BUSINESS CONTINUITY AND EMERGENCY CLOSURE PLAN

Safe service interruption, communication and recovery

EFFECTIVE: SEPTEMBER 2026 | REVIEW: SEPTEMBER 2027 | IMPACT AP

1 | PURPOSE AND ACTIVATION

Maintain safety and coordinated education arrangements during loss of premises, utilities, staffing, transport, systems or external access. Kate leads response with Kirsty as deputy; the senior responsible adult acts if both are unavailable. Immediate danger requires emergency services and protective action first. This plan does not certify that alternative premises or staffing have already been secured.

2 | INITIAL ASSESSMENT

Identify affected site, incident, people at risk, expected duration and essential services. Check safeguarding, medical, attendance, transport and communication implications. Record decisions and assign roles for safety, contact, logistics and records. Do not continue delivery in unsafe premises because a closure would be inconvenient.

3 | SAFE CLOSURE DECISION

The lead assesses advice from competent premises specialists, emergency services or relevant authorities and determines safe access within lawful authority. Keep affected areas closed where risk is unresolved. Do not substitute an informal reassurance for required technical evidence. Document the basis for closure, restrictions and review time.

4 | PEOPLE AND HANDOVERS

Account for learners, staff and visitors and provide supervision, medicines and accessible communication. Arrange authorised collection or suitable transport with verified handover. Check absent and travelling learners so they do not arrive at a closed site. Prioritise those with additional support needs and record any unresolved welfare concern.

5 | CONTACT AND UPDATES

Use approved current contact records to inform staff, families, commissioners and providers promptly. State verified facts, immediate arrangements, contact route and next update time. Avoid speculation and unnecessary personal detail. Designate one coordinator for consistent external messages and keep a log of important notifications and decisions.

6 | ALTERNATIVE DELIVERY

Discuss suitable interim learning and support with commissioners, considering learner needs and staff capacity. Verify safeguarding, insurance, suitability, accessibility and any registration or commissioning constraints before using another location. Remote tasks must be accessible and safely supported. Do not describe a resource email as equivalent replacement provision without assessing actual delivery.

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7 | RECORDS AND IT DISRUPTION

Maintain a secure authorised way to access essential registers, contacts and healthcare information during system failure. Protect confidentiality in temporary arrangements; do not use public links or personal accounts for sensitive files. Report data incidents to Kirsty promptly, preserve necessary evidence and restore systems through competent support.

8 | STAFFING AND SUPPLIER DISRUPTION

Prioritise essential supervision, first aid, medication and transport roles. Deploy only checked, competent staff and stop unsafe activities where cover is inadequate. Contact key suppliers and commissioners about achievable alternatives. Do not bypass safer recruitment or depend on an unavailable contractor without a verified contingency.

9 | REOPENING AND RECOVERY

Confirm that the cause of interruption has been resolved or controlled with appropriate evidence. Check utilities, routes, staffing, equipment, medical support and records before learners return. Notify relevant parties of confirmed arrangements and any restrictions. Plan missed learning, support and individual transitions and review whether recovery is working.

10 | TESTING AND REVIEW

Review this plan annually and after incidents. Conduct a proportionate tabletop exercise covering closure, lost contacts and an unavailable lead. Keep a restricted working contact sheet and contingency register with owners, current suppliers and verified alternatives. Record lessons, costs, corrective actions and completion; governance monitors outstanding risks.

11 | POLICY CONTROL AND REVIEW

Policy owner: Kate Willis, Principal and Proprietor. Effective date: September 2026. Scheduled review: September 2027, or sooner after relevant changes, incidents or feedback. Record actual governance approval and implementation decisions and brief staff on their duties. These policy dates do not assert that approval, staff training or operational checks have already occurred. Use the Complaints or independent reporting route for concerns about implementation.

12 | SOURCES AND RELATED DOCUMENTS

Impact Fire Safety, Lockdown, Safeguarding, Risk Assessment, Transport and Data Protection policies.

Current commissioning agreements, insurer conditions and competent premises advice.

Check current versions and apply according to Impact's legal and commissioning status.