



## **New Leaf Triangle CIC Business Continuity Policy**

### **v1.3**

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.

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

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

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

1. With regard to general staffing levels, executive directors, Troy Shaw and Lorraine Squires Shaw manage the team and oversees daily activities. Lorraine does not work directly one to one with students. This gives flexibility for her to cover staff in the event of illness. Staff work flexible hours with not all staff working each day, so we have the capacity to call on additional staff when required. In addition, we can call on a number of volunteers and occasional staff members who have regularly worked with children and young adults with complex needs.
2. 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), sessions may have to be cancelled. A list of client contact details is held and is readily available to facilitate prompt communications.
3. We have recently opened a second site located less than half a mile from our main site. This is not at full capacity and can be used should the main site become unavailable for any reason.
4. Data can be accessed and repopulated from back-up files held in a secure offsite location.
5. Executive Directors do not usually work directly with students so they are available to cover staff in the event of staff shortage. Staff work flexible hours with not all staff working each day, so we have the capacity to call on additional staff when required. NLT will prioritise providing services for the most vulnerable children with no plans to close unless advised to do so by government or local council guidelines.



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

1. Loss of key staff (executive directors) is unlikely to occur without warning. 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.
2. Weather forecasts are monitored. Procedures define actions to be taken in the event of cancellation of services.
3. 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.
4. 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.
5. 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.

*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)*

***To be reviewed in full: September 2022***