

HIPSTER GROUP LIMITED

CONTINUITY PLAN

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2023 – 2024

EFFECTIVE DATE: JULY 2021

REVIEW DATE: JULY 2024

LAST UPDATED: JULY 2023

POLICY LEADS:

DANIEL PYNE (DIRECTOR)

07852 412 570

AMANDA PYNE (DIRECTOR)

07759 412 938

This Policy is Authorised by:

Name: Daniel Pyne

Role: Director

Date: 21/07/2023

Signature:

INTRODUCTION

The purpose of this plane is to provide a flexible response so that the company management and staff can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)



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Plan Remit

The following activities/services/functions are covered by this Plan:

- Delivery of Hairdressing Apprenticeships
- Management of Funding
- Data Collection
- Continuous Development of Systems

The following site is covered by this Plan:

- Hipster Group Limited, 2a Darwall Street, Walsall, West Midlands, WS1 1DA

Plan Owner

Daniel Pyne and Amanda Pyne as the Directors are responsible for ensuring that it is maintained, exercised, and updated in accordance with internal requirements for business continuity.

Plan Distribution

This plan is distributed as follows:

Name	Role
Daniel Pyne	Director
Amanda Pyne	Director
Donna Kraushaar	Centre Manager & DSL
Susan Crook	Lead IQA & Assessor
Chrissy Richards	IQA, Assessor, & Lead Tutor
Kayleigh Webster	Support Assessor
Holly Crook	Centre Administrator & Recruitment

Plan Storage

Electronic copies of this Plan are stored:

- On computer
- Memory stick
- On Google Drive Cloud
- On Website Extranet

PLAN ACTIVATION

Circumstances

This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

- The Managing Director incapacitated.
- Loss of key staff or skills e.g., above normal levels of absenteeism due to illness
- Loss of critical systems e.g., Server failure
- Denial of access, or damage to, facilities e.g., loss of a building through fire
- Loss of a key resource e.g., such as the loss of the Google Drive and/or PICS which is vital to the delivery of the business.



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Responsibility for Activation

A member of the nominated Business Continuity Team will normally activate and stand down this Plan:

Name	Role	Office	Mobile
Daniel Pyne	Director	Yes	Kept on Person at all Times
Amanda Pyne	Director	Yes	Kept on Person at all Times
Donna Kraushaar	Centre Manager & DSL	Yes	Kept on Person at all Times
Susan Crook	Lead IQA & Assessor	Yes	Kept on Person at all Times
Chrissy Richards	IQA, Assessor, & Lead Tutor	Yes	Kept on Person at all Times
Kayleigh Webster	Support Assessor	Yes	Kept on Person at all Times
Holly Crook	Centre Administrator & Recruitment	Yes	Kept on Person at all Times

Process for Activation



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Purpose of the incident Management Phase

- Protect the safety of staff, learners, visitors, and the wider community.
- Protect vital assets e.g., equipment, data, reputation etc.
- Ensure necessary communication takes place.
- Support the Business Continuity phase.
- Support the Recovery and Resumption phase.

Actions to Protect the Safety and Welfare of Staff, Learners, Visitors, and the Public

The following actions will be taken to protect the immediate safety of staff, learners, visitors, and the public:

Action	Further Details
Evacuate the building if necessary	Use normal evacuation procedures for the building
Ensure all staff report to the Assembly Point.	The Assembly point for Hipster Group Limited Walsall: In front of the Church opposite. Senior person in location is to ensure all staff are accounted for.
Call emergency services (where appropriate)	TEL: 999 Amanda Pyne is responsible for completing this action.
Check that all staff, learners, and any visitors have been evacuated from the building and are present. Consider safety of all staff, contractors, and visitors as a priority	Senior person in location is to ensure all staff are accounted for.
Ensure log of incident is started and maintained throughout the incident phase	Use a decision and action log to do this. Create Action Log
Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.	Amanda Pyne & Donna Kraushaar – are responsible for completing this action
Assess impact of the incident to agree response / next steps	Amanda Pyne & Daniel Pyne are responsible for completing this action
Log details of all items lost by staff, learners, visitors etc as a result of the incident	Amanda Pyne & Donna Kraushaar – are responsible for completing this action
Consider whether the involvement of other teams, services or organisations are required to support the management of the incident	Depending on the incident the following may be approached to assist with incident management: <ul style="list-style-type: none">- Personnel – Amanda Pyne- Health and Safety – Amanda Pyne- Legal – NHBF Legal Team/Accountant- Occupational Health/RIDDOR – First Aider, Daniel Pyne, Susan Crook- Safeguarding – Donna Kraushaar



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Communication Actions

In the event of an incident and this plan being activated, the following people should be contacted. Nature of contact will depend on the incident type and time it has occurred.

Donna Kraushaar is responsible for completing the communication actions.

External Contacts

Contacts

- **Emergency Services – Tel:** 999
- **Non-Emergency Services:** 101
- **ESFA – Tel:** 0370 2670001 **Email:** SDE.servicedesk@education.go.uk
- **DfE – Tel:** 0370 000 2288
- **ifATE Service Desk – Tel:** enquiries.ifa@education.gov.uk
- **Ofsted Service Desk- Tel:** 0300 123 1231 **Email:** enquiries@ofsted.gov.uk
- **City & Guilds – Tel:** 0192 4930 800 **Email:** customersupport@cityandguilds.com

Always Contacted

Name	Role	Contact Details	Possible Message
Daniel Pyne	Director	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Request to escalate or support
Amanda Pyne	Director/Finance	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Request to escalate or support
Donna Kraushaar	Centre Manager/HR	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Request to escalate or support

Contact Depending on Incident

Name	Role	Contact Details	Possible Message
'External Contacts'	Emergency Dependant	Email/Telephone	- Incident is taking place -Action being taken -Impact on the service -Where they need to report to/work from -Expected duration of the disruption
Susan Crook	Lead IQA	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Where they need to report to/work from -Expected duration of the disruption
Chrissy Richards	Tutor	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service - Where they need to report to/work from -Expected duration of the disruption



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Holly Crook	Centre Administrator	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Indication of any press interest -Areas they can support the company
Walsall	All Staff	Email/Mobile	-Incident is taking place -Action being taken -Impact on the service -Where they need to report to/work from
All Learners	All Learners	Learner Contact Details	-Incident is taking place -Action being taken -Impact on the service -Expected duration of the disruption

ACTION	INFORMATION/DETAILS
Recover vital assets/equipment to enable delivery of critical activities	The essential equipment/resources/information that need to be recovered where possible are: IT Systems, all resources
Assess the key priorities for the remainder of the working day and take relevant action	Consider sending staff home.
Inform staff what is required of them	Staff to work from recovery site/home.
Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate: Centres, Employers, learners, parents

Actions to Support Recovery and Resumption

ACTION	INFORMATION/DETAILS
Take any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage.
Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to record costs incurred as a result of responding to the incident
Seek specific advice/ inform your Insurance Company	What are their requirements?
If necessary, relocate main office	Address, location, transport

BUSINESS CONTINUITY & ACTION PLAN

Purpose of the Business Continuity Phase

The purpose of the business continuity phase of response is to ensure that critical activities are resumed as quickly as possible and/or continue to be delivered during the disruption.

The Business Impact Analysis (BIA) for the company sets out details of critical activities and the resources required to deliver them both in 'business as usual' and in crisis situations. The Business Continuity Team will refer to the BIA to help inform the business continuity response that is required.



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Critical Activities

The outcome of the Business Analysis process has been to identify the following activities as critical:

- Able to teach learners
- Able to inform the ESFA i.e. finance and learner enrolments
- Support learners, parents and employers

Business Continuity Actions

The Business Continuity Team (Plan Activation Section) for the incident is responsible for ensuring the following actions are completed:

ACTION	INFORMATION/DETAILS
Identify any other staff required to be involved in the Business Continuity response. Daniel Pyne, Amanda Pyne, Donna Kraushaar, Susan Crook, Chrissy Richards, Holly Crook	Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities. Depending on the incident keep the ESFA updated
Evaluate the impact of the incident	Use an incident impact assessment form to understand the impact of the incident on normal working activities.
Plan how critical activities will be maintained.	Consider: -Immediate priorities -Communication strategies -Deployment of resources -Finance/funding (ESFA) -Monitoring the situation -Reporting § Staffing § Teaching -Alternative Accommodation -Transport
Log all decisions and actions, including what you decide not to do and include rationale	Use a decision and action log to do this
Log all financial expenditure incurred	Use a financial expenditure log to do this
Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
Secure resources to enable critical activities to continue/be recovered	Consider requirements such as the staffing, premises, equipment, IT.
Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of our key stakeholders e.g., customers, suppliers, staff, employers, learners, etc.

RECOVERY AND RESUMPTION

Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume normal working practises for the training centre, where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g., from a different building. Examine possibility of renting accommodation



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Recovery and Resumption Action Plan

ACTION	INFORMATION/DETAILS
Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated. Depending on the incident keep the ESFA updated
Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
Respond to any long terms support needs of staff	Depending on the nature of the incident, the Business Continuity Team may need to consider the use of Counselling Services e.g. internal Occupational Health involvement or appropriate External Agencies
Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	Use an Incident Report Form to do this. This should be reviewed by all members of the Business Continuity Team to ensure key actions resulting from the incident are implemented within designated timescales
Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan. Ensure a revised version of the Plan is read by all members of the Business Continuity Team
Publicise that there is now back to business as normal.	Key messages are developed as appropriate to the needs of our key stakeholders e.g., customers, suppliers, staff, employers, learners, etc. Use of social media, local press
Directors incapacitated/long term sick	If the Directors are incapacitated Donna Kraushaar to temporarily oversee company activities to ensure a seamless operation of company business
Delivery staff incapacitated	Existing staff to try and cover current commitments. If long term, examine use of recruiting agencies to cover gaps in delivery

