BUSINESS CONTINUITY PLAN

V5 SEPTEMBER 2026

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Version 2 Nov 24	Full re-write
Version 3 Sept 25	Updated Scope and Legal Framework to clarify policy coverage, responsibilities, and statutory references (ISS, KCSIE 2025, Data Protection Act, Equality Act, Care Act). Expanded Roles and Responsibilities. Enhanced Business Continuity Measures with secure communications, MyConcern/TES EduKey, MFA, and network security. Added Pandemic/Public Health Preparedness and strengthened safeguarding during disruption.
Version 4 May 26	Separation of procedures for Tilford House and Redlands Lodge and addition of new job roles.
Version 5 Sep 26	Updated legal framework, clarified responsibilities, strengthened business continuity procedures and monitoring arrangements.

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1 PURPOSE

This Business Continuity Plan sets out how Overworld AMP Limited ("the Provision") will respond to incidents that significantly disrupt normal operations, maintain critical functions and services, safeguard young people and staff, and restore normal business as quickly and safely as reasonably practicable.

2. SCOPE

This plan applies to all Overworld AMP ("The Provision") operations, including therapy, teaching, administration, support services, and outreach activities, whether delivered on-site, off-site, or remotely. It covers all learners, staff, contractors, volunteers, and visitors.

It is applicable during any event that significantly disrupts normal operations, including but not limited to:

- Severe weather
- Fire, flood, or explosion
- Loss of utilities or building access
- Pandemic or public health emergency
- IT or telecommunications outage
- Data breach or cyberattack
- Terrorist incident or security threat
- Staff shortages due to illness or other emergencies

3. LEGAL FRAMEWORK AND GUIDANCE

This plan is informed by the following legislation and statutory guidance:

- Keeping Children Safe in Education (KCSIE) 2026
- Civil Contingencies Act 2004
- Working Together to Safeguard Children (2023)
- DfE Emergency Planning and Response for Education, Childcare and Children's Social Care Settings
- Health and Safety at Work Act 1974
- Data Protection Act 2018 / UK GDPR

4. ROLES AND RESPONSIBILITIES

4.1. The **CEO** has overall responsibility for the strategic management of the Provision and acts as the lead decision-maker during major incidents and emergencies.

4.2 **The Senior Leadership Team (SLT)** is responsible for:

- Ensuring the Provision has sufficient capacity and resources to respond effectively to incidents.
- Determining the Provision's response and recovery strategy.
- Developing, implementing and reviewing business continuity arrangements.
- Identifying alternative operating locations and contingency staffing arrangements.
- Monitoring risks and ensuring appropriate mitigation measures are in place.
- Conducting plan testing, exercises and post-incident reviews.
- Ensuring staff receive appropriate business continuity training and guidance.
- Promoting a culture of resilience, preparedness and continuous improvement across the Provision.

4.3. The **Designated Safeguarding Lead (DSL)** and **Deputy Designated Safeguarding Leads (DDSLs)** are responsible for ensuring safeguarding arrangements remain effective during any disruption, including where services are delivered remotely or from alternative locations.

4.4. The **IT and Data Protection Lead** is responsible for coordinating IT recovery, cyber incident response, data restoration and compliance with UK GDPR and data protection requirements.

4.5. The **Site Leads** are responsible for coordinating site-based responses to incidents, maintaining visitor and contractor records, implementing local business continuity arrangements and supporting communication with staff, learners, families and external agencies.

For the purposes of this policy:

- **Tilford House Site Lead** refers to the **Administrative Lead** or delegated SLT member in their absence.
- **Redlands Lodge Site Lead** refers to the **Site Manager Redlands** or delegated SLT member in their absence.

4.6. **All staff** are responsible for:

- Following the procedures outlined within this plan.
- Remaining contactable during periods of disruption where reasonably practicable.
- Maintaining safeguarding vigilance and reporting concerns in line with the Provision's procedures.
- Supporting the safe continuation of services, including from alternative locations or through remote delivery where required.
- Maintaining appropriate supervision and health and safety standards at all times.

5. BUSINESS CONTINUITY PRINCIPLES

During any disruption, the Provision will:

5.1 **Prioritise safety** to protect the health, safety and wellbeing of young people, staff, visitors and contractors.

5.2 **Maintain safeguarding** by ensuring safeguarding arrangements remain effective throughout any disruption.

5.3 **Protect critical services** to continue the delivery of essential educational, therapeutic and support services wherever reasonably practicable.

5.4 **Respond proportionately** by making decisions based on the nature, severity and likely impact of the incident.

5.5. **Communicate effectively** by maintaining timely and accurate communication with staff, young people, families, commissioners and relevant agencies.

5.6 **Protect information and assets** by safeguarding organisational information, equipment and facilities, and maintain business-critical systems where possible.

5.7 **Support recovery** to ensure normal operations resume as quickly and safely as reasonably practicable, learning from incidents to strengthen future resilience.

6. PLAN ACTIVATION

6.1. 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:

- Death or serious injury of a learner, member of staff, volunteer or visitor whilst attending provision or participating in a provision-related activity.
- Child protection incident
- Events which result in higher than normal absences
- Denial of access, or damage to, facilities e.g. loss of a building through fire
- Loss of critical systems e.g. ICT failure or breach
- Supply chain failure – consumables
- Supply chain failure – trainers
- Intense media interest

In some cases these incidents can be due to natural causes e.g. severe weather, while in other cases, equipment failure or human error or involvement may be the cause. They have the possibility of leading to the following loses, which are likely to have a major impact on our operations.

- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding and/or contracts

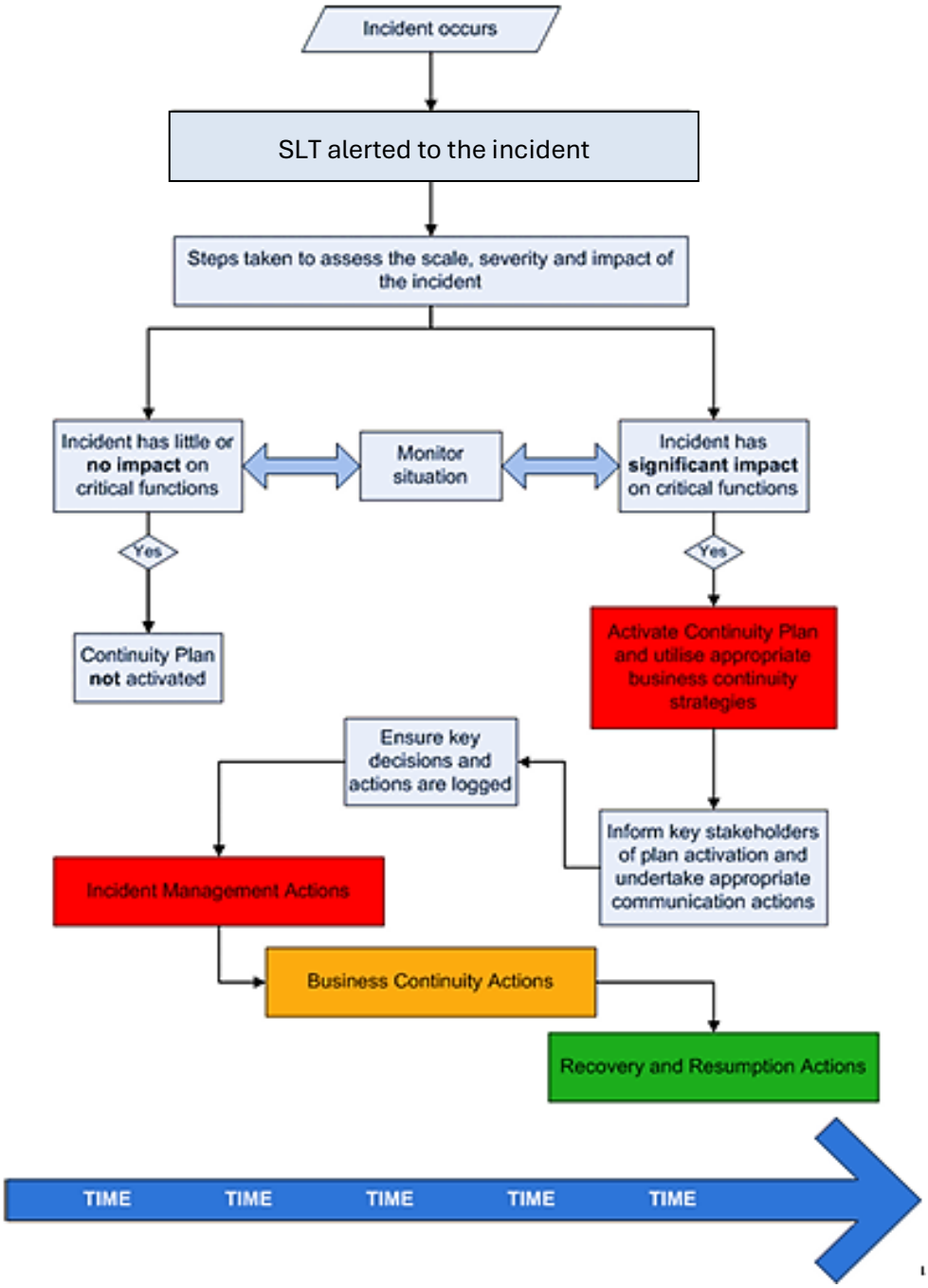
6.2. Responsibility For Activation

Overworld AMP Office telephone number +44 (0) 1252 514 999 - 10am-6pm

The relevant Site Lead, or delegated member of the Senior Leadership Team (SLT) in their absence, will normally activate this Plan. The SLT is responsible for:

- Leading the Provision's initial and ongoing response to an incident
- Declaring that an incident is taking place
- Notifying relevant stakeholders of the incident, plan activation and ongoing response actions
- Providing direction and leadership across the Provision
- Undertaking response and communication actions in accordance with this Plan
- Prioritising the recovery of key activities disrupted by the incident
- Managing resource deployment
- Overseeing learner welfare in collaboration with the DSL and DDSLs.
- Staff welfare and employment issues

6.3. Process For Activation


Incident occurs
SLT alerted to the incident
Steps taken to assess the scale, severity and impact of the incident
Incident has little or no impact on critical functions
Monitor situation
Incident has significant impact on critical functions
Yes
Yes
Continuity Plan not activated
Activate Continuity Plan and utilise appropriate business continuity strategies
Ensure key decisions and actions are logged
Inform key stakeholders of plan activation and undertake appropriate communication actions
Incident Management Actions
Business Continuity Actions
Recovery and Resumption Actions
TIME
TIME
TIME
TIME
TIME

7. INCIDENT MANAGEMENT

7.1. Objectives

During an incident, the Provision will:

- Protect the safety of learners, staff, 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

7.2 Immediate Response

The following actions will be taken to protect the immediate safety of learners, staff, visitors, and the public:

	ACTION	ACTION / FURTHER INFORMATION AND DETAILS
1	**Evacuate** the building if necessary	Use normal evacuation procedures for the building
2	Ensure all staff report to the Assembly Point	Tilford House - front of reception by the bin store Redlands Lodge – the designated front or rear assembly area, as directed by staff.
3	Call emergency services (as appropriate)	The Site Lead is responsible for completing this action
4	Check that all learners, staff, contractors, and any visitors have been evacuated from the building and are present	The Site Lead will account for all learners, staff, contractors and visitors using attendance records, visitor logs and staff registers, and will verify any discrepancies directly with those present at the assembly point.
5	Ensure log of incident is started and maintained throughout the incident phase	The Site Lead will maintain a record of key times, decisions, actions and communications throughout the incident using the most appropriate recording method available.
6	Record names and details of any learners, staff, contractors or visitors who may have been injured or distressed in the incident	The Site Lead is responsible for completing this action
7	Record details of any fatalities, injuries or dangerous occurrences arising from the incident and ensure statutory reporting requirements, including RIDDOR where applicable, are completed.	The CEO and Site Lead are responsible for completing this action
8	Assess the impact of the incident and determine the appropriate response, recovery actions and next steps.	The Site Lead is responsible for this action

9	Record details of any property, equipment, records or other assets lost, damaged or rendered inaccessible as a result of the incident.	The Site Lead is responsible for completing this action
10	Conduct a post-incident review to evaluate the effectiveness of the response, identify lessons learned and update procedures, risk assessments and business continuity arrangements where required.	The CEO and Site Lead are responsible for leading this action with the Senior Leadership Team

7.3. Short Term Incidents

Power failure, water failure, heating failure, higher-than-normal staff absence and severe weather may result in short-term disruption to normal operations. Such incidents will be managed by the Senior Leadership Team (SLT).

Information will be communicated to staff, learners, parents/carers, commissioners, suppliers, contractors and other relevant stakeholders as appropriate to ensure all parties have up-to-date information regarding the situation and any temporary changes to service delivery.

Educational and support provision is delivered through a combination of individual support, small-group activities, practical learning, outdoor learning, accredited programmes and blended learning approaches, depending on the needs of learners and the nature of the provision. Where staffing levels are temporarily affected, the Provision's high staffing ratios and multi-skilled workforce enable activities to be reorganised, reassigned or adapted to maintain safe supervision and continuity of support. Where appropriate, remote learning, mentoring and wellbeing support may be utilised to minimise disruption. The Provision maintains sufficient qualified and experienced staff to deliver accredited programmes and meet learner needs across its provision.

Where an incident prevents access to a site or significantly disrupts normal operations, staff may be required to work from an alternative location, work remotely where appropriate, or support the delivery of adapted provision until normal operations can resume. Educational and support activities may be temporarily relocated, reorganised or delivered through alternative methods to minimise disruption and maintain continuity for learners.

Where a learner is unable to attend their usual provision due to an incident, alternative arrangements will be considered based on individual needs, the nature of the disruption and available resources. This may include adapted timetables, remote learning, wellbeing support, community-based activities or temporary relocation of provision where appropriate.

Every effort will be made to resolve incidents promptly and restore normal operations as quickly and safely as possible, whilst maintaining the welfare, safeguarding and educational needs of learners.

7.4. Pandemic / Public Health Emergency Preparedness

In the event of a pandemic or other public health emergency, the Provision will implement infection prevention and control measures in line with current UK Health Security Agency (UKHSA) and Department for Education (DfE) guidance.

Measures may include:

- Following all statutory public health directives and risk assessments.
- Enhanced cleaning regimes and ventilation measures.
- Adjusted room layouts or reduced occupancy to maintain safe distancing where advised.
- Provision of personal protective equipment (PPE) for staff where risk assessments indicate a need.
- Staggered attendance, blended or remote learning

- Clear communication with staff, learners, parents/carers, and partner agencies regarding any operational changes.

All infection control actions will be coordinated with the Health and Safety Policy to ensure compliance and minimise disruption.

7.5. Safeguarding

The Designated Safeguarding Lead (DSL) is contactable 24/7 by telephone, the DDSLs in his absence. During any disruption, all staff will continue to carry out proactive safeguarding checks and record concerns via the MyConcern platform. Further details are set out in our *Young Person Protection Policy*.

7.6 Communication

The Provision will maintain timely communication with staff, young people, parents, carers, commissioners, contractors and relevant agencies throughout the incident.

Communication methods will be proportionate to the nature of the disruption and may include telephone, email, Microsoft 365, secure messaging systems and the Provision's website where appropriate.

7.7 Incident Recording

Significant decisions, actions and communications will be recorded throughout the incident to support operational management, statutory reporting where required, and post-incident review.

8. BUSINESS CONTINUITY

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 any period of disruption. The relevant Site Lead, or delegated member of the Senior Leadership Team (SLT) in their absence, is responsible for coordinating business continuity arrangements and implementing operational responses. Significant incidents and decisions will be escalated to the CEO as appropriate.

Planning	Plan how critical activities will be maintained, including immediate priorities, communication strategies, deployment of resources, financial considerations, monitoring arrangements and reporting requirements.
Logging	Record expenditure and significant decisions arising from the incident.
Staff allocation	Responsibilities will be allocated according to the nature of the incident, operational priorities and staff availability.
Communication	Deliver appropriate communication and updates to relevant stakeholders throughout the incident.

Communication Channels	**Secure staff WhatsApp groups:** will be used to facilitate internal communication and coordination during an incident. **The Provision's website and social media channels**: will be updated where appropriate to provide stakeholders with timely information regarding service delivery, operational changes and key contacts. **Email failure:** Alternative communication methods, including telephone and mobile communications, will be utilised where email services are unavailable. IT systems and service providers will be engaged to restore functionality as quickly as practicable. **Landline telephone failure:** Where landline services are unavailable, alternative communication channels, including email, mobile telephones and online platforms, will be used to maintain communication with staff, learners, families, commissioners, suppliers and contractors. **Delivery team:** Where changes to learner support arrangements are required, the relevant Site Lead or delegated member of staff will communicate directly with learners, families, commissioners and other stakeholders as appropriate. Our 1:1 Support Workers and wider practitioner team can deliver support face-to-face, in the community, outdoors, online or through adapted provision arrangements, providing flexibility and continuity during disruption.
Modes of transport	Car, public transport and walking. Learners may attend provision through family transport, taxi arrangements or transport provided as part of an agreed package of support. During periods of severe weather or disruption, the relevant Site Lead or delegated member of staff will assess site accessibility and determine whether provision can safely continue. Alternative arrangements may be implemented where required.
Supply chain (consumables) preventive measures	Our supply chain provides us with paper, printing services, courier and learning support material. For each of these we have alternative suppliers, from whom we can source the same standard of services. We also store reserve stocks in the event of low supplies.
Back-up of business-critical systems and Back-up and restore of data	We utilise Microsoft 365, MyConcern and TES EduKey Provision Map cloud-based systems. All IT hardware is protected by antivirus and anti-malware software that updates automatically. Multi-factor authentication (MFA) is required for remote access. Network security measures are in place to protect against unauthorised access and malicious activity. Critical organisational data is securely backed up using cloud-based systems, reducing the risk of loss through damage, theft or equipment failure. Backups can be restored in accordance with provider recovery arrangements and business requirements. System performance, security and updates are monitored regularly to minimise disruption and maintain operational resilience.

9. RECOVERY AND RESUMPTION

The purpose of the recovery and resumption phase is to restore normal operations as quickly and safely as possible following a disruption. Where the impact of an incident is prolonged, services may need to be delivered through alternative arrangements, locations or methods until normal operations can resume.

Alternative site of operations	The CEO is responsible for determining and authorising appropriate alternative operating arrangements where a site becomes unavailable. This may include relocation to another site within the Provision, use of approved community venues, remote delivery, home working arrangements for relevant staff, or a combination of these approaches.
Logging	Continue to record significant decisions, actions and expenditure incurred as a result of the incident to support recovery, review and future planning.
Learner Needs	Assess the impact of the incident on learners and implement appropriate support measures. Where required, access to wellbeing, safeguarding or mental health support will be arranged.
SEND Support	The SLT will work collaboratively with learners, families, commissioners and relevant professionals to ensure reasonable adjustments, EHCP provision and agreed outcomes are reinstated as quickly as practicable.
Staff Needs	Consider any ongoing support needs arising from the incident, including wellbeing, supervision, occupational health advice or counselling services where appropriate.
Communication	Stakeholders will be informed when normal operations have resumed and provided with any relevant information regarding changes to provision, facilities or operating arrangements. Communications will be delivered through appropriate organisational channels.

10. MONITORING AND REVIEW

Incidents that trigger this policy will be monitored to ensure a complete and accurate record of events is maintained. The SLT will ensure significant incidents, actions and outcomes are appropriately recorded and reviewed through organisational reporting and communication systems.

Incidents will be reviewed to identify trends, assess response times and evaluate impact. Where appropriate, corrective and preventative actions will be implemented to reduce the likelihood of recurrence.

This Plan will be reviewed annually, and following any significant incident, to ensure it remains current, compliant and effective. Updates will be made as required.

APPENDIX 1 - TILFORD HOUSE SITE CONTINUITY ARRANGEMENTS

A1.1 site information

Tilford House
Farnham Business Park
Weydon Lane
Farnham
GU9 8QT

Tilford House is the Provision's principal educational and administrative base, providing individual support, preparation for adulthood programmes, accredited learning, employability support, gaming and creative media activities, online provision and administrative functions. The site also accommodates leadership, operational and safeguarding functions critical to the Provision's day-to-day operation.

A1.2. Site leadership and responsibilities

The designated operational lead for Tilford House is the Administrative Lead, supported by the SLT. The Administrative Lead is responsible for coordinating site-based responses to incidents, maintaining visitor and contractor records, supporting communication with stakeholders, and implementing local business continuity arrangements.

A1.3. Site-specific risks

In addition to the risks identified within the main Business Continuity Plan, Tilford House presents a number of site-specific risks requiring local contingency arrangements:

- Fire or evacuation of the building.
- Loss of access to the premises due to utilities failure, structural damage or security incidents.
- ICT, internet or telecommunications failure affecting educational delivery and administration.
- Cyber incidents affecting cloud-based systems and communications.
- High levels of staff absence affecting learner supervision and programme delivery.
- Severe weather preventing access to the business park.
- Disruption to transport arrangements affecting attendance.
- Loss of access to critical records, communication systems or business operations.

A1.4. Alternative delivery arrangements

Where all or part of Tilford House becomes unavailable, the Provision will seek to maintain continuity through one or more of the following arrangements:

- Relocation of educational activities to approved community venues.
- Temporary use of Redlands Lodge where appropriate and safe to do so.
- Remote learning, mentoring and wellbeing support delivered online.
- Home-based working arrangements for administrative and leadership staff.
- Adapted timetables and temporary programme modifications based on learner needs and available resources.

Priority will be given to maintaining safeguarding oversight, learner contact, educational continuity and communication with families and commissioners.

A1.5. ICT and communications contingency

Tilford House relies upon Microsoft 365, MyConcern, TES EduKey Provision Map and cloud-based communication systems.

In the event of ICT disruption:

- Staff will utilise alternative communication methods, including mobile telephone contact.
- Cloud-based backups will be used to restore access to critical information where possible.
- IT providers will be engaged immediately to assess and resolve system failures.
- Safeguarding reporting arrangements will remain operational through agreed contingency procedures.
- Temporary manual recording systems may be implemented where required.

A1.6. Staffing contingency

Where staffing shortages affect normal operations:

- Available staff will be deployed according to priority learner needs and risk assessments.
- Remote delivery may be utilised where appropriate.
- Educational and support activities may be adjusted to maintain safe staffing ratios.
- Commissioners and families will be informed where service delivery requires modification.

A1.7. Building closure arrangements

Where the premises cannot safely remain operational:

- The site will be evacuated in accordance with established fire and emergency procedures.
- Staff, learners and visitors will be accounted for at the designated assembly point.
- Emergency services and relevant agencies will be contacted where necessary.
- Alternative accommodation and delivery arrangements will be considered by the CEO.
- Reoccupation will only occur once the site has been assessed as safe.

A.1.8. Communication

Communication during any disruption will follow the procedures outlined within the main Business Continuity Plan.

Updates will be communicated through telephone, email, Microsoft 365 systems, the Provision's communication platforms and other agreed channels.

All staff remain responsible for maintaining safeguarding vigilance, recording concerns through the Provision's safeguarding systems and ensuring learners continue to receive appropriate support throughout any disruption.

APPENDIX 2 - REDLANDS LODGE SITE CONTINUITY ARRANGEMENTS

A2.1. Site information

Redlands Lodge
Redlands Lane
Sherfield-on-Loddon
Hook
RG27 0JQ

Redlands Lodge is a rural outdoor learning, therapeutic and preparation for adulthood provision. The site comprises indoor learning spaces, outdoor activity areas, food-growing facilities, animal care areas, woodland and open land, and a swimming pool. Activities delivered on site include outdoor learning, fitness, swimming, food preparation, animal care, practical life skills and employability-based programmes.

A2.2. Site leadership and responsibilities

The Site Manager is responsible for coordinating the site response to incidents, maintaining visitor and contractor records, supporting communication with staff, learners, families and external agencies, and implementing local business continuity arrangements. The Site Manager is supported by the CEO and Senior Leadership Team (SLT) in managing significant incidents and recovery activities.

A2.3. Site-specific risks

In addition to the risks identified within the main Business Continuity Plan, Redlands Lodge presents a number of site-specific risks which require additional planning and control measures:

- Severe weather affecting access to the rural site.
- Flooding, fallen trees or environmental hazards affecting outdoor learning areas.
- Swimming pool contamination, equipment failure or staffing issues affecting safe operation.
- Animal welfare incidents or loss of access to animal care facilities.
- Utility failures affecting water supply, heating or sanitation facilities.
- Vehicle or transport disruption affecting attendance and community-based activities.
- Serious accidents, medical emergencies or safeguarding incidents occurring during outdoor learning, swimming or off-site activities.
- Staff shortages impacting the safe supervision of higher-risk practical activities.

A2.4. Alternative delivery arrangements

Where all or part of Redlands Lodge becomes unavailable, the Site Lead or delegated member of SLT, will seek to maintain continuity through one or more of the following arrangements:

- Relocation of activities to alternative areas of the site where safe to do so.
- Temporary use of approved community venues.
- Delivery from Tilford House where appropriate and agreed.
- Remote learning, individual support and wellbeing support delivered online.
- Adapted timetables and alternative educational activities matched to learner needs and EHCP outcomes.

All decisions will be guided by risk assessment, safeguarding considerations and the individual needs of learners.

A2.5. Swimming pool contingency arrangements

The swimming pool is subject to routine inspection, maintenance and water quality monitoring. Swimming activities will cease immediately where:

- Water quality falls below required standards.
- Pool plant or filtration systems fail.
- Safe staffing ratios cannot be maintained.
- Environmental or weather conditions create an unacceptable risk.
- A medical, safeguarding or health and safety concern requires suspension of activities.

Alternative physical activity or therapeutic provision will be implemented where swimming sessions cannot proceed.

A2.6. Animal welfare and outdoor learning continuity

Redlands Lodge maintains arrangements to ensure the welfare of animals and continuity of outdoor learning activities during disruption. Where activities cannot safely continue:

- Learner access to affected areas will be restricted.
- Alternative educational activities will be provided.
- Animal care responsibilities will be maintained by authorised staff.
- Veterinary support will be accessed where required.
- Risk assessments will be reviewed before activities resume.
- Severe Weather and Environmental Incidents

Following severe weather, flooding, high winds or other environmental incidents, the Site Manager will undertake a site inspection before activities commence.

Areas presenting an unacceptable risk will remain closed until remedial action has been completed and safety confirmed. Families, commissioners and staff will be notified of any operational changes as soon as practicable.

A2.7. Communication

Communication during any disruption will follow the procedures outlined in the main Business Continuity Plan. Updates will be provided through telephone, email, Microsoft 365 systems and approved communication channels.

All staff remain responsible for maintaining safeguarding vigilance, recording concerns through Provisional safeguarding systems and ensuring learners continue to receive appropriate support throughout any period of disruption.