



IMPACTFUL GOVERNANCE  
Community Interest Company

## 2023 Business Continuity & Quality Plan

<b>Department:</b>	Management Team
<b>Product or Process:</b>	Risk Assessments & Policies.
<b>Document Owner:</b>	Directors & Management Team
<b>Project or Organisation Role:</b>	Chief Executive Quality Process

Version	Date	Author	Change Description
2017.1.1	2017.8.20	A Waite	Creation of a Continuity Plan
2018.1.1	2018.6.5	A Waite	Changed Logo
2019.1.1	2019.7.7	A Waite	Updated Plan
2020.1.1	2020.1.6	A Waite	Updated Plan
2021.1.1	2021.2.21	A Waite	Updated Plan
2021.1.2	2021.4.25	A Waite	Risk Assessments – environmental walks
2021.1.3	2021.5.6	A Waite	Director Roles updated
2022.1.1	2022.1.4	A Waite	Covid19 update on in-person delivery
2023.1.1	2023.5.15	A Waite	NCFE Recovery Plan
2023.1.2	2023.5.15	A Waite	CPD for staff

### Business Continuity Plan Purpose

A Business Continuity Plan is a controlling document that incorporates the goals, strategies, and methods for performing risk management on a project. The Business Continuity Plan describes all aspects of the risk identification, estimation, evaluation, and control processes. The purpose of developing such a plan is to determine the approach for cost-effectively performing risk management on the project.

### Stakeholder Roles and Responsibilities

Role	Risk Management Responsibility	Assignment
Chief Executive & Managing Director	The Chief Executive is responsible for the Business Continuity Plan being implemented and for reporting to the Funders and Stakeholders.	Andrew Waite
Customer Service Director	The Customer Service Director is responsible for the quality of services and that customer experience is at a high standard. For ensuring continuity by reporting concerns to the Chief Executive. Responsible to ensure Risk Assessments have been conducted.	Alex Oliveira
Non-Executive Director & Management Team	Meet bi-monthly to discuss strategy and progress. Minutes are taken and distributed with clear actions. Non-Executive asks appropriate questions to ensure robust process.	Andrew Waite (Strategy & Operations) Alex Oliveira (Customer Service & Finance) Rachel Perry (Non-Executive Director)
Staff Team	Priority internal vacancies will be offered for 2 weeks. Prior to applying for grants, tenders or contracts we match the specific skills of our existing team before projects are secured. External vacancies are recruited where internal skills are not already available.	<ol style="list-style-type: none"> <li>1. Andrew Waite</li> <li>2. Alex Oliveira</li> <li>3. Bev Nickson</li> <li>4. Mel Waldron</li> <li>5. Victoria Omole</li> <li>6. Anita Bowie</li> <li>7. Veronica Garbett</li> <li>8. Helena Marks-Dwyer</li> </ol>
Self-Employed Consultants	On rare occasions, specific skills will be called upon when projects are secured and additional input is needed.	We no longer engage self-employed consultants. All staff are on payroll.
Clients	Charity Trustees, Business Board Members, community groups, Chief Executives, Universities,	Andrew Waite with guidance from the Management Team.

	Infrastructure Organisations, Training Companies, Associations, Funders and Membership Organisations.	
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**Risk Management Process and Activities**

<b>Risk Management Activity</b>	<b>Risk Management Task Description</b>	<b>Ownership (Participants)</b>
Fire	A Risk Assessment Folder is held at the office. Fire & emergency Procedures are included within Induction instructions.	All Consultants to review this Risk Assessment list ahead of carrying out work. Management Team to review Risk Assessments annually. Check Fire Procedures.
Emergency Evacuation	Produce Personal Emergency Evacuations Plans (PEEP) and consider inclusion issues.	Work with Centre Managers at Community venues to be sure of their procedures.
Payroll & Accountancy	Payroll hours collated by Chief Executive. Checked with Customer Service Director. Submitted to Accountant for producing payslips and filing with HMRC. Directors enter in BACS payments.	Monthly payroll submitted by Directors monthly and processed by Virtual Accounting Services Ltd. Entered and second authorized by signatories.

**Risk Management Plan Audit Log**

<b>Record Name</b>	<b>Responsibility</b>	<b>Authority</b>	<b>Signing-in sheets</b>
Fire evacuation	Fire Warden	Centre Managers	Staff
	Fire Officers	Staff	Consultants
			Clients
			Delegates
First Responders	First Aid	Andrew Waite	Alex Oliveira
Health & Safety Representatives	Staff and employer	Staff on site and working remotely	Alex Oliveira and Andrew Waite

Staff Continued Professional Development (CPD)	Staff improvements to quality and reduce impact of potential complaints.	Directors	Staff CPD Record
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**Risk Assessment and Management Table**

Risk Type	Risk and Description	Risk Issue	Risk Impact	Risk Priority	Risk Owner
Evacuate buildings	<p>Collect the 1<sup>st</sup> Aid box, blanket, mobile phone and emergency contact numbers.</p> <p>Fire Safety book to be completed for on-site office staff.</p>	<p>Log or signing-in of staff on-site within buildings in case of fire or emergency .</p> <p>“Evacuation Bag” with high vis vest.</p>	<p>Staff or members may be unaccounted for an remain within a dangerous site.</p>	<p>Low Risk.</p> <p>Record of who is in the building is taken before each session as a registration and attendance record.</p>	<p>Staff &amp; visitors.</p> <p>Directors</p>
Alternative operation sites identified?	<p>Identify a warm, safe, inside space in neighbouring community buildings.</p> <p>Identify alternative sites to continue operations.</p>	<p>Partner site to be agreed.</p>	<p>People remain in cold or wet condition.</p> <p>Safety Concerns.</p> <p>Operation stops offering a service.</p>	<p>Low Risk</p> <p>Identified alternative site or locations:</p> <p>Watford: The Old Free School.</p> <p>Holywell Community Centre</p> <p>Wellspring Church Centre</p> <p>Luton: West Wing Studios office.</p>	<p>Management Team.</p> <p>Customer Service Director.</p>

Risk Type	Risk and Description	Risk Issue	Risk Impact	Risk Priority	Risk Owner
Data Protection & backup	<p>Access to client and staff information.</p> <p>Links could be unavailable, I.T. equipment out of use or lost paper or electronic data.</p> <p>Client contact date is held on Hubspot CRM</p>	<p>Activities suspended</p> <p>Care Quality Commission to be advised?</p> <p>Remote internet access is available.</p>	<p>Rebook appointments and visits.</p> <p>Deliveries to be cancelled.</p> <p>Funders to be advised.</p> <p>All Consultants have access to client securely held contact information.</p>	<p>Low</p> <p>Data backed up on cloud.</p> <p>Only held securely on Hubspot and automatic back up on cloud-storage.</p> <p>Low</p>	<p>Data Controller (Information Commissioner)</p> <p>Chief Executive</p> <p>Data Controller &amp; Chief Executive.</p>
Electronic communication fails	<p>Unable to send or receive emails.</p>	<p>Emails have moved to Outlook cloud storage and I.T. is maintained .</p>	<p>Internal I.T. support is now in place for general electronic communication and queries.</p>		<p>Computask</p>
Clients with Disabilities.	<p>Wheelchair users able to leave without obstruction. Consultants, clients &amp; delegates needing support to leave the building.</p> <p>We are a Level 3 Disability Leader</p>	<p>All emergency exit route doors need to have push button or bar release.</p>	<p>Not possible to open doors from a wheelchair in the event of fire or evacuation.</p>	<p>Medium Risk</p> <p>Corridor to the emergency lift has insufficient push button pads.</p>	<p>Staff to check venues before commencing a session. All staff to familiarise themselves with emergency exits and cohort disabilities.</p>

Registered Office	<p>The Registered office is: The Old Free School, George Street, Watford, Hertfordshire WD18 0BX</p> <p>Community Venues: Wellspring &amp; Holywell</p>	Correspondence and documents are serviced routinely.	In the event of power failure or other events, relocation will be to the Chief Executive's home/office	Low	Telephone divert facility is in place. Alternative internet connection is already in place. Cloud based documents are accessible.
Virus or other infectious diseases	<p>Staff or clients become unwell and unable to work. Everyone needs to be aware of the Covid19 risk Assessment and procedures to keep everyone safe and the business continuing.</p>	<p>Lockdown causes Furlough or redundancy.</p> <p>Virus causes centres to close.</p> <p>Staff absence</p>	Services cannot be delivered and contracts not fulfilled.	<p>See Health &amp; Safety Policy</p> <p>See Covid Secure Working Risk Assessment 10<sup>th</sup> Dec 2021</p>	Directors & All Staff

Risk Type	Risk and Description	Risk Issue	Risk Impact	Risk Priority	Risk Owner
Environmental activities	Clients and staff participating in outdoor activities with the general public.	Various	A separate Risk Assessment has been conducted and is added to the Health & Safety Policy	Low	Environment Project Leads.
Training Activity ceases.	NCFE as our accreditation organisation could cease trading or be taken over by another organisation. We could lose funding from DWP or other sources.	Incomplete learners	Individuals would not receive certificates	Low	Chief Executive would liaise with North Herts College Principal to negotiate completions if we cease activity.



**Risk Management Plan Approvals**

**Prepared by:** Chief Executive  
**Approved by:** Directors