



BUSINESS CONTINUITY POLICY 2026 - 27

Approved by:	Mr Daniel Luford (Director) Mr Nick Lyons (Director)	Date: 01/04/2023
Last reviewed on:	31/08/2026	
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Introduction

What is a Business Continuity / Contingency Policy?

This policy was created for use in the event of any type of incident which requires evacuation of young people and staff or in the event of an emergency.

Incidents that could happen during, and outside, normal working hours. These incidents include:

- public health incidents (for example, a significant infectious disease incident)
- severe weather (for example, extreme heat, flooding, storms or snow)
- serious injury to a young person, or member of staff (for example, transport accident)
- fire risk and any hazards significant damage to building (for example, fire or structural incident requiring temporary structural supports to the building or closure)
- criminal activity (for example, a bomb threat)
- loss of power or telecommunications
- disruption to normal services
- cyber incident or data breach
- the impact and lasting effects of a disaster in the local community

The Aim of this Policy

To enable Routes Learning to run in a safe and secure manner should there be an incident that compromises the organisation. To support staff whilst on an outing or trip should disaster or emergency occur.

The Objectives of this Policy

- Protect the safety and welfare of young people, staff, and visitors.
- Provide for a safe and coordinated response to emergencies.
- Enable the Routes Learning to restore normal conditions with minimal confusion in the shortest time possible.

- Provide for coordination between the Routes Learning and emergency services.
- Provide for the orderly provision of accurate information to all parties regarding the management of the situation and the function of Routes Learning during that time.
- To provide a plan should disaster occur during a trip or visit

Procedures & Practices

Persons with Particular Responsibilities

The directors – Nick Lyons and Dan Luford are responsible for Routes Learning's response to an emergency.

Communication

It is a priority that all members of staff are informed quickly, simply and factually of the event and the response to it. Briefing notes and agreed statements will be formulated and distributed as quickly as possible.

Mobile phones for key staff will be used to contact all staff. Staff should ensure that they notify the directors of Routes Learning (Nick Lyons and Daniel Luford) if any changes to their personal circumstance, address or contact number has changed.

An early decision must be made about providing information to parents and carers, other agencies, and transport providers to ensure young people are collected from offsite trips in a timely manner.

Media Management

All communications with the press will be managed by the directors of Routes Learning – Nick Lyons & Dan Luford.

Emergency Actions

The directors of Routes Learning will determine the extent of the emergency and decide on the immediate course of action which may comprise:

Calling emergency services and informing parents / carers.

First Aid and Pastoral Support

Routes Learning staff will ensure that anyone requiring first aid is attended to by a qualified first aider. Emergency services will be contacted in the event that first aid is not adequate and parents / carers will be promptly informed. In all instances, the accident book will be completed as soon as possible after the emergency is over.

Emergency or Disaster Offsite

Routes Learning is an Alternative Provision with teaching and mentoring sessions taking place in the local community or young person's home. Young people are taken to locations such as the beach, the park, cafes and other recreational environments for other forms of learning. Therefore, there needs to be a strong offsite emergency protocol outlined in the event of a large-scale emergency.

In the event of an emergency or disaster offsite during a trip or visit the member of staff will follow the emergency protocols outlined below:

1. Stay calm.
2. Assess the situation (establish the nature and extent of the emergency as quickly as possible and check for further danger).
3. Ensure you are safe (you are the priority at this stage, if you become injured you will not be able to help others).
4. Ensure the rest of the group are safe and let everyone know you are taking charge.
5. Establish the names of any casualties and get immediate medical attention for them. Always monitor casualties' conditions.
6. Ensure that all group members who need to know are aware of the situation and are following the emergency procedures.
7. If possible, ensure that the casualty is accompanied to the hospital and that the rest of the group are kept together. Always monitor the rest of the group.
8. Notify the emergency services as appropriate.

9. Inform the lead contact people within the organisation (Nick Lyons / Dan Luford) who will then contact the parents / carer of young person.
10. Keep a record of all details of the accident. This should include nature, date and time; location of incident; names of casualties and details of their injury; names of others involved; action taken so far; action yet to be taken.
11. Ascertain names and telephone numbers for future calls- e.g. witnesses, police, hospitals etc.
12. Refer media enquiries to a designated media contact base- e.g. the Routes Learning Directors.
13. Complete an accident report form as soon as possible after the event.
14. The directors will notify insurers and solicitors, if appropriate, as soon as possible.

First Contact Emergency Response: On Receiving a Call

In the event of receiving an emergency call on a visit, the first responder needs to remain calm to be able to take down some key information without missing anything. Emergency responders should carry out the following actions, as appropriate:

Take down the following information:

- Who is calling?
- What is their role?
- What number can they call back on should the call disconnect?
- What has happened? What is the nature of the emergency?
- What is the number and status of the casualties?
- What is their current location?
- What is the total number of people in the group?
- Are they staying where they are or moving? If they are moving where to?
- What help do they require?
- What time did the accident happen?
- What time is it now?
- What services have been called or are in attendance?

Emergency Contacts:

Nick Lyons - Routes Learning Director: Tel: 07792968878

Dan Luford – Routes Learning Director: Tel: 07756359217

Post Disaster Actions for Recovery and Business Continuity

The directors of Routes Learning will formulate a recovery plan that may involve:

- Conduct an internal investigation into the emergency to develop preventative measures.
- Inform Local Authorities of current situation and also of the measures taken to resolve it.
- Determining the need for post-traumatic stress counselling for staff and young people.
- Reviewing damage to files and records and reconstituting where necessary.
- Organising communication to all parties regarding progress of recovery.

Long Term Crisis Management Plan

Tasks and timescales:

- Obtain information at start of crisis: Within Hours
- Establish a plan of action: Within Hours
- Contact families until they are all informed: Within Hours
- Call a staff meeting to give information: Same Day
- Inform young people in small groups ensuring therapy teams or relevant trained staff are available to support: Same Day
- Debriefing for staff involved in disaster: Same Day
- Debriefing for young people involved in disaster: ASAP
- Identify high risk staff and young people: Next few days
- Promote discussion in class/meeting: Next few days F
- Identify need for group/individual treatment: Days/weeks
- Organise treatment: Days/weeks

In the Event of Extraordinary Closure

If Routes Learning has to close due to nationwide illness/epidemic, the government will offer guidance that the organisation should follow. In this instance, Routes Learning will contact parents and carers, Local Authorities and SEN transport to ensure that they are kept abreast of changes as they happen. Government guidance and guidelines will be followed to ensure that staff and young people are appropriately catered for.

In Cases of Terrorism

The current global situation means that the possibility of being close to, or caught up in, a terrorist attack is a risk we all face. Like all risks this needs to be kept in perspective and managed in a thoughtful and proportionate way. The UK government identifies five levels of threat from low to critical. Since 2006 when the level was first published, the UK has never been below 'substantial' - the middle level. The following guidance should be followed to ensure that staff can be vigilant and reduce the vulnerability of our young people whilst carrying on as normally as possible. When planning any visit, the organisation will consider the likelihood of the destination, venue and transport being subject to terrorist attack and risk assess accordingly.

Critical Incidents

A critical incident is defined as an incident or situation involving trauma, fatality or serious injury to an individual or serious damage to property. By its very nature such an incident is sudden, unpredictable and outside the range of normal human experience. Such events are normally very distressing to young people and staff.

Infrequently, a serious crisis may affect your organisation. It can happen at the home of young person or may involve the young person and/or staff when they are offsite / on a trip. Sometimes, an incident affecting the wider community may have a significant effect on your organisation.

Examples of some of the critical incidents that have occurred include:

- A death of a young person
- Deaths of young person as a result of long-term illness
- The sudden, unexpected death of a student or a member of staff
- The death of parents of young people
- A serious, accidental injury of a young person during the session

- If such incidents occur the director of Routes Learning will put a plan in place.