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BUSINESS CONTINUITY PLAN

**HAHA Training Ltd,
12 London Road, Portsmouth,
Hampshire, PO2 0LH**

Detailing arrangements for:

Incident Management	Page 5
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Recovery and Resumption	Page 9





Section 1: ABOUT THIS PLAN

PLAN PURPOSE

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)

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 *sites* are covered by this Plan:

- Haha Training Ltd,
12 London Road, Portsmouth,
Hampshire, PO2 0LH

PLAN OWNER

Steven Churcher as the Managing Director/Company Owner is 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
Steven Churcher	Managing Director/Company Owner
Lisa Campbell	Operation Director
Leiana Ellery	Training Managers/IQA
Steven Churcher	Finance
Steven Churcher	Functional Skills Director

PLAN STORAGE

Electronic copies of this Plan are stored:

- On computer (protected)
- OneFile

Section 2: PLAN ACTIVATION

CIRCUMSTANCES

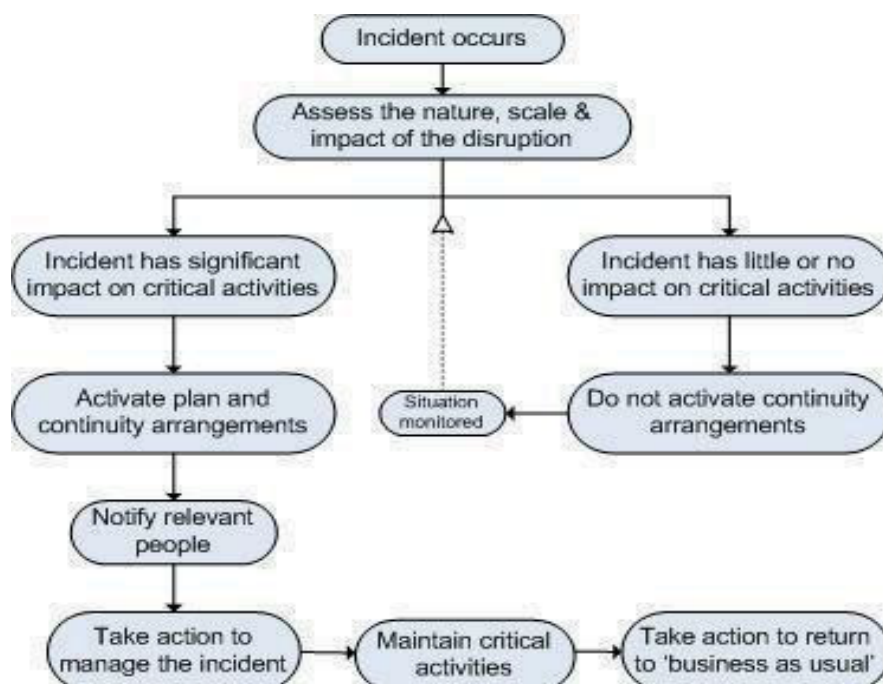
This Plan will be activated in response to an incident causing significant disruption to normal service delivery/business, particularly the delivery of key/critical activities. Examples of circumstances triggering activation of this Plan include:

- Director incapacitated
- Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
- Loss of critical systems e.g., OneFile failure/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 OneFile which is vital to the delivery of the business

RESPONSIBILITY FOR ACTIVATION

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

Name	Role	Office	Mobile
Steven Churcher	Managing Director/ Company Owner	✓	Kept on person
Lisa Campbell	Operations Director	✓	Kept on person
Leiana Ellery	Quality Manager/IQA	✓	Kept on Person
Leiana Ellery	Safeguarding Lead	✓	Kept on person
Steven Churcher	Finance Director	✓	Kept on person
Leiana Ellery	Training Manager	✓	Kept on person
Hayley Hurse	Administrator Manager	✓	Kept on person



PROCESS FOR ACTIVATION

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	FUTHER INFO/DETAILS
1.	Evacuate the building if necessary	Use normal evacuation procedures for the building
2.	Ensure all staff report to the Assembly Point.	The Assembly point for Scunthorpe: Car Park at the back of the building The Assembly point for Norwich: In front of the building. Senior person in location is to ensure all staff are accounted for.
3.	Call emergency services (as appropriate)	TEL: 999 Steve Churcher & Lisa Campbell are responsible for completing this action
4.	Check that all staff, learners, and any visitors have been evacuated from the building and are present. Consider safety of all staff, contactors, and visitors as a priority	Senior person in location is to ensure all staff are accounted for.
5.	Ensure log of incident is started and maintained throughout the incident phase	Use a decision and action log to do this. Create Action Log
6.	Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.	Lisa Campbell - is responsible for completing this action.
7.	Assess impact of the incident to agree response / next steps	Steve Churcher & Lisa Campbell are responsible for completing this action
8.	Log details of all items lost by staff, learners, visitors etc as a result of the incident	Lisa Campbell & Hayley Hurse - is responsible for completing this action.
9.	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 – Steve Churcher ● Health and Safety – Steve Churcher ● Legal – Steve Churcher& ● Occupational Health/RIDDOR – First Aider, Steve Churcher & Lisa Campbell ● Safeguarding – Leiana Ellery

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.

Steve Churcher & Lisa Campbell are responsible for completing the communication actions.

ALWAYS CONTACTED				
	Name	Role	Contact Details	Likely message
1.	Steve Churcher	Managing Director	/Email/Mobile	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Request to escalate or support
2.	Lisa Campbell	Business Continuity Lead	Email/Mobile	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service
3.	Steve Churcher & Hayley Hurse	Finance/Data/HR	Emails/Mobiles	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service

CONTACTED DEPENDING ON INCIDENT				
	Name	Role	Contact Details	Likely message
1.	Steve Churcher	Director	Mobiles	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Indication of any press interest ▪ Expected duration of the disruption
2.	Lisa Campbell & Hayley Hurse	Comms Officer	Mobile phone	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Indication of any press interest ▪ Areas they can support the company
3.	HAHA Staff	All Staff	Employee's contact details	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Where they need to report to/work from
4.	HAHA Staff	All Staff	As per OneFile & ILR	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Expected duration of the disruption
5.	All Learners	All Learners	As per OneFile & ILR	<ul style="list-style-type: none"> ▪ Incident is taking place ▪ Action being taken ▪ Impact on the service ▪ Expected duration of the disruption

ACTIONS TO SUPPORT BUSINESS CONTINUITY

	ACTION	FUTHER INFO/DETAILS
1.	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
2.	Assess the key priorities for the remainder of the working day and take relevant action	Consider sending staff home.
3.	Inform staff what is required of them	Staff to work from recovery site/home
4.	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	FUTHER INFO/DETAILS
1.	Take any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage.
2.	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
3.	Seek specific advice/ inform your Insurance Company	What are their requirements?
4.	If necessary, relocate main office	Address, location, transport

COMMUNICATING WITH STAFF

Name	Role	Contact Details
Steve Churcher	Managing Director/Owner	Mobile
Lisa Campbell	Quality/Operations Director	Mobile
All staff	All staff	Mobile, emails, WhatsApp

Section 4: 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.

CRITICAL ACTIVITIES

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

Brief Description of Critical Activities	
1.	Able to teach learners.
2.	Able to inform ESFA i.e. finance, learner enrolments and data
3.	Support Centres, learners, parents (guardians) and employers

BUSINESS CONTINUITY ACTIONS

The Business Continuity Team (See Section 2) for the incident is responsible for ensuring the following actions are completed:

	ACTION	FURTHER INFO/DETAILS
1.	Identify any other staff required to be involved in the Business Continuity response. Steven Churcher, Lisa Campbell, Hayley Hurse & Gill Cowan.	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
2.	Evaluate the impact of the incident	Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.
3.	Plan how critical activities will be maintained.	Consider: <ul style="list-style-type: none"> ▪ Immediate priorities ▪ Communication strategies ▪ Deployment of resources ▪ Finance/funding (ESFA) ▪ Monitoring the situation ▪ Reporting ▪ Staffing ▪ Teaching ▪ Alternative Accommodation ▪ Transport
4.	Log all decisions and actions, including what you decide not to do and include rationale	Use a decision and action log to do this
5.	Log all financial expenditure incurred	Use a financial expenditure log to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as the staffing, premises, equipment, IT
8.	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, Centres, employers, learners, etc.

Section 5: 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 Academy in Portsmouth 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

RECOVERY AND RESUMPTION ACTION PLAN

	ACTION	FURTHER INFO/DETAILS
1.	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.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
3.	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
4.	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
5.	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
6.	Publicise that there is now 'business as usual'	Key messages are developed as appropriate to the needs of our key stakeholders e.g., customers, suppliers, staff, Centres, employers, learners, etc. Use of social media, local press
7.	Directors incapacitated/long term sick	If Director incapacitated, Lisa Campbell to temporarily oversee company activities to ensure a seamless operation of company business
8.	Delivery staff incapacitated	Existing staff to try and cover current commitments If long term, examine use of recruiting agencies to cover gaps in delivery

Document Revision

Issue Date	01 July 2019	Authorised: Steve Churcher
Review Date		Appointment: Managing Director/Company Owner
Next Review Date	01 July 2024	Signature: 
All company policies are to be reviewed by the Director annually or earlier if circumstances dictate.		