



New Leaf Triangle CIC Business Continuity Policy

V2

Date of Review – 7th November 24 by KC (changes from previous version 1.4 - additions in blue)

Date of Next Review November 26

This policy outlines our plans to ensure the smooth running of New Leaf Triangle (NLT) on a day to day basis, taking into account a number of potentially disruptive events. It explains how New Leaf Triangle has proactively planned for such events and how we manage the impact of these on the business and our customers.

As a provider of alternative education to some of the area's most vulnerable children we understand the importance of continuity for our students. We recognise that cancellation of sessions or closure of our business, even for a short time, must be as a last resort or on advice/instruction from government or local council.

Events that could affect NLT's ability to deliver services:

- Shortage or unavailability of staff due to illness or staff leaving the company. 2. Severe weather
- Fire or other event causing significant damage to the site
- Disruption or loss of computerised data, due to a computer crash or because of damage to buildings.
- Disease, epidemic or pandemic.

What NLT will do if affected by one of the events identified above to minimise the impact on our customers:

- With regard to general staffing levels, [the operational manager](#) and the executive directors manage the team and oversee daily activities. They do not usually work directly one to one with students. This gives flexibility for them to cover staff in the event of illness. [In addition, a number of staff have regular admin duties, which means students and staff can be rearranged at short notice to provide additional cover for absent staff if needed.](#) Occasionally, staff who are less than full time, can be called upon to provide additional cover.
- In the event of inclement weather, sessions are held indoors in one of our log cabins or barns. If weather conditions are such that access to the site is impossible or poses significant risk (for example, heavy snow or storms), sessions may have to be cancelled. At such times, the onsite manager with the support from the business manager would ensure swift communications to parents/carers and schools by call, text and email to advise of the closure.
- We have a second site located less than a mile from our main site. If either site is temporarily unavailable, students can be relocated to the other site while remedial action is taken.
- Data can be accessed and repopulated from back-up files held in a secure offsite location – [see also Data protection policy in relation to data breaches.](#)



Steps that NLT takes to help prevent these events from happening in the first place:

- A management structure is in place allowing the operational manager, business manager, vocational manager and improvement manager to cover for any unexpected absence of the directors. There is also a tier of Coordinators who can cover for management if required. Managers and coordinators are aware of each other's duties and can cover if needed.
- Procedure notes are written so that less experienced staff are able to perform duties in the absence of key staff. A list with full contact details for all staff is held in case they need to be advised of alternative locations or a change to their services.
- Weather forecasts are monitored. Procedures define actions to be taken in the event of cancellation of services.
- Smoking is prohibited on site. Safety checks are carried out on all equipment that may pose a potential fire risk. We conduct regular evacuation exercises, document the results and implement corrective actions where necessary. Staff are trained in fire evacuation procedures and the use of fire extinguishers. Training is recorded.
- We have a maintenance contract in place to provide a prompt response to any computer failure. Critical information and data is regularly backed-up. Virus protection software is kept up to date.
- Good hygiene practices are in place at all times to reduce the risk of spreading infections. All government and/or local guidelines will be followed. NLT have created pandemic guidelines and a risk assessment that has been communicated to staff, students, schools and parents and is reviewed regularly.

Ensuring continuity of supply from our suppliers:

We have no suppliers other than for day to day general provisions, animal feed and basic office supplies, and these can be purchased from numerous high street outlets. If in the future we determine that provision of a service depends on a critical supplier, we will ensure that the primary supplier and a suitable alternative supply source are assessed for their ability to supply, are formally approved and the approval documented.

Policy Version History

Written (v1): September 2019, Lorraine Shaw and Carly Steel (Directors)

Reviewed (v1.1): March 2020, Lorraine Shaw (Director)

Reviewed (v1.2) Sept 2020, Carly Steel (Director)

Minor Amends Made (v1.3) January 2021, Kath Carter (administrator)

Reviewed (v1.4) November 2022 Lorraine Shaw (Director)

Reviewed (v2) November 2 Kath Carter (business manager)