

Business Continuity Plan

1.Examples of situations which may require a Business Continuity Response

- Staff absence / illness (including sub-contractors)
- Infectious disease tutor/pupil/ family member
- Accident/ critical incident
- Loss of access to premises
- Loss of data/ confidential information

2. Mitigating Procedures

The following responses should enable business to continue with as little disruption as possible during an event and return to normal after an event. Safety of people – pupils, staff family members are of paramount importance.

Incident		Useful Information
Staff Absence	If a member of staff is unable to attend a session due to illness or other unforeseen circumstances, then please inform Kate Barnes McCormick – Business Manager (Reflective School Support) asap. If it is possible to either rearrange a session with full mutual agreement of tutor/parents, then this should be done. If this is not possible a substitute tutor should be found asap to resume sessions. Any delay should be reported to the Commissioner.	Reflective School Support Terms and Conditions Document Telephone Number Reflective School Support 07340 050235 info@reflectiveschoolsupport.co.uk Pupil details will be accessible to tutors via the Care Planner App. Tutors should maintain securely a telephone number of the parent/ carer contact details of any tutees.

Infectious Disease	Any knowledge of this should be shared with Reflective School Support and the commissioner. This may result in unavoidable cancellation of sessions.	Refer to NHS Choices website for information or NHS 111 or Public Health England.
Accident/ Critical Incident.	If an incident occurs in the home or when travelling to or from premises, then emergency support should be sought via a 999 call.	Use Run and Hide response to armed incidents or potential terrorist threats. Tutors should leave premises if pupil/ parents are becoming physically or verbally aggressive. Refer to Reflective School Support Behaviour Policy, Health and Safety policy, Risk Assessments.
Loss of data/ confidential information.	This should be dealt with in accordance with Reflective School Support Policy.	Refer to Data and Confidential Information Policy.



Date 8.7.18

Reviewed 19.7.23