

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

Business Continuity Plan

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Business Details

The Haven online provision, part of Autistic Girls Network charity

Registered charity: 1196655 (England & Wales) and SC054837(Scotland)

68 South Green Drive, Stratford-upon-Avon, CV37 9HP

www.thehavenonline.school

Objectives

This document outlines the procedures and protocols The Haven will follow to ensure the continuity of its core functions and the safety and well-being of its community in the event of a significant disruption. The plan is designed to be a clear, actionable guide for staff, enabling a swift and coordinated response to a range of potential crises. Our primary goal is to provide a sense of stability and continuity, ensuring that our safe, nurturing online environment remains accessible even in a crisis.

1. Key Personnel and Contact Information

The following individuals are designated as the core Business Continuity Team, responsible for initiating and managing the plan.

The Proprietor (Secondary contact)

The Head & DSL (Primary contact)

The Co-Chair of Governors (Secondary contact)

The SENCo & Deputy DSL

Contact information for all team members will be held in a secure, off-site location and be accessible via a password-protected digital document.

Part 1: Responding to a Widespread Health Crisis

A widespread health crisis, such as a pandemic, could impact our community in the following ways. Our response will prioritise safety, communication, and emotional support.

Impact on Service Delivery:

- Disruptions would negatively impact our students' sense of routine and safety, which is crucial for their well-being and ability to learn.
- The personal stress of a health crisis could increase anxiety and reduce a student's capacity for engagement.

Recovery Procedure:

- Our core curriculum and learning resources are available 24/7 via our online platform, ensuring continued access to learning materials.
- We will immediately shift our focus to providing increased well-being support and a sense of "normalcy" through our daily Community Check-ins and one-on-one sessions.
- Safeguarding concerns will continue to be logged via Haven's safeguarding system, with DSL on-call at all times. If systems are disrupted, staff will use secure offline templates, to be uploaded once systems are restored.

Resource Requirements:

- The Haven's online learning platform for all students and a library of pre-prepared, flexible course content.

Impact on Staff:

- Staff may face increased care responsibilities due to family needs or illness, which could affect their ability to work.
- Staff may experience personal distress or trauma from the event.
- Personal safety concerns could affect the team's capacity to collaborate in-person, even for essential meetings.

Recovery Procedure:

- The leadership team will host daily, low-pressure team meetings to ensure clear communication and to check in on everyone's well-being.
- We will offer dedicated staff well-being sessions and ensure multiple out-of-work communication channels are available.

Resource Requirements:

- The Haven's Leadership Team.

- Up-to-date staff contact details for personal communication.

Part 2: Responding to a Technology Disruption

A technology issue would impact our core functions by disrupting our ability to deliver services and communicate with our community.

Impact on Service Delivery (Cyberattack or System Failure):

- Loss of access to our online platform would make it impossible for students to attend live sessions or access course materials.
- A data breach could compromise the personal information of our students and staff.

Recovery Procedure:

- In the event of a system failure, we will immediately share offline content with students and families via a pre-determined, secure alternative channel (e.g., a shared drive). Live sessions will be rescheduled.
- For a data breach, we will initiate an immediate password and security overhaul. We will work with a legal team to report the breach to the relevant authorities and inform all affected parties with a clear, calm message.
- Safeguarding concerns will continue to be logged via Haven's safeguarding system, with DSL on-call at all times. If systems are disrupted, staff will use secure offline templates, to be uploaded once systems are restored. This ensures continuity of safeguarding oversight.
- Aim to restore teaching within 24 hours via alternative content.
- Aim to restore full platform within 72 hours.
- Cross Reference with our Data Protection, Confidentiality & Privacy Policy v10.25.
- In case of serious disruption, the Proprietor will notify relevant schools & LAs where applicable.
- Where exams are impacted, reference our Examinations Policy v10.25.

Resource Requirements:

- A library of offline "not live" content that is easily accessible.
- Support from a legal team and cybersecurity consultant as needed.

Impact on Staff (Loss of Communication Tools):

- Our internal work systems (e.g., team chat, email) could be down, making it impossible for staff to communicate and coordinate.

Recovery Procedure:

- The leadership team will use a pre-established personal communication channel (e.g., a group chat or telephone calls) to maintain contact with staff.

Resource Requirements:

- Up-to-date, off-site staff contact details.

Part 3: Recovery and Communications Plan

1. Response Personnel

The Recovery Team is responsible for maintaining business continuity and ensuring minimal disruption.

- **Team Leader:** the Head, Head & DSL.
 - **Responsibilities:** Overall leadership, internal and external communications.
- **Team Member:** the Deputy DSL, SENDCo & DDSL.
 - **Responsibilities:** Student and staff well-being and a compassionate point of contact for families.
- **Team Member:** the Systems Architect.
 - **Responsibilities:** Communications, data & systems management.

2. Relocation Strategy

- Given that The Haven is an online school, all teams will work remotely.
- Our alternative business site is home working, with no physical relocation necessary.

3. Communications

- **Internal Communications:** The Head is in charge of keeping the staff up to date on the recovery status.
- **External Communications:** The Head and the Deputy DSL are jointly responsible for all communications with students, families, and suppliers. All messaging will be clear, concise, and empathetic, focusing on what we are doing to ensure safety and stability.
- **Suppliers:** The Head will be responsible for contacting all suppliers to keep them informed.

Review and Testing

This *Business Continuity Plan* will be reviewed by the Leadership Team every six months and tested through a tabletop exercise once every twelve months. This will ensure that our team is prepared and that the plan remains relevant and effective.

Testing scenarios will include safeguarding continuity, data protection compliance, and exam provision, ensuring statutory obligations are maintained during disruption.

This PDF was generated from the published policy at policies.thehavenonline.school on 26 August 2026. The website is the authoritative, most current version of this policy.