kin/parents/carers will be available via any internet through the OneDrive portal which is accessible via any computer.

The file should be taken out of the Education and Learning Development team's reception at the Trust Head Office by the nearest person, **only if safe to do so!**

The emergency file will be checked every quarter for accuracy of information by the Director of Education and Learning Development, or the Professional Training/ Apprenticeship Manager.

6.   ASSESSMENT/CONTAINMENT

As soon as practicable, the BCT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment that is still at the scene.

- Staff, vehicles, equipment that is allocated elsewhere.

- Current IT and telephony capability.

If the disruption has resulted in the loss of the Education and Learning Development team's reception at the Trust Head Office | The Lodge | Lodge Approach | Wickford | Essex | SS11 7XX the BCT meeting should be held at the Education and Learning Development team's reception area at Wren House, Hedgerows Business park, Colchester road, Springfield, Chelmsford, CM2 5PF, or via MS Teams.

7.   ROLES AND RESPONSIBILITIES

Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the "difficult" decisions for the organisation overall:

Name	Title	Contact details
Paul Scott	CEO: EPUT NHS Trust.	Paul.Scott@nhs.net
Annette Thomas-Gregory	Director of Education and Learning Development	Annette.Thomas-Gregory@nhs.net
Nigel Hughes	Professional Training/ Apprenticeship Manager.	nigel.hughes2@nhs.net

Functional roles include, but are not limited to the following (*dependant on resources available, individuals may be called upon to fulfil more than one role*):

Incident Officer: Director of Education and Learning Development

- Chair Team meetings.

- Co-ordination of the response.

- Liaise with Local Authority Designated Officer, if required.

- Liaise with the Chair of the Quality & Standards Governance Board

- Allocate resources.

- Be prepared to answer questions from the media.

- Responsible for deciding whether or not staff should be sent home.

Staff and Communications Officer: Professional Training/ Apprenticeship Manager.

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible.

- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.

- Provide clerical and practical assistance to the Incident Officer.

- (Immediate!) Instruct staff not to leave the rendezvous point until told to do so.

- Liaison between Emergency Team and staff.

- Imparting factual information to staff.

- Agree on key information to be given to learners, employers, Primes, and assessors/trainers.

Welfare: Operations Manager and the Health and Safety Representative.

- Ensure all learners, staff and visitors are safe and accounted for.

- Marshalling of learners, staff, and visitors at the evacuation rendezvous point.

- Arranging for transfer of everyone to a place of safety.

- Arrange for warm, dry shelter for everyone in the short term.

- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.

- Co-ordinate the sending home of learners and immediate care of those whose next of kin cannot be readily notified.

Premises: Office Admin Staff (Lead personnel - Business Support Team Leader and the Data & Compliance Manager)

- Turn off gas, electricity, water etc., if this can be done safely.

- Salvage critical documents/equipment if this can be done safely.

- The nominated person/s should be in possession of a list of critical items.

- Signs and notices for doors/boundaries

- Identification/transfer to alternative premises.

Continuity and Recovery: Director of Education and Learning Development / Professional Training/ Apprenticeship Manager.

- Arrange for opening up of alternative premises.

- Co-ordinate fitting out with furniture and equipment.

- Liaise with Businesses insurance companies.

- Liaise with any other stakeholders as necessary.

Data Recovery: **Operations Manager**

- Organise the retrieval and restoration of data from backup tapes/systems

8. Critical Function Checklist

This list may be used as a checklist to ensure that critical tasks are completed on time and according to a pre-agreed priority schedule. It may also be used to provide a hand-over document between different shifts in the recovery process.

Priorities to response is allocated to each critical function, with 1 = Highest Priority and 3 = Low Priority

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9. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	LOSS OF ESFA CONTRACTS
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Quality Assurance Lead (Apprenticeships) • Education Facilitation Lead: Apprenticeships • Senior Business Support Officer.
Potential impact on organisation if interrupted:			High
Likelihood of interruption to organisation:			High
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*			Immediate
Continuity plan for learners.			
Learners still in funded learning or paid for via the apprenticeship Levy.			Our digital e-portfolio allows for a transfer to a new trainer, so the learner has a smooth transition.

Priority:	3	Critical function:	Virtual Teaching:
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Education Facilitation Lead (Apprenticeships) • Quality Assurance Lead (Apprenticeships)
Potential impact on organisation if interrupted:			Low
Likelihood of interruption to organisation:			Low
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*			Immediate
Continuity plan for learners.			
Continue with MS – team's online learning, e-portfolio submission and the Management Information System..			If there is a serious disruption to face-to-face education, learners can be taught on-line, and work can still be submitted by learners and accessed by assessors/trainers via the e-portfolio.

Priority:	3	Critical function:	Loss of Communication

Responsibility: *(role responsible for leading on this activity, plus deputies)*	- Director of Education and Learning Development - Professional Training/ Apprenticeship Manager - Education Facilitation Lead (Apprenticeships). - Quality Assurance Lead (Apprenticeships) - Senior Business Support Officer.
Potential impact on organisation if interrupted:	Low
Likelihood of interruption to organisation:	Low
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*	Immediate
Continuity plan for learners.	
Contact telephone and mobile phone provider. Use emails until communication restored.	Telephone lines and equipment have support contracts with specialist service providers, and they need to be contacted in case of any malfunction. In the event of a total loss of telecommunication, mobile phones and emails and Microsoft Teams e-mail's can be used until the phone system is repaired /replaced.

Priority:	**2**	**Critical function:**	**Staff Shortage**
Responsibility: *(role responsible for leading on this activity, plus deputies)*			- Director of Education and Learning Development - Professional Training/ Apprenticeship Manager - Education Facilitation Lead (Apprenticeships) - Quality Assurance Lead (Apprenticeships).
Potential impact on organisation if interrupted:			Medium
Likelihood of interruption to organisation:			Medium
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*			Immediate
Continuity plan for learners.			
To utilise the wide range of knowledge and skills of our team as all have teaching qualifications, regardless of previous apprenticeship or ESF/AEB delivery experience.			The most likely scenarios involving a significant loss of staff are: Outbreak of disease (e.g., influenza/ Covid -

	19 pandemic).
	• Fuel Shortage.
	• Industrial action.
	In all of these events, there is likely to be a period of notice, in which arrangements will be made to mitigate the effects.

Priority:	1	Critical function:	LOSS OF CANDIDATE DATA
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Quality Assurance Lead (Apprenticeships) • Senior Business Support Officer. • Apprenticeship Support Officer
Potential impact on the organisation if interrupted:			Medium to High
Likelihood of interruption to the organisation:			Medium to High
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*			Immediate/Short term
Resources required for recovery:			
Staff *(numbers, skills, knowledge, alternative sources)*			Student databases are stored on a shared drive. We have employed an IT tech team that are IT proficient and can recover data.
Data/systems *(backup and recovery processes, staff and equipment required)*			Information is backed up on to a cloud-based system.
Premises *(potential relocation or work-from-home options)*			Server backup can be recovered and uploaded to a cloud-based system for all to access.
Communications *(methods of contacting staff, suppliers, customers, etc.)*			MS Teams and mobile phones with a synced phone list. We all access email from our phones and laptops.
Equipment *(key equipment recovery or replacement processes; alternative sources; mutual aid)*			
Supplies *(processes to replace stock and key supplies required; the provision in the emergency pack)*			

Priority:	3	Critical function:	LOSS OF EMPLOYER PREMISES (damage, fire etc)
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Quality Assurance Lead (Apprenticeships).

	• Senior Business Support Officer. • Education Facilitation Lead: Apprenticeships.
Potential impact on organisation if interrupted:	Extremely Disruptive
Likelihood of interruption to organisation:	Very Low
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*	Immediate

Resources required for recovery:	
Staff *(numbers, skills, knowledge, alternative sources)*	• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Quality Assurance Lead (Apprenticeships). • Senior Business Support Officer. • Education Facilitation Lead: Apprenticeships.
Data / systems *(backup and recovery processes, staff and equipment required)*	All learner evidence is stored on-line / via our e-portfolio and Management Information System. Information is backed up on to a cloud-based
Premises *(potential relocation or work-from-home options)*	Trainers already have hybrid working and have the resources to work remotely.
Communications *(methods of contacting staff, suppliers, customers, etc.)*	Email from central office Phone call to learners noted numbers, Microsoft Teams
Equipment *(key equipment recovery or replacement processes; alternative sources; mutual aid)*	Data can be accessed remotely.
Supplies *(processes to replace stock and key supplies required; provision in emergency pack)*	A replacement laptop/desktop may need to be replaced.

Priority:	2	Critical function:	LOSS OF PERSONAL DATA
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager
Potential impact on the organisation			Minimal

if interrupted:	
Likelihood of interruption to the organisation:	Low/Minimal
Recovery timeframe: *(how quickly must this function be recovered to avoid lasting damage)*	Immediate/Short term

Resources required for recovery:	
Staff *(numbers, skills, knowledge, alternative sources)*	Human Resources hold personnel files.
Data/systems *(backup and recovery processes, staff and equipment required)*	All personal information is stored electronically.
Premises *(potential relocation or work-from-home options)*	Cloud-based server used (OneDrive)
Communications *(methods of contacting staff, suppliers, customers, etc.)*	We can access email / communications on a number of electronic devices, incl; phones and laptops.
Equipment *(key equipment recovery or replacement processes; alternative sources; mutual aid)*	
Supplies *(processes to replace stock and key supplies required; the provision in an emergency pack)*	

Priority:	**3**	**Critical function:**	**LOSS OF ACCOUNTS INFORMATION**
Responsibility: *(role responsible for leading on this activity, plus deputies)*			• Director of Education and Learning Development • Professional Training/ Apprenticeship Manager • Quality Assurance Lead (Apprenticeships) • Senior Business Support Officer. • Apprenticeship Support Officer
Potential impact on the organisation if interrupted:			Extremely Disruptive
Likelihood of interruption to the organisation:			Very Low
Recovery timeframe:			Immediate

(how quickly must this function be recovered to avoid lasting damage)	
Resources required for recovery:	
Staff *(numbers, skills, knowledge, alternative sources)*	
Data/systems *(backup and recovery processes, staff and equipment required)*	All accounting information held remotely at a secure site.
Premises *(potential relocation or work-from-home options)*	Working from home is an existing procedure.
Communications *(methods of contacting staff, suppliers, customers, etc.)*	We have mobile phones with a synced phone list. We all access email from our phones and laptops.
Equipment *(key equipment recovery or replacement processes; alternative sources; mutual aid)*	Data can be accessed remotely.
Supplies *(processes to replace stock and key supplies required; the provision in an emergency pack)*	A replacement laptop/desktop may need to be replaced.

10. Emergency Response Checklist

This page should be used as a checklist during an emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of a log of actions and expenses undertaken (see section 8 Action and Expenses Log)	
Log full details of incident	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Brief CEO, - or appointed other / deputy.	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: • Staff • Stakeholders • Insurance company	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand the progress made, obstacles encountered, and decide on continuing recovery process	
Provide information to: • Staff • Stakeholders • Insurance company	
Provide regular updates to staff and stakeholders	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed (i.e.. regulators)	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

11. Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

A.   Staff
All other staff details are held electronically on our cloud-based system, OneDrive, which can be accessed from any company laptop login.

Name	Work phone	Home phone	Mobile	E-mail
Annette Thomas-Gregory: Director of Education and Learning Development				Annette.Thomas-Gregory@nhs.net
Nigel Hughes: Professional Training/ Apprenticeship Manager				nigel.hughes2@nhs.net
Jay Rushbrooke: Quality Assurance Lead (Apprenticeships)				james.rushbrook@nhs.net
Yvonne Hawkins: Education Facilitation Lead: Apprenticeships.				yhawkins@nhs.net
Denise Whickman : Apprenticeship Support Officer				denise.whickman@nhs.net
Jackie Skinner: Senior Business Support Officer				j.skinner1@nhs.net

B.   Key Suppliers

Supplier	Providers	Telephone	E-mail
			18

C.   Key Customers for Delivery of Apprenticeships and All Funding

Organisation	Contact	Telephone	E-mail
Employers, apprentices, and learners	All contact details are stored on the e-portfolio.		

D. Utility Companies

Utility	Company	Telephone	E-mail

Include a plan of your premises (for use by emergency services) showing locations of:
N/A as we are located in a serviced office block where services and utilities are located away from the office areas.

E. Local Emergency Services

Service	Location	Telephone
Ambulance	Emergencies	999
Fire Service	Emergencies All stations across the borough	999
Floodline	Information service	03708 506 506
NHS Hospital		
Police	Emergencies	

F. Insurance and Finance Companies

Service	Company	Telephone	E-mail
Banking			N/A
Insurance			

G. Local Authority

12. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred