



Business Continuity Policy and Procedure

Link to policy on website: [Our Policies - PFP Thrive](#)

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.

Approved by | Tom Arey

Position | PFP Thrive Academy Director

Date | September 2024

Next Review Date | September 2025

Signed

Tom Arey

PFP Thrive Academy Director

Contents

1. Introduction	3
2. Responsibilities	4
3. Risk management	5
4. Disaster recovery team	8
5. Incident management	9
6. Methods of communication	12
7. Back ups	13
8. Redundancy and cancellation	14
9. Emergency contacts	15
10. Policy review and version control	16



1.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, as part of the Places for People Group, 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 PfP Thrive 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 PfP Thrive a flexible response to tackle any situation which may arise.

2. Responsibilities

We will regularly seek feedback from learners and employers through continual eThe 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 Director of PfP Thrive and the PfP Thrive leadership team, 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 Director of PfP Thrive 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 Head of Apprenticeship Development and Head of Future and Technical skills will act as a Deputies 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 PfP Thrive Academy Teaching Team and Co-ordination team will form part of the PfP Thrive Disaster Recovery team.

3.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, Derby, and the PfP Thrive hub, Preston 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> <p>There are alternative sites available to accommodate continuation of learning and avoid any breaks in learning.</p>
Fire	3	4	<p>All PfP Thrive sites are fully fitted with Fire and smoke detectors that meet legal requirements. Additional shut down safety measures exist.</p> <p>Please note that all learners 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>

Potential disaster	Probability rating	Impact rating	Brief description of potential consequence and remedial action
Act of terrorism	1	3	Low risk to the business and we have an established Prevent policy to identify any potential risks
Act of sabotage	3	3	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.
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 or network services	4	4	<p>Limited impact on PfP Thrive given the nature of the activities. However, the IT infrastructure at Places for People would be instigated with back-up solutions available.</p> <p>Learning would be adapted to a virtual offering in the first instance, making use of the existing video, online classroom technology.</p>
Pandemic	2	3	<p>If necessary, we would take a break in any practical/face to face training sessions until safe to return to the PfP Thrive Academy sites.</p> <p>We would also follow the recommended safe systems of work protocols which may allow for learning activity to continue within the restrictions</p>
Loss of or absence of key staff	3	4	<p>There will be a minimum of one tutor per standard/qualification.</p> <p>Should one of the tutors be absent, then a suitable replacement tutor will be allocated.</p> <p>This may be a tutor from another standard/qualification 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 suitable Technical Manager from the Places for People team.</p>

Potential disaster	Probability rating	Impact rating	Brief description of potential consequence and remedial action
Theft	3	4	Access to the PfP Thrive sites will be either via a reception team and/or the use of an electronic door pass/key system which allows us to monitor presence and minimise risk.
Loss of confidential information	3	2	<p>All employees and learners will be required to complete relevant GDPR and Information Security training.</p> <p>Systems will be accessible via log-on and password protection.</p> <p>Files containing sensitive information will be encrypted/password protected.</p> <p>The Places for People disciplinary policy will be invoked where these standards are not followed.</p>
Serious accident	4	2	Health and safety protocols will be adhered to on all sites. 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

4. 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.

The Director of PfP Thrive and the PfP Leadership team will keep a hard copy of the names and contact numbers of each employee in their departments.

The PfP Thrive Leadership team, PfP Thrive Academy Teaching Team and Co-ordination 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.

5. Incident management

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 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 and learners.

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/learners with an employer for coaching and observations on the job or alternatively some delivery can take place virtually minimising the risk to delivery of the qualifications. 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 our e-portfolio suite and can be accessed on personal computers/mobiles, however paper copies are kept in the main 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

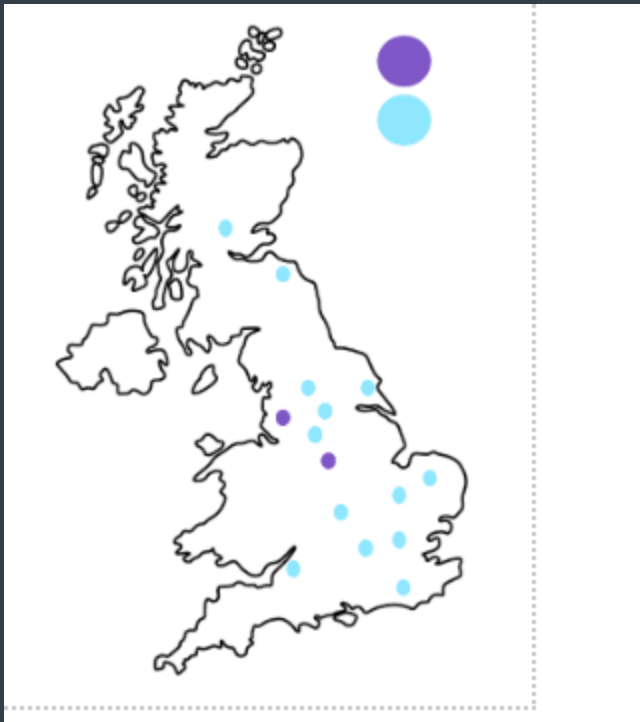
Being part of the parent company, Places for People, we have a number of alternative sites where we would be able to continue with some or all of the apprenticeship training. Core alternative sites include:

TRADE APPRENTICESHIPS:

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

NON-TRADE APPRENTICESHIPS:

One of our many office/depo/leisure centre sites



ALTERNATIVE TRANSPORT

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

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 which we could 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.

Where a change of location of study is required for contingency reasons, we would seek to provide an alternate location that is as close as practicable to the original place of study. Where alternate arrangements have to be made that could not easily be accessed by the usual forms of transport, we will work with the employer to consider the nature and impact of alternate transport arrangements on individual learners and agree on an appropriate solution.

As an alternative, we recommend the use of public transport such as buses or trains and private transport such as taxis or car sharing where appropriate.

6.Methods of communication

Communication with staff, learners Apprentices, and Stakeholders is of paramount importance to us and more important if presented with a major incident. The primary sources of communication are via telephone and email, and all staff are issued with work mobile telephones. Mobile phones are set up to include access to the internet, and emails and are supported with a work profile and device policy.

Key staff and contact details are provided within this continuity document

Emails are backed up to the Microsoft Server, this allows lost data to be recovered, and for staff to access email accounts from any PC with their own secure login.

Email is accessed via Microsoft Platform which can be used offline, though users are required to be online for messages to be sent or received.

Internet access is required for emails and for communication. All staff mobile phones are equipped with access to portable mobile data. Staff are encouraged to link to their home and public space wi-fi where possible (e.g. at employer premises). In an emergency, key contacts include IT support advisers. Should an incident occur, the telephone will initially be the primary method of communication with relevant staff and key contacts followed by email.

Personnel and Family Notification

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

7.Back ups

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 PfP Thrive Leadership Team will liaise directly with the third party suppliers and ensure communication with the relevant stakeholders as part of the process.

We use the award winning MIS / LMS system Aptem to store learner data , resources and portfolios that is retained in the UK. The Aptem system is GDPR, Cyber essentials ISO 27001 and ISO 9001 certified and ensure student data is stored securely and can be accessed 24-7.

8.Redundancy and cancellation

Apprentices affected by Redundancy (for apprenticeships only)

In line with ESFA Apprenticeship Funding rules there may be circumstances where, if an Apprentice is made redundant, we must make reasonable efforts to find the Apprentice a new employer. Places for People Group has well-established relationships with a large number of levy employers working across the housing and construction industry. Where appropriate, these relationships can be leveraged to identify opportunities for displaced learners.

Arrangements if PFP Thrive is no longer an authorised Training Provider (apprenticeships only)

In the event of termination of the agreement with the ESFA and becoming unable to continue the delivery of the apprenticeship programme, we will engage with the ESFA to make arrangements for effective exit to minimise the disruption to both learners and employers. The details of all apprentices, their apprenticeship programme, progress made, registration with awarding organisations, and evidence that is required to contribute towards successful completion of their endpoint assessment would be made readily available. The primary goal is to see every apprentice through to successful completion of their apprenticeship standard and every effort would be made

9. Emergency contacts

Name, Title	Contact Number	Email Address
Karen Halford, Chief People Officer	07796513504	Karen.halford@placesforpeople.co.uk
Tom Arey, Director of PfP Thrive	07501391691	Tom.arey@placesforpeople.co.uk
Becky Edwards, Head of Apprenticeships	07584 335601	Becky.edwards@placesforpeople.co.uk
Emily Drum, Head of Technical and Future Skills	07917 553733	Emily.drum@placesforpeople.co.uk
ESFA	0370000288	Education and Skills Funding Agency - GOV.UK
Department for Education	0370 267 0001	SDE.servicedesk@education.gov.uk

In the event of an incident, the Director of PfP Thrive 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.

10. Policy review and version control

This Policy will be reviewed annually or in the event of changes in rules or to take into account changes in working practices that may result from incidents.

Date of Publishing | September 2024

Review Date | September 2025

Policy/Process Owner | Apprenticeship Leadership Team

Signed

Tom Arey

Director of PFP Thrive

23/12/2024

A handwritten signature in black ink, appearing to read 'Tom Arey', followed by a long horizontal line.

Version Control

Version	Date	Action	Amended by	Reviewed by
V1.0	September 2024	New policy creation	Rebecca Edwards Academy Consultant	Tom Arey PFP Thrive Director
V1.1	October 2024	Updated job titles	Rebecca Edwards Academy Consultant	Tom Arey PFP Thrive Director
V1.2	December 2024	Updated following feedback from MS Consulting	Rebecca Edwards Academy Consultant	Tom Arey PFP Thrive Director
V1.3	May 2025	Rebranded on to new template	Rebecca Edwards Academy Consultant	Tom Arey PfP Thrive Director