PDT BUSINESS CONTINUITY PLAN

Adopted – May 23rd 2023

Lead Trustee – Cornelius Sanwo

**Covering:**

**PDT Employment Team**

**PDT Training Team**

Stowe Centre 258 Harrow Rd London W2 5ES

**Detailing arrangements for:**

* **Incident Management**
* **Business Continuity**
* **Recovery and Resumption**

**Section 1: ABOUT THIS PLAN**

# DOCUMENT CONTROL

|  |  |  |
| --- | --- | --- |
| **Date** | **Revision/Amendment Details & Reason** | **Author** |
| November 4th 16 | 1st iteration | JR |
| October 2022 | PDT Training move to Stowe Centre, new personnel details | JR |
|  |  |  |

**PLAN PURPOSE**

To provide a flexible response so that the PDT Employment Team and PDT Training Team 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 Services are covered by this plan:**

**PDT Employment PDT Training**

The following functions are covered by this Plan:

* + Finance Team
  + Senior Management Team
  + Employment & Training Team Managers

The following *sites* are covered by this Plan:

* + Stowe Centre

# PLAN OWNER

Jackie Rosenberg, Deputy CEO is this Plan’s Owner and responsible for ensuring that it is maintained, exercised and updated in accordance with internal requirements for business continuity1.

# PLAN DISTRIBUTION

This Plan is distributed as follows:

|  |  |
| --- | --- |
| **NAME** | **ROLE** |
| Neil Johnston | CEO |
| Jackie Rosenberg | Deputy CEO Head of Communities |
| Amal Kedira | CFO |
| Ola Badamosi | Head of Programs |
| Hoss Malik | Head of Training |
| Vesna Milojevic | Facilities Manager |
|  |  |

# PLAN STORAGE

Electronic copies of this Plan are stored:

* In PDT DropBox account
* Hard copy with SMT Managers and Facility Management operations files

# PLAN REVIEW DATE

This Plan will be reviewed annually and formally updated as and when required

# LINKS TO OTHER PLANS

This plan is associated with:

* PDT Health & Safety Policy and Plan

**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:

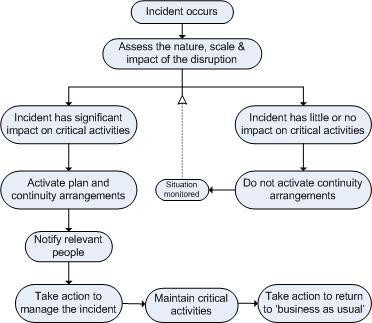
* Loss of key staff or skills e.g. above normal levels of absenteeism due to illness
* Loss of critical systems e.g. ICT failure
* Denial of access, or damage to, facilities e.g. loss of a building through fire
* Loss of a key resource e.g. a major supplier vital to the delivery of a key service

# RESPONSIBILITY FOR ACTIVATION

A member of the PDT SMT below will normally activate and stand down this Plan:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Office** | **Out of Office** | **Mobile** |
|  |  |  |  |  |
| Neil Johnston | CEO | 07973 817 148 | 07973 817 148 | 07973 817 148 |
| Jackie Rosenberg | Deputy CEO | 0203214 3113 | 07949 108112 | 07949 108112 |
| Amal Kedira | CFO | 02032140314 | 07946 338538 | 07946 338538 |
| Vesna Milojevic | Facilities Manager | 0207 266 8250 | 07395 556555 | 07395 556555 |
| Ola Badamosi | Head of Programs | 0207 266 8250 | 07817940482 | 07817940482 |
| Hoss Malik | Head of Training | 0207 460 6488 | 07852 319919 | 07852 319919 |

# PROCESS FOR ACTIVATION



**Section 3: INCIDENT MANAGEMENT**

# PURPOSE OF THE INCIDENT MANAGEMENT PHASE

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

# ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF, VISITORS AND THE PUBLIC

The following actions will be taken to protect the immediate safety of staff, 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. Roll call from sign-in. | The Assembly point for the Stowe Centre Teams is Westbourne Green adjacent to the Stowe Centre |
| 3. | Call emergency services (as appropriate) | TEL: 999  Responsible SMT Member |
| 4. | Check that all staff, customers and any visitors have been evacuated from the building and are present. Consider safety of all staff, customers and visitors  as a priority | Ola Badamosi and Hoss Malik are responsible for completing this action at Stowe Centre |
| 5. | Ensure report of incident is started and maintained throughout the incident phase | Use a decision and action report to do this. |
| 6. | Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident. | Jackie Rosenberg, Ola Badamosi and Hoss Malik are responsible for completing this action  PDT Board notified |
| 7. | Forward details of any fatalities or injuries in the incident to Jackie Rosenberg and Neil Johnston (depending on scale of incident) and agree action that will be taken. | SMT will be responsible for this action PDT Board notified |
| 8. | Assess impact of the incident to agree response / next steps | SMT is responsible for completing this action |

|  |  |  |
| --- | --- | --- |
|  | **ACTION** | **FURTHER INFO/DETAILS** |
| 9. | Report details of all items lost by staff, visitors etc as a result of the | Vesna Milojevic will coordinate |
| 10. | Consider whether the involvement of other teams, services or organisations are required to support the management of the incident | * Appropriate SMT Members will identify other   services/sites at risk   * Report to PDT Board |

# 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.

Jackie Rosenberg is responsible for completing the communication actions.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ALWAYS CONTACTED** [add or amend as required] | | | | |
|  | **Name** | **Role** | **Contact Details** | **Likely message** |
| 1. | Jackie Rosenberg | Deputy CEO | 07949 108112 | * Incident is taking place * Action being taken * Impact on the service * Impact on staff * Request to escalate or support * Alert CEO |
|  | Amal Kedira | CFO | 07946 338538 | * Incident taking place * Financial actions required |
|  | Ola Bademosi | Head of Programs | 07817940482 | * Incident taking place * Impact on service * Impact on ICT and data storage |
|  | Hoss Malik | Head of Training | 07852319919 | * Incident is taking place * Action being taken * Impact on the service * Impact on staff * Request to escalate or support * Alert CEO |
|  | Vesna Milojevic | Facilities Manager | 07395 556555 | * Incident taking place * Impact on facilities |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CONTACTED DEPENDING ON INCIDENT** | | | | |
| ✔ | **Name** | **Role** | **Contact Details** | **Likely message** |
| 3. | Jackie Rosenberg | Staff | 07515 518883 | * Incident is taking place * Action being taken * Impact on the service * Where they need to report to/work from |
| 4. | Ola Badamosi | Key Suppliers Commissioners Stakeholders | 07817940482 | * Incident is taking place * Action being taken * Impact on the service * Ola to update on situation |
|  | Hoss Malik | Head of Training | 07852319919 | * Incident is taking place * Action being taken * Impact on the service * Ola to update on situation |
| 5. | Customers | N/A | All logged customers | * 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 activities4 | The essential equipment/resources/information that need to be recovered where possible are:   * ICT * Data files |
| 2. | Assess the key priorities for the remainder  of the working day and take relevant action | * Consider sending staff home or to other sites |
| 3. | Inform staff what is required of them | * Return to work next day/week * Working from home until further notice * Senior Manager to update where normal operations are suspended |
| 4. | Publicise the interim arrangements for delivery of critical activities | Ensure all stakeholders are kept informed of contingency arrangements as appropriate   * Contact/Update stakeholders and partners through email/telephone * Contact/Update Commissioners and corporate partners * Consider posting announcements on Web sites and social media |

**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 account to record costs incurred as a result of responding to the incident |
| 3. | Seek specific advice/ inform your Insurance Company | | Arrange insurance inspection of affected site/s |

**COMMUNICATING WITH STAFF**

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Contact Details** |
| SMT as appropriate | As above | As above |

**Section 4: BUSINESS CONTINUITY**

**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.

# CRITICAL ACTIVITIES

|  |  |
| --- | --- |
|  | **Brief Description of Critical Activities** |
| 1. | Maintain Delivery of IAG, Employment Counseling & Job Search for appointment and drop-in customers |
| 2. | Maintain NVQ Skills Training – classroom customers |
| 3. | Ensure support to staff involved in an incident |
| 4. | Identify other delivery sites if necessary |

**BUSINESS CONTINUITY ACTIONS**

The Business Continuity actions will be led by appropriate SMT Lead supported by CEO and other SMT Members for ensuring the following actions are completed:

|  |  |  |
| --- | --- | --- |
|  | **ACTION** | **FUTHER INFO/DETAILS** |
| 1. | Identify any other staff required to be involved in the BC response | Depending on the incident, the SMT may need additional/specific input in order to drive the recovery of critical activities |
| 2. | Evaluate the impact of the incident | Use an incident impact assessment to understand the impact of the incident on ‘business as usual’ |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| 3. | Plan how critical activities will be maintained. | Consider:   * Immediate priorities * Communication strategies * Deployment of resources * Finance * Monitoring the situation * Reporting to PDT Board |
| 4. | Log all decisions and actions, including what you decide not to do and include  rationale | Use a decision and action report to do this |
| 5. | Log all financial expenditure incurred | Use a financial expenditure report to do this |
| 6. | Allocate specific roles as necessary | Roles allocated will depend on the incident and availability of SMT & staff |
| 7. | Secure resources to enable critical activities to continue/be recovered | Consider requirements such as the staffing, premises, equipment. |
| 8. | Deliver appropriate communication actions as required | Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. staff, customers, partners, commissioners, suppliers. |

**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 practices for the SMT Departments. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

**RECOVERY AND RESUMPTION ACTIONS**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **ACTION** | **FUTHER INFO/DETAILS** |
| 1. | Agree and plan the actions required to enable  recovery and resumption of normal working practices | | 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 | | Ongoing financial expenditure report |
| 3. | Respond to any long terms support needs of staff | | Depending on the nature of the incident, the SMT may need to consider the use of Counselling Services e.g. Occupational Health involvement or other 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 to do this. This should be reviewed by all members of the SMT 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 SMT |
| 6. | Publicise that there is now ‘business as usual’ | | Announcement through website and social media; contact with stakeholders, partners, and commissioners. |