



# Business Continuity

_____	_____
_____	_____



# Business Continuity October 2023

## CONTENTS

- 1. Introduction.....
- 2. Scope.....
- 3. Definitions.....
- 4. Policy Aims.....
- 5. Procedure.....
  - 5.1 The Koru Project Information.....
  - 5.2 Recovery strategies.....
  - 5.3 Roles and responsibilities.....
  - 5.4 Recovery strategies.....
- 6. Legislation and Guidance.....
- 7. Monitoring and Review .....
- 8. Appendix 1: Useful Contacts.....

## 1. Introduction

This policy is aimed to prevent and recover from potential threats, to ensure that The Koru Project, its staff and families that we support are able to function effectively in the event of a disaster.

## 2. Scope

This policy applies to all Representatives of The KORU Project CIC (referred to in this policy as KORU Representatives). This includes freelance therapists, mentors, employees, volunteers, trainees, and students.

## 3. Definitions Used in this Policy

The terms below are used throughout this document with the following definitions:

**Child:** *The 'Statutory guidance on children who run away or go missing from home or care' issued by the Department for Education in January 2014, define a child to be anyone who has not yet reached their 18<sup>th</sup> birthday. 'Children', therefore, means 'children and young people' throughout this policy.*

**Child in Care:** *A child who is looked after by a local authority by reason of a care order, being accommodated under section 20 of the Children Act 1989.*

**Young People:** *Young people refers to older or more experienced children who are more likely to be able to make these decisions for themselves.*

**Responsible Local Authority:** *The local authority that is responsible for a looked after child's care and care planning.*

**Absent:** *'A person is not at a place where they are expected or required to be'.*

#### 4. Policy Aims

To provide a flexible response to an emergency or disruptive incident so that The Koru Project can:

- minimise the impact of an emergency or major incident
- ensure that the emergency incident is communicated quickly and clearly to supporting agencies and partners, enabling support arrangements to be rapidly activated
- maintain high standards of welfare and duty of care arrangements for children, young people, staff, therapists and mentors
- ensure that decision making and actions during the emergency are properly recorded
- to minimise educational, therapeutic, and administrative disruption within the project
- to facilitate the return to normal working arrangements at the earliest time.

## 5. Procedure

### 5.1 The Koru Project information

The Koru Project details	
Name	The Koru Project
Type of provision	Therapy (Alternative Specialist Provision)
Address	Various venues used across Dorset
Operating hours	Monday to Friday
Approximate number of staff	40
Approximate number of children & YP	150
Age range	5 to adult clients
Contact details	
Koru telephone number	
Koru mobile number	
Email address	
Useful websites & contacts	
Koru website	<a href="http://www.the-koru-project.org.uk">www.the-koru-project.org.uk</a>
Local authority	Dorset Council- <a href="http://www.dorsetcouncil.gov.uk">www.dorsetcouncil.gov.uk</a> BCP- <a href="http://www.bcpCouncil.gov.uk">www.bcpCouncil.gov.uk</a>
National Health Service	<a href="http://www.nhs.uk/111">www.nhs.uk/111</a>
Department for Education	<a href="http://www.gov.uk/df">www.gov.uk/df</a> 0370 000 2288
Foreign, Commonwealth & Development Office	<a href="http://Foreign.Commonwealth&amp;DevelopmentOffice-GOV.UK">Foreign, Commonwealth &amp; Development Office - GOV.UK (www.gov.uk)</a> 0207 008 2288
Environment Agency	<a href="http://www.gov.uk/ea">www.gov.uk/ea</a> 0845 988 1188



## Business Continuity October 2023

Met Office	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a> 0370 900 1011
Health and Safety Executive	<a href="http://www.hse.gov.uk">www.hse.gov.uk</a> 0845 300 9923
Education Support Helpline	<a href="https://www.educationsupport.org.uk/get-help/help-for-you/helpline/">https://www.educationsupport.org.uk/get-help/help-for-you/helpline/</a> 08000 562 561

**See Appendix 1 for further contact information**

### **Insurance Company**

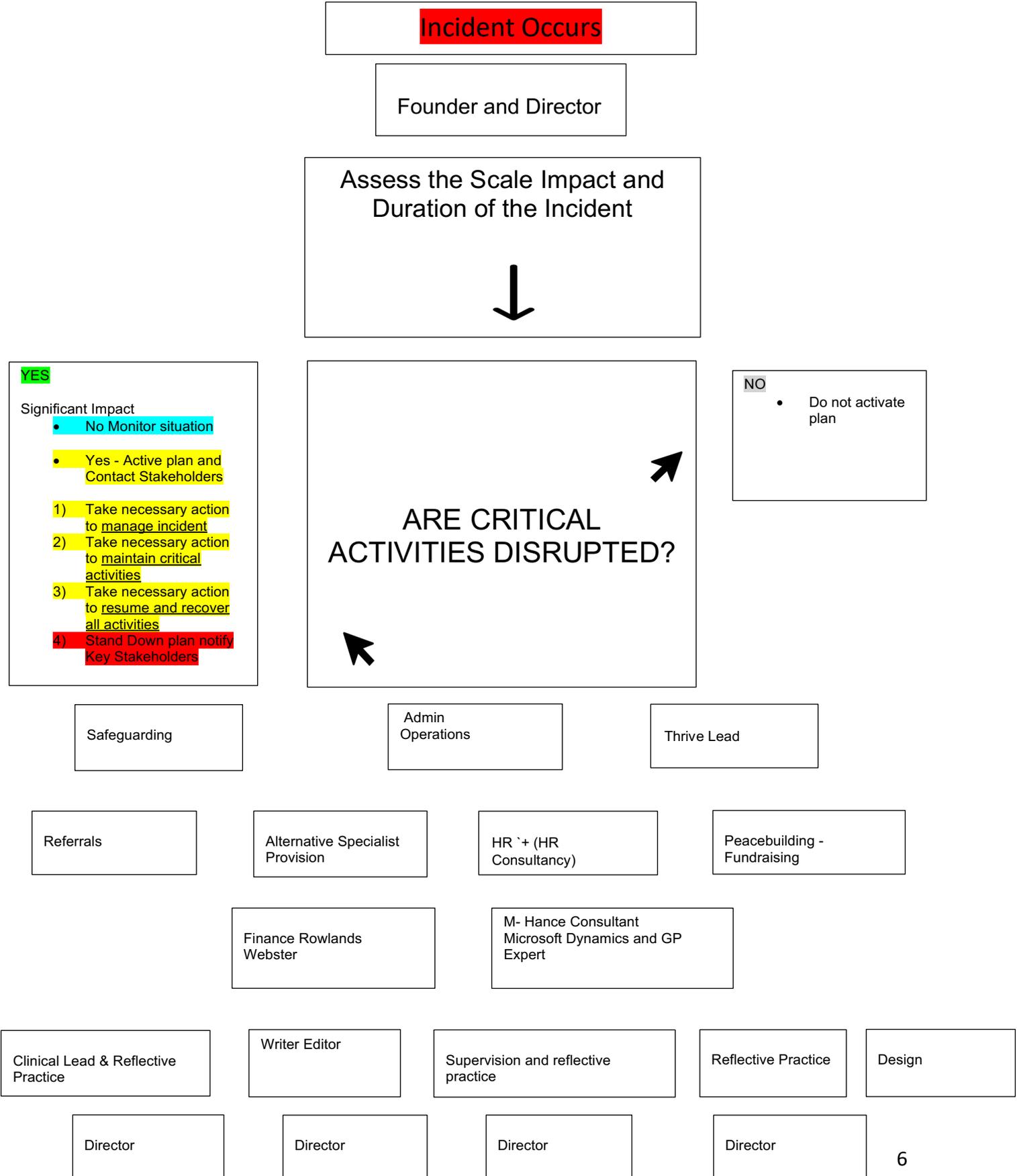
Towergate Insurance Kings Court, London Road, Stevenage, Herts SG1 2GA

01438 735251

[Pro.liability@towergate.co.uk](mailto:Pro.liability@towergate.co.uk)

Business Continuity October 2023				

**5.2 KORU Emergency Planning Team**





## Business Continuity October 2023

### 5.3 Roles and Responsibilities

Role	Responsibilities	Accountability Authority
Founder and Creative Director	<ul style="list-style-type: none"> <li>• Senior responsible owner of Business Continuity Management in KORU</li> <li>• Ensuring KORU has the capacity within its structure to respond to incidents</li> <li>• Determining KORU's overall response and recovery strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Founder and Creative Director has overall responsibility</li> </ul>
Business Continuity Coordination	<ul style="list-style-type: none"> <li>• Business Continuity Plan and Development</li> <li>• Developing continuity arrangements and strategies alternative relocation sites and staff cover</li> <li>• Involving the KORU Directors and KORU Team Leads in the planning process as appropriate</li> <li>• Plan testing and exercising</li> <li>• Conducting 'Debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved</li> <li>• Training KORU Staff team on Business Continuity</li> </ul>	<ul style="list-style-type: none"> <li>• Founder and Creative Director overall responsibility with support from</li> <li>• KORU Admin Operations</li> <li>• KORU Directors</li> </ul>
Media Management	<ul style="list-style-type: none"> <li>• KORU Founder and Director to lead all communication with media with support from KORU Leads.</li> </ul>	<ul style="list-style-type: none"> <li>• The Founder and Director has overall responsibility</li> </ul>
Log Keeping	<ul style="list-style-type: none"> <li>• Log keeping and admin management during an incident</li> </ul>	<ul style="list-style-type: none"> <li>• Amin operations and Safeguarding Lead</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Founder Creative Director</li> <li>• Admin Operations</li> <li>• Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• Founder and Creative Director</li> </ul>

## Business Continuity October 2023

### 5.4 Recovery Strategies

Theme	Business Issue	Actions	Notes
Loss of staff	Potential for disruption caused by departure, loss or difficulty in recruitment or retention. Reputational risk	<ul style="list-style-type: none"> <li>- Support staff in roles</li> <li>- Multi-skill and cross training (where applicable) to understand roles</li> <li>- Succession plan</li> <li>- Handover time for staff that do leave</li> <li>- Mutual support agreement with other schools and provision</li> </ul>	Large pool of freelance staff
Loss of premises and/or utilities	Disruption of provision in venues used across Dorset	<ul style="list-style-type: none"> <li>- Mutual support with other venues/schools</li> <li>- Other premises that could be used- Village Halls, leisure centres, community hubs.</li> <li>- Virtual learning and therapeutic support</li> <li>- Site information of utility supply- gas, water, electricity, heating</li> <li>- Hazards of the building- chemical and building materials (asbestos)</li> </ul>	Evacuation and assembly points listed in RA in case of emergency evacuation.
Loss of IT/cyber attack	Disruption with administration, access to files on Sharepoint Communication channels disrupted with the team.	<ul style="list-style-type: none"> <li>- Signed up to NCSC newsletters, training for small organisations.</li> <li>- Complete govt cyber security check- NCSC checks</li> <li>- Cyber security risk assessment</li> <li>- Establish alternative access to email and shared data system</li> <li>- Identify essential information required and backup to separate cloud based system M- Hance</li> <li>- Review IT security, cloud based Sharepoint system, back up options and recovery (use external provider- Skykick M-hance for Microsoft back up)</li> <li>- Print out paper copies of KORU Policies</li> <li>- Print and store in lockable cupboards or room a key information for vulnerable children and families to enable safeguarding in line with GDPR Regulation (HCPC – Health Care professions Council Guidelines) <a href="https://www.hcpc-uk.org/standards/meeting-our-standards/confidentiality/guidance-on-confidentiality/keeping-information-safe/">https://www.hcpc-uk.org/standards/meeting-our-standards/confidentiality/guidance-on-confidentiality/keeping-information-safe/</a></li> </ul>	

## Business Continuity October 2023

Data sharing, processing, and access	Potential for loss of data, data transfer or interruption to access. Data could be corrupted or breached	<ul style="list-style-type: none"> <li>- Information Commissioners Office advice and action for data sharing</li> <li>- GDPR and data protection training for staff</li> <li>- Risk assessment of data protection and cyber security</li> <li>- Safeguarding concerns are logged on RecordMy</li> <li>- Single Central Record stored on Sharepoint</li> </ul>	
Serious injury to staff or pupil	Interruption to provision. Short and long term physical and mental impact on staff and young person involved. Reputational risk.	<ul style="list-style-type: none"> <li>- Risk assessments carried out for all sessions and types of provision.</li> <li>- Appropriate ratios and delivery settings agreed in timely way and clear guidelines given for staff to mitigate any risks.</li> <li>- Staff trained in first aid, plus guidelines clear for contact with emergency services and travel to hospital or doctor surgery if required.</li> <li>- Emergency communication plans clear for staff.</li> </ul>	Guidelines in place for follow-up support for those involved
Severe weather	Disruption to provision – travel problems for staff Increase in care due to environmental factors	<ul style="list-style-type: none"> <li>- Identify hard to heat venues, provision of extra layer, blankets</li> <li>- Extreme heat, hydration, suncream, shade.</li> <li>- Flooding in areas where provision may take place</li> <li>- Staff understand the procedure for reporting concerns, when to cancel provision.</li> </ul>	
Public Health, Pandemic	Potential for staff shortages due to illness Increased healthcare/absence required amongst children	<ul style="list-style-type: none"> <li>- Infection control procedures</li> <li>- Communicate to staff and children how to stay safe</li> <li>- Access the Department of Health and NHS guidance on responding to flu pandemics and coronavirus</li> </ul>	
Incident in the community	Major disruption to services- terrorist attack, disturbance, utilities restricted	<ul style="list-style-type: none"> <li>- Create and update major incident procedures</li> <li>- Scenario planning with team leads and staff.</li> <li>- Liaise with local authority</li> </ul>	Guidance for staff on processes, evacuation, roles and responsibilities of the team in emergency, communication plans
Serious allegation against member of staff	Disruption to service provision. Reputational risk. Potential loss of capacity.	<ul style="list-style-type: none"> <li>- Staff trained in emergency communications procedure. Chief Executive and deputy to lead all communications.</li> <li>- Director to lead comms in the event allegation affects senior lead staff.</li> <li>- Staff member affected is removed from delivery whilst investigation pending, and staff cover arranged from wider team.</li> </ul>	Staff understand how to liaise with external enquiries from journalists or stakeholders. Staff understand procedures in the event an allegation is made. Senior staff and director trained in handling allegations.



## Business Continuity October 2023

Loss of power or telecommunications	Inability to provide services, or delays to service provision	<ul style="list-style-type: none"> <li>- Co-regulate and safeguard, children, young people and adults in our care</li> <li>- Scenario planning with team leads and staff.</li> <li>- Liaise with local authority</li> </ul>	Teams Leads Continue to meet at regular weekly meeting location and set time without communication.
Loss of funding/assets	Potential for closure or unable to provide services	<ul style="list-style-type: none"> <li>- Review finances- future projections, regular payments and income</li> <li>- Raise concerns early with Directors</li> <li>- Identify resources and transfer of clients</li> <li>- Building up back up contingency fund to pay staff over 2 months.</li> <li>- Development of Reserves Policy</li> </ul>	



## **Business Continuity October 2023**

### **Related Legislation and Guidance**

### **Monitoring and Review of Policy**

This policy will be reviewed on an annual basis or following a major incident relating to business disruption.

Review date: October 2024

### Appendix 1.

#### Useful Contact Information

##### **KORU Contacts**

*Please ensure all safeguarding emails are sent to [safeguarding@korucic.com](mailto:safeguarding@korucic.com)*

##### **Dorset contacts**

Dorset Children's Advice & Duty Service Helpline (CHAD): 01305 228558

BCP Children's First Response Hub: 8.30 - 17.30 Mon-Fri: 01202 735046

BCP Children's First Response Hub: Out of Hours: 01202 738256

Dorchester Locality - 01305 224220 - [dorchesterlocality@dorsetcouncil.gov.uk](mailto:dorchesterlocality@dorsetcouncil.gov.uk)

East Locality - 01202 868224- [eastlocality@dorsetcouncil.gov.uk](mailto:eastlocality@dorsetcouncil.gov.uk)

North Locality - 01258 474036- [northlocality@dorsetcouncil.gov.uk](mailto:northlocality@dorsetcouncil.gov.uk)

Purbeck Locality - 01929 557000 - [purbecklocality@dorsetcouncil.gov.uk](mailto:purbecklocality@dorsetcouncil.gov.uk)

West Locality - 01308 425241 - [westlocality@dorsetcouncil.gov.uk](mailto:westlocality@dorsetcouncil.gov.uk)

Email: [SafeguardingAndStandardsAdvisors@dorsetcouncil.gov.uk](mailto:SafeguardingAndStandardsAdvisors@dorsetcouncil.gov.uk)

##### **Dorset Safeguarding Children Board**

Dorset Phone:01305 221196

Website: <https://pdscp.co.uk/>

Dorset Email:[pan-dorsetscp@dorsetcouncil.gov.uk](mailto:pan-dorsetscp@dorsetcouncil.gov.uk)

BCP Email:

<https://pdscp.co.uk/contact/pandorsetsafeguardingchildrenpartnership@bcpcouncil.gov.uk>

BCP Phone: 01202 458873

##### **Dorset Safeguarding Adults Board**

Phone: 01305 221016



## Business Continuity October 2023

Website: <https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/dorset-safeguarding-adults-board/dorset-safeguarding-adults-board>

Email: [DSAB@dorsetcouncil.gov.uk](mailto:DSAB@dorsetcouncil.gov.uk)

### Wiltshire Contacts (DOFA Details)

Email: [dofaservice@wiltshire.gov.uk](mailto:dofaservice@wiltshire.gov.uk)

Telephone: 0300 456 0108 (select option 3 then option 4#)

### National Contacts

<https://proceduresonline.com/resources/national-contacts/>

#### NSPCC Help line

0808 800 5000

Text: 88858

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

Website: [www.nspcc.org.uk/](http://www.nspcc.org.uk/)

#### Samaritans

116 123

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website : [www.samaritans.org](http://www.samaritans.org)

**If a child is at risk of immediate harm, KORU Representatives must not delay and should ring 999**