

VIP Education
Business Continuity Plan
2026

Maintaining this document is the responsibility of: Matthew Hogg

This document will next be reviewed: September 2026

Premises covered in this document non-specific

Purpose

The purpose of this plan is to prepare our business in the event of emergency, that may require us to cancel part or all of our service, caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame.

Outcome

The outcome of this plan is to ensure that the business is able to maintain a good level of service for our customers

Plan objectives

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting and reviewing procedures.

If an emergency occurs the members of our team tasked with enacting this plan are:

- Matt Hogg, Director
- Joel Edgington-Plunkett, Head of Education Services

Communication

- At the first opportunity details of any emergency should be directed to one of the Staff named above.
- They will then carry out all other communications.
- Primary notification will be by phone.
- The named staff will have access to all contact details of staff and current customers / clients.
- Incidents should be shared on a need to know basis.
- If appropriate, the extent of the issue, should be communicated to customers / clients by a member of the 'Named Staff.'
- VIP staff must not speak to the media.

Scenario 1

Premises incident

A premises incident can include flood, fire, or any other disaster that renders our facilities inaccessible.

Step 1: Evacuation of premises & safeguarding of young people and staff

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Staff present on site
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on Attend Activity is evacuated	Staff present on site
3. Verify if incident is real	If false alarm, resume business as normal	Staff present on site
4. Call emergency services	999	Senior staff member on duty
5. Record details of any injuries sustained in the incident	Use injury form available to staff	Senior staff member on duty
6. Alert staff	Alert any staff due to arrive on-site soon, of the incident, and tell them to await further instructions	M. Hogg J. Plunkett

7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	M. Hogg P. Hogg L. Hogg
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Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
Protect young people	Transfer young people to alternative, safe accommodation.	M. Hogg L. Hogg J. Plunkett
Inform customers / clients, parents / carers	Inform all parties by phone, txt or email	M. Hogg P. Hogg L. Hogg J. Plunkett

Scenario 2

Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	Our Bank of staff can perform most roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out activities	M. Hogg L. Hogg P. Hogg J. Plunkett
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. We appreciate this may be a difficult period for the staff member and / or their family.	M. Hogg L. Hogg P. Hogg J. Plunkett

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Identify replacement member of staff	Select from our Bank of staff – all of whom who are already DBS checked	M. Hogg L. Hogg P. Hogg

Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	M. Hogg L. Hogg P. Hogg
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	M. Hogg L. Hogg
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	J Plunkett
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	M. Hogg L. Hogg P. Hogg

5. Review this Continuity Plan in light of lessons learned from any 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 staff and available to view on web-site.	M. Hogg L. Hogg P. Hogg
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