



Business Continuity Plan / Critical Incident Plan Alexandra School

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BUSINESS CONTINUITY PLAN/CRITICAL INCIDENT PLAN

The Eden Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Contents

| <u>Section</u> | <u>Page</u> |
|--|-------------|
| 1. Introduction | 3 |
| 2. Aim of plan | 3 |
| 3. Notification | 4 |
| 4. Plan Implementation | 4 |
| 5. Initial Actions and Emergency File | 4 |
| 6. Assessment/Containment | 5 |
| 7. Roles and Responsibilities | 5 |
| 8. Potential Disruptions | 7 |
| 8.1 Loss of premises | 7 |
| 8.2 Loss of utilities/ICT | 7 |
| 8.3 Loss of telephones | 7 |
| 8.4 Loss of IT | 8 |
| 8.5 Loss of data | 8 |
| 8.6 Back up | 8 |
| 8.7 Staff Shortage | 8 |
| 8.7.1 Epidemic/Pandemic | 9 |
| 8.7.2 Fuel | 9 |
| 8.7.3 Industrial Action | 9 |
| 8.8 Bomb Threat | 9 |
| 8.9 Terrorist Incident | 10 |
| 9. Recovery | 10 |
| 10. APPENDIX 1: Checklist of Actions | 12 |
| 11. APPENDIX 2 – Emergency Contact Details | 13 |

1. INTRODUCTION

The Eden Academy is required by the Civil Contingencies Act 2004 to develop plans to manage business continuity in the event of a range of disruptions to services.

This plan should be read in conjunction with the Academy's other evacuation plans and emergency procedures that deal with the immediate response to an emergency situation.

This plan deals with no-notice disruptions most likely to occur:

- loss of premises (through fire, flood etc);
- loss of utilities (electricity, gas, water, fuel);
- failure of IT and telephony;
- failure of supply;
- staff shortage;
- issues such as pandemic 'flu.
- bomb threat
- Terrorist incident

The impact of any serious disruption may manifest itself in terms of: delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

This plan should be reviewed annually.

2. AIM OF PLAN

The aim of this plan is to provide guidance and support to enable the Academy to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

- a. To safeguard the safety and welfare of students, staff and visitors;
- b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning;

- c. To maintain the community and identity of the Academy;
- d. To return the Academy to normality.

3. NOTIFICATION

During working hours, a site disruption is likely to become apparent to all staff and students very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the Academy's Principal or Premises Manager

4. PLAN IMPLEMENTATION

The responsibility for implementing this plan lies with the Principal or, if not available, other designated senior member of staff.

5. INITIAL ACTIONS AND EMERGENCY FILE

Evacuation is dealt with in the Emergency Evacuation Plan

Upon activation of this plan, the Principal, or his/her nominated deputy, will form a Business Continuity Management Team (BCMT) with responsibilities as listed in Item 7.

The primary objective of the BCMT is to manage the developing situation and minimise harm and danger to:

- Students
- Staff
- Visitors to the Academy
- Building, contents and other assets and
- The Academy's ability to provide education.

Emergency files will be stored in the Academy Office, the Premises Manager's office and the Admin Office.

The files should contain the following items:

- A copy of this plan
- A copy of the Academy's evacuation and contingency plan
- Site plans
- Any other critical items
- Up-to-date contact information for parents/carers will be available via any internet enabled computer

The file should be taken out of the building by the nearest person, **only if safe to do so!**

The emergency file will be checked termly for accuracy of information by the Site Manager

6. ASSESSMENT/CONTAINMENT

As soon as practicable, the BCMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability

If the disruption has resulted in the loss of the Academy site, the BCMT meeting should be held at Grangewood School.

7. ROLES AND RESPONSIBILITIES

Functional roles include, but are not limited to the following (***dependant on resources available, individuals may be called upon to fulfil more than one role***):

Incident Officer: **Head of School**

- Chair Team meetings
- Co-ordination of the response
- Liaise with DFE/ LADO (Local Authority Designated Officer)
- Liaise with Chair of Governors

- Allocate resources.
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home.

Communication: Head of School supported by Office Manager

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.
- Provide clerical and practical assistance to the Incident Officer.
- **(Immediate!)** Instruct staff not to leave the rendezvous point until told to do so.
- Liaison between Emergency Team and staff.
- Imparting factual information to staff.
- Agree key information to be given to students by class teachers.

Welfare: Head of School supported by Deputy or Assistant Head :

- Ensure all students, staff and visitors are safe and accounted for.
- Marshalling of students, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to place of safety.
- Arrange for warm, dry shelter for everyone in the short term.
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Co-ordinate the sending home of students and immediate care of those whose parents cannot be readily notified.

Premises: Head of School supported by Premises Manager

- Building security.
- Turn off gas, electricity etc, if this can be done safely.
- Salvage of critical documents/equipment if this can be done safely. The nominated person should be in possession of a list of critical items.
- Signs and notices for doors/boundaries.

- Liaison with neighbours.
- Identification/transfer to alternative premises.

Continuity and Recovery: Head of Finance and Resources

- Arrange for opening up of alternative premises.
- Co-ordinate fitting out with furniture and equipment.
- Liaise with Academy insurance companies
- Liaise with DFE as necessary

Data Recovery: Head of Finance and Resources

- Organise the retrieval and restore of data from back up tapes/systems

NB: *It is tempting during the initial phase of an incident, when children and staff are accounted for and Staff are, for instance, milling around outside the premises and it is obvious that no work will be conducted for the rest of the day, to send them home. Before taking this decision, however, it should be borne in mind that they may be available to assist one of the BCMT members, and that, once released, it will be difficult, if not impossible, to make contact with them again until at least the following day.*

8. POTENTIAL DISRUPTIONS

8.1 Loss of Premises

Loss of premises is unlikely unless through building or structural failure

Insurance contact details

Gallagher Bassett 0113 246 2040

8.2 Loss of Utilities

| Utilities/ICT | Name of Supplier | Account Number | Telephone Number |
|----------------------|-------------------------|-----------------------|-------------------------|
| Electricity | Kent County Council | 03124 | 0800 783 8838 |
| Gas | Kent County Council | 03124 | 0800 111 999 |
| Water | Affinity | 1543419-7 | 0345 357 2425 |
| Sewerage | Thames Water | | 0800 316 9800 |

8.3 Loss of Telephones

Telephone lines and equipment have support contracts with:

CCS Corona Corporate Solutions Account no 8592

Contact tel: 0207 503 3000

In the event of total loss of telecommunication mobile phones and walkie talkies can be used until phone system is repaired /replaced

8.4 Loss of IT:

The IT support provider should be contacted in the event of problems with Network infrastructure, Server infrastructure, Internet Access

| | |
|-----------------------|--------------------|
| Name of IT provider : | Beebug |
| Email | jimmy@beebug.co.uk |
| Telephone number | 01727 840 303 |

In the event of replacement computers being required the Academy will contact its IT support contractor to determine how and when equipment can be repaired or replaced.

8.5 Loss of Data/Back up

Servers at the Academy site hold all data. Data on these servers is also separately held in order that data can be recovered if lost at the site.

8.6 Back up

In the event of loss of data, server infrastructure can be recovered restoring the data from the last backup. The Head of Finance and Resources will coordinate the installation of data from the back up in conjunction with the IT support provider.

8

8.7 Staff Shortage

The most likely scenarios involving a significant loss of staff are:

- Outbreak of disease (e.g., influenza pandemic)
- Fuel Shortage
- Industrial action

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

8.7.1 Epidemic/Pandemic -

Pandemic Lead: Academy Principal

Deputy: Head of School

An influenza pandemic or similar occurrence may jeopardise staffing levels, directly through staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

What the Academies Pandemic Lead should do:

It is essential that information is disseminated about how to identify symptoms of flu and what to do in the event of a member of staff becoming ill with suspected flu.

Download the latest information for schools to prevent the spread of infection and in what circumstances they might need to close.

8.7.2 Fuel

In the event of a widespread fuel shortage, options will include:

Increased use of public transport

Car sharing

Walking or cycling

When information indicates that a fuel shortage is expected, a list of staff living remotely from their place of work and with particular difficulties in accessing any of the above options will be compiled.

8.7.3 Industrial Action

As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

8.8 Bomb Threat

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, made with the intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the police.

Dial 999 and police will respond. You should always consider their advice before a decision is taken to close or evacuate.

Staff member receiving the bomb threat will inform the Head of School.

Head of school will evacuate the school using Fire Evacuation procedures and congregate the pupils and staff at the Recreational Ground adjacent to the school.

Premises Manager will restrict access to the site.

Head of school will contact Principal and Local Authority.

Consider what steps you could take to:-

- a) reassure your staff, students and parents
- b) review and implement proportionate protect and prepare security planning.

8.9 Terrorist Incident

10

Dial 999 and police will respond.

Each member of staff should take action as they see fit to protect the safety of themselves and pupils. This can include

- Barricading
- Hiding
- Fleeing

9. RECOVERY

Long-term recovery may be affected by decisions made during the assessment/containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependent on the nature of the incident recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur) and will include ways of keeping the Academy community

together during any period of dispersion, or commemorating the event on anniversaries.

If deemed appropriate counselling opportunities and support may need to be provided for staff and pupils.

Checklist of actions

| Ref' | Business continuity - initial response | Tick / sign / time |
|------|---|--------------------|
| BC1 | <p>Assess the nature of the incident, e.g.:</p> <ul style="list-style-type: none"> ▪ Loss of premises, utilities, telecommunications, IT, staff ▪ Epidemic/ Pandemic ▪ Fuel ▪ Bomb Threat | |
| BC2 | Establish what effect the emergency will have on the operation of the school. Try to ascertain how long the disruption will last. | |
| BC3 | Consider how the incident will affect any extended services that use the school premises. Liaise with these services as necessary. | |
| BC4 | Attempt to recover important documentation, records and equipment if safe to do so (consult the emergency services for advice if necessary). | |
| BC5 | If appropriate, contact organisations which can assist in document restoration. | |

 12

| Ref' | Business continuity - ongoing response | Tick / sign / time |
|------|---|--------------------|
| BC6 | Minimise any disruption to the provision of education. Put arrangements in place to keep the school open and try to maintain normal school routines (e.g. teaching, exams) wherever possible. | |
| BC7 | Seek support from other organisations (e.g. buddy schools, the local authority, suppliers / contractors) as required. | |
| BC8 | Work with the 'communications' role to ensure staff, pupils and parents / carers are informed of any changes to the school routine. | |
| BC9 | In the event of a public health incident (e.g. pandemic influenza), consider ordering infection control supplies and increasing the cleaning regime. | |

Emergency Contact Details

Staff Identified for Incident Response

| Name | Status | Home telephone | Mobile phone | Keyholder |
|-----------------------|-------------------------------|--|---------------------|------------------|
| John Ayres | Principal | | | |
| Perdy Buchanan-Barrow | Headteacher | | | Yes |
| Ivan Talbott | Headteacher's nominee | | | Yes |
| Kevin Bowers | Site Manager | | | Yes |
| Sudhi Pathak | Head of Finance and Resources | | | |
| Sue Stalley | Chair of Governors | | | |
| | DFE | incident.alert@education.gsi.gov.uk | | |

| Emergency | Name | Contact details |
|------------------|----------------------|------------------------|
| Insurance | Gallagher Bassett | 0113 246 2040 |
| Motor | Zurich | 0845 602 5407 |
| Overseas travel | Griffiths and Armour | 44 0207 173 7796 |

| Emergency | Name | Account no | Contact details |
|------------------|---------------------|-------------------|-------------------------------------|
| Electricity | Kent County Council | 03124 | 0800 783 8838 |
| Gas | Kent County Council | 03124 | 0800 111 999 |
| Water | Affinity | 1543419-7 | 0345 357 2425 |
| Sewerage | Thames Water | | 0800 316 9800 |
| Telephone | CCS | 8592 | 0207 503 3000 |
| Loss of IT | Beebug | | jimmy@beebug.co.uk 01727 840 303 |