



Business Continuity Plan

Purpose and Scope:

This Business Continuity Plan (BCP) sets out MIAG's (Meeting Individual Aspirations & Goals) framework for ensuring the continuity of key operations in the event of a significant disruption. It identifies ownership, responsibilities, and the processes in place to mitigate, manage, and recover from emergencies that may impact MIAG's ability to deliver education and support to learners with SEND and SEMH needs.

This plan applies to:

- ✚ All MIAG sites, staff, learners, and contractors
- ✚ All activities relating to the delivery of alternative provision, including education, pastoral support, safeguarding, and communication with stakeholders

Ownership and Responsibilities:

Role:	Responsibility:
Chief Executive Officer	Strategic Oversight including approval of the BCP
Chief Operating Officer	Leads the Business Continuity Plan including the implementation of the BCP, maintains the plan, oversight of risk assessments, and reports to Directors
Designated Safeguarding Lead	Ensures continuity of safeguarding procedures and communications with external agencies
IT Lead	Ensures data protection and recovery processes are maintained; oversees back up systems and cybersecurity
Health & Safety Lead	Manages physical premises, utilities and emergency response procedures
All Staff	Know the plan, follow emergency communication procedures and report incidents/risks promptly

Business Continuity Structure:

A core team convened during disruptions or potential emergencies.

Structure:

- ✚ **Gold Level (Strategic):** Chief Operating Officer (Designated BCP Manager)
- ✚ **Silver Level (Tactical):** Strategic Leadership Team (SLT)
- ✚ **Bronze Level (Operational):** IT Lead, All Staff

Reporting Line:

Operational → Tactical → Strategic → Directors Board

Regular review meetings occur **termly**, or immediately following any significant event or near-miss.

Integration with MIAG Strategy and Policy

This plan is integrated with MIAG's:

- ✚ Risk Management Policy
- ✚ Safeguarding and Child Protection Policy
- ✚ Health & Safety Policy
- ✚ Data Protection & IT Security Policy
- ✚ Emergency Lockdown & Evacuation Procedures
- ✚ Staff Wellbeing and HR Procedures

Business continuity principles are embedded across MIAG's operational planning, ensuring resilience is part of everyday management rather than a reactive process.

Risk Management and Known Threats

Risk:	Potential Impact:	Mitigation:
Severe Weather	Site Closure, loss of learning time	Remote learning plans in place; communication plan with parents/staff via text/email
IT Failure/Cyber Incident	Loss of access to learner data and learning resources	Cloud-based backup; secure encrypted drives; regular cybersecurity training
Loss of Premises	Disruption to all operations, loss of learning time	Agreement with partner ALPs/Schools to use premises temporarily
Finance/Income Disruption	Cash-flow issues impacting staffing/resources	Financial contingency fund; phased expenditure plan; LA and commissioner engagement for early warnings
Loss of key staff/resourcing issues	Inability to maintain safe ratios, impact upon service quality	Cross-training of staff; temporary resourcing

		framework; prioritisation of critical functions
Communication Failure	Breakdown in information flow	Multi-channel communications (phone, text, Teams, Whatsapp, emails), Emergency Contract list
Transport Disruption	Learners unable to attend site	Remote delivery option; flexible attendance arrangements; alternative transport arrangements
Safeguarding/Major Incident	Risk to Learner and Staff welfare	Safeguarding Policies, emergency escalation lines; staff awareness and supervision continuity

Critical Activities and Recovery Timelines:

Critical Function:	Maximum Tolerable Downtime (MTD)	Recovery Time Objective (RTO)	Recovery Plan
Safeguarding Reporting & Communications	0 hours	Immediate	Emergency phone contact with DSL/Deputy DSLs
Learner Support & Welfare	24 hours	12 hours	Remote pastoral check-in's; contact logs
Teaching & Learning Delivery	48 hours	24 hours	Remote learning systems; access to shared drives
IT Infrastructure	24 hours	12 hours	Daily data backups; contracted IT support
Site Safety & Access	12 hours	6 hours	Alternative site use
Communication with parents/carers	12 hours	6 hours	Emergency communications plan
Financial administration	72 hours	48 hours	Remote payroll access; cloud-based back-up

Communication and Information Management:

Internal Communication Channels:

- 🚦 Staff WhatsApp emergency group
- 🚦 Microsoft Teams alerts
- 🚦 Emergency email distribution list
- 🚦 Staff phone cascade

External Communication Channels:

- 🚦 Parents/carers: text message & email
- 🚦 Commissioners/local authority: phone and secure email
- 🚦 Partners/employers: phone/email updates
- 🚦 Public updates (if necessary): MIAG website and social media

Key Principle: Clear, timely, factual communication to minimise confusion and ensure confidence among stakeholders.

Exercising, Testing and Review:

Activity:	Frequency:	Responsible Person:	Outcome:
BCP Table-Top Exercise	6 Monthly	COO	Lessons learned recorded and plan updated if required
Emergency Communications Test	Termly	Health & Safety Lead	Verified Response Times
IT data recovery test	Quarterly	IT Lead	Backup Integrity confirmed
Review Plan	Annually/Post-incident	COO	Directors' approval required

Following any incident, a **Post-Incident Review** will be conducted to identify lessons learned and improvements.

Plan Awareness and Staff Training:

- ✚ All new staff receive a BCP briefing during induction
 - ✚ Staff are reminded termly of emergency contacts and continuity procedures
 - ✚ Updates and changes are shared during team meetings and circulated via email
 - ✚ The BCP is stored digitally on MIAG's shared drive and in printed form in the office emergency folder
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Active Management and Continuous Improvement:

The BCP is not static — it is an *actively managed* document.

MIAG ensures:

- ✚ Regular updates linked to risk register changes
 - ✚ Ongoing review following operational changes or incidents
 - ✚ Staff and stakeholder feedback inform revisions
 - ✚ Evidence of embedding: references in staff training, health & safety meetings, and risk assessments
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Appendices:

- ✚ **Appendix A:** Contact cascade list
- ✚ **Appendix B:** Emergency communication templates
- ✚ **Appendix C:** Alternative site arrangements
- ✚ **Appendix D:** Risk register (cross-referenced)
- ✚ **Appendix E:** Post-incident review template