



Business Continuity Management Plan

Adopted by Governing Body: 04.04.14

Reviewed by Governing Body: 08.06.21

Cycle of review: 3 years

Statutory Policy: No

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Hard copies of additional sensitive information are included at the end of the pack.

Statement of intent

This document sets out the framework for our school's business continuity management and emergency response arrangements.

A business impact assessment has been undertaken to identify our critical activities and the measures we have put in place to mitigate the effects of disruptions.

This plan will be activated in the event of an incident or an emergency which impacts upon the delivery of our critical activities and where normal responses and procedures are deemed insufficient to deal with the effects.

1. Plan Control

1.1. Plan Remit

The following school functions are covered by this plan:

The following school premises are covered by this plan:

1.2. Plan Owner

The Headteacher is this plan's owner and responsible for ensuring that it is maintained and updated in accordance with School Policy for reviewing business continuity response plans.

1.3. Plan Distribution

This Business Continuity Management Plan is distributed as follows:

Name	Role	Issue Date
Sheila Holden	Headteacher	08.06.21
Trish Baker	Deputy Headteacher	08.06.21
Holly Townsend	Assistant Headteacher (Primary)	08.06.21
Jo Hooper	Assistant Headteacher (Secondary)	08.06.21
Steve Turner	Chair of Governors	08.06.21
Sam Somner	Office Manager	08.06.21

It is the responsibility of staff to

- Know what the plan says
- Take responsibility for implementing the plan when required
- Keep a written record of decisions made and actions taken when the plan is implemented

1.4. Plan Storage

All parties on the distribution list are required to safely and confidentially store a copy of this plan at their regular place of work and off-site.

1.5. Plan Review

This Plan will be updated as required and formally reviewed in line with the school's schedule of review.

- Version 1 – 28.04.14
- Version 2 – 05.11.19
- Version 3 – 08.06.21

2. Critical Activities

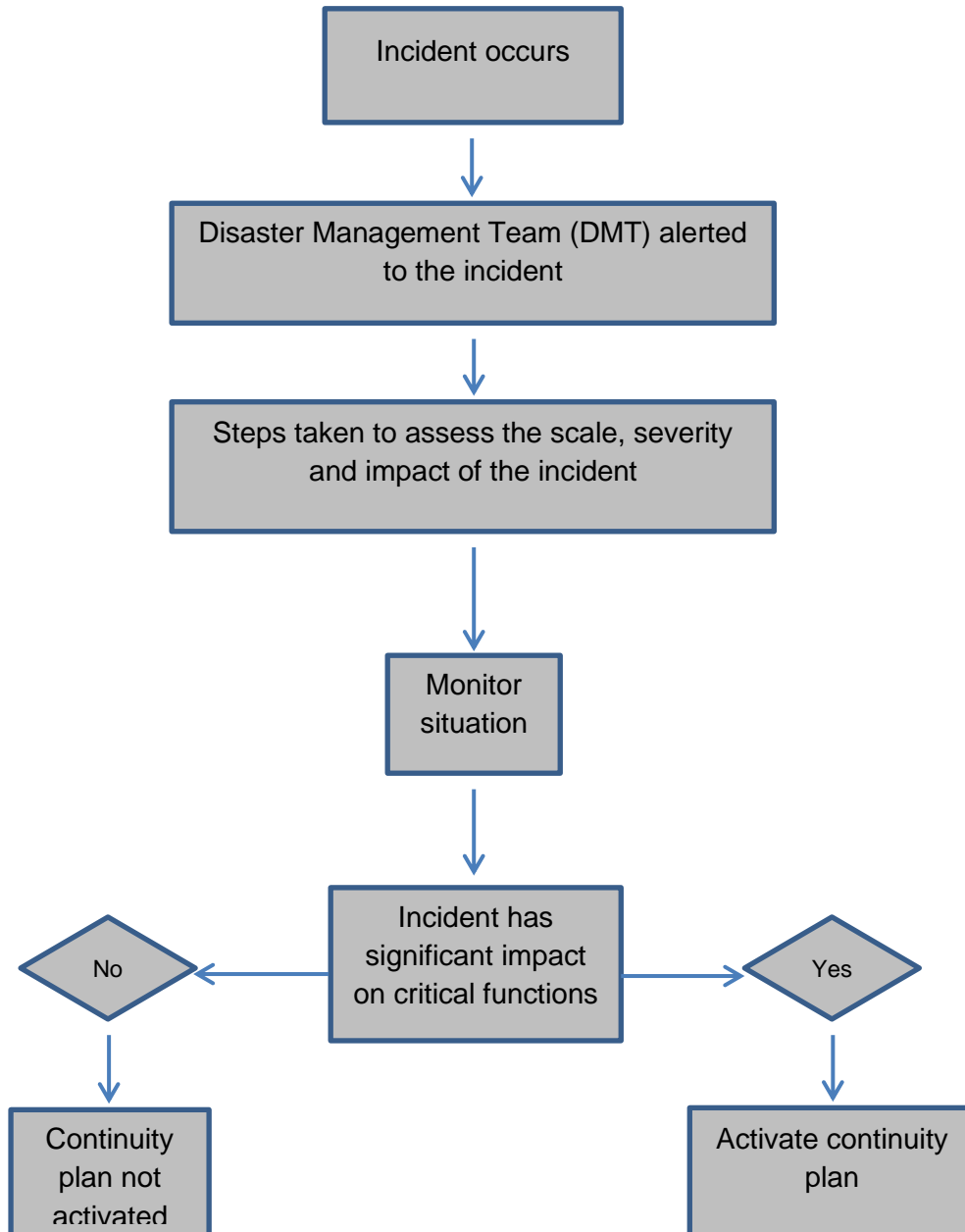
This list can be used during an emergency to assist your decision making when compiling an Action Plan as to which functions need to be reinstated first.

No	CRITICAL School Activity	Relevant statutory duties	Existing measures	Implications / Impact	Resource requirements for the critical activity				When required					
					Staff	Equipment	Parents Carers		4hrs.	24hrs.	48 hrs.	1 week	2 weeks	1 month
1.	Safeguarding staff members and pupils		Annual risk assessments	Injury or death	x				ASAP					
2.	Scholarpack	Registration and contact info	Cloudbased	None as long as a member of staff has internet access on mobile device	x		x		ASAP					
3.	Teaching		Remote learning in place	Pupils not able to learn	x	x			4 HOURS					
4.	Catering	Provision of free school meals	Packed lunches	Children go hungry	x	x			4 HOURS					
5.	Access to ICT		Routine and regular back up of data – cloud based	Limited school operation	x				24 HOURS					
6.	Examination centre	To ensure assessment criteria is adhered to	Timetabled activities	Children do not attain their accreditation	x	x			1 MONTH					

The school has access to 3rd Line Support through Lourdes IT, who can be contacted on 01527 359999 in the event of an issue, to support the ICT Network manager in data/network recovery or to lead the recovery should the ICT manager be unavailable. The school regularly backs up both on-site and cloud data to a number of different on-site and off-site locations, including 'hot' and 'cold' backups, which help to mitigate the effect of a ransomware attack.

3. Plan Activation

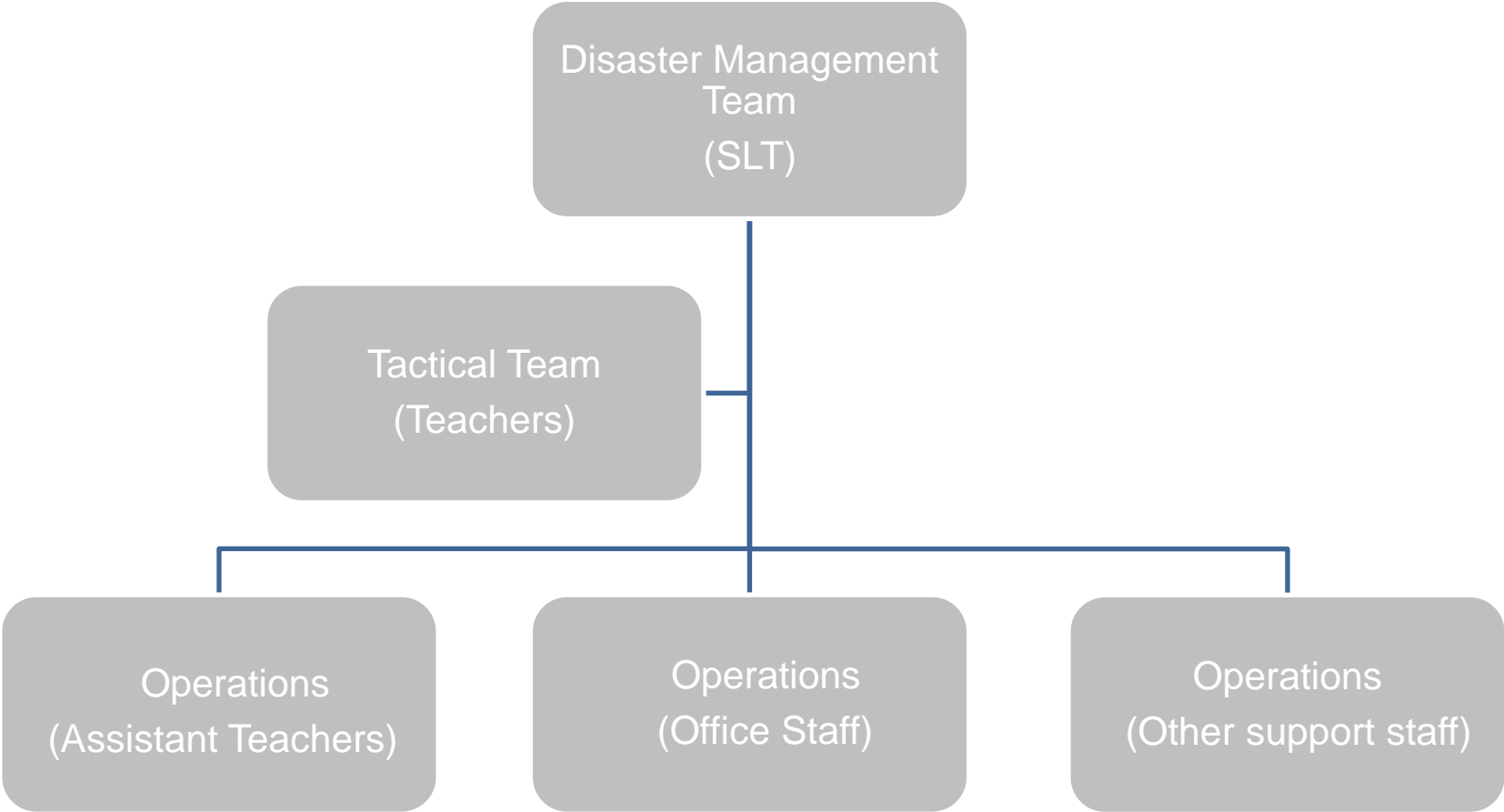
Use this flowchart to help ascertain whether or not to activate the business continuity plan.



Responsibility for Plan Activation

A member of the Disaster Management Team will activate and stand down this Plan.

4. Incident Management Structure



4.1. Strategic

A Disaster Management Team will be established at the onset of an incident to assist the Headteacher in managing the response

Disaster Management Team		
Name	Position	Responsibilities
Sheila Holden	Headteacher	<ul style="list-style-type: none"> • Overall responsibility for the day-to-day management of the School, including principal decision-maker in times of crisis. • Ensuring that the school has sufficient capacity to respond to crisis. • Determining the School's overall response and recovery strategy.
Trish Baker	Deputy Headteacher	<ul style="list-style-type: none"> • Supports the Headteacher in the day-to-day management of the school, including in times of crisis. • To deputise in the Head's absence
Steve Turner	Chair of Governors	<ul style="list-style-type: none"> • Liaises with the Headteacher in response to a crisis • Coordinates with the Headteacher to provide strategic direction in planning for and responding to a crisis. • Supports the school's crisis response and subsequent recovery. • Ensures that the School Business Continuity Plan remains fit-for-purpose. • Reports to parents on the resilience of the School Business Continuity Plan.
Holly Townsend	Assistant Headteacher (Primary)	<ul style="list-style-type: none"> • To provide strategic support with this plan as a member of SLT
Jo Hooper	Assistant Headteacher (Secondary)	<ul style="list-style-type: none"> • To provide strategic support with this plan as a member of SLT
Doug Mills	Vice Chair of Governors	<ul style="list-style-type: none"> • To deputise in the absence of the CoG and help the implement the plan

4.2. Tactical

The DMT will create a tactical group to help coordinate the crisis response.

Tactical Team		
Name	Position	Responsibilities
Sheila Holden & Trish Baker	Representative from the DMT	To co-ordinate and instruct regarding any crisis
Holly Townsend & Jo Hooper	Assistant Headteachers – phase leads	To facilitate the above
Sandra Sandon (H & S)	Children’s Services Representatives	To provide accurate advice and support as appropriate
Sheila Holden & Trish Baker	Incident Recorder	To keep accurate records

4.3. Operational Support

Other teachers, staff members and auxiliary staff may be utilised to support the tactical team with the response.

5. Incident Management

The purpose of the continuity phase is to ensure that critical activities are resumed as quickly as possible and/ or continue to be delivered during the disruption. Non-critical activities may need to be suspended.

	Action	Details	Responsibility	Actioned?
1.	Initial assessment	Survey the incident scene and disseminate information.	SHO, PBA	<input type="checkbox"/>
2.	Call the emergency services (as appropriate)	Provide as much information about the incident as possible.	SHO, PBA	<input type="checkbox"/>
3.	Evacuate the school building if necessary. Ascertain whether pupils should remain within the school grounds at a relative place of safety indoors. If it is safe, consider the recovery of vital assets to sustain critical school activities. Inform relevant stakeholders of site evacuation.	Use standard fire evacuation procedures. Consider staff members and pupils with special needs and/ or disabilities. If remaining within the school grounds, ensure that the assembly point is safe. Take advice from emergency services as appropriate.	SHO, PBA	<input type="checkbox"/>
4.	Ensure that all pupils, staff members and school visitors report to the identified assembly point.	The normal assembly point is: Secondary Playground. The alternative assembly point is: The fitness area next to the large field and KS2 rear playground	SLT	<input type="checkbox"/>
5.	Check that all pupils, staff members and visitors have been evacuated. Consider the safety of all pupils, staff members and visitors as a priority.	Undertake a roll call using the pupil attendance register, staff lists and the visitor's log.	Office	<input type="checkbox"/>
6.	Ensure that the emergency service vehicles have access to the incident site.	Ensure any required actions are safe by undertaking a risk assessment.	Receptionist	<input type="checkbox"/>

7.	Establish a contact point for all supporting personnel.	Consider the availability of staff members and who may be best placed to communicate information.	SHO, PBA	<input type="checkbox"/>
9.	Ensure a log of key decisions and actions is started and maintained throughout the incident.	Use the template in the appendix.	SHO, PBA	<input type="checkbox"/>
10.	Where appropriate, record names and details of any staff members or visitors who may have been injured or affected by the incident.	This information should be held securely as it may be required by emergency services or other agencies either during or following the incident.	SHO, PBA	<input type="checkbox"/>
11.	Assess the impact of the incident. Identify and agree next steps.	Continue to record key decisions and actions in the incident log.	SHO, PBA	<input type="checkbox"/>
12.	Log details of all items lost by pupils, staff members and visitors as a result of the incident, if appropriate,		HTO, JHO	<input type="checkbox"/>
13.	Consider the involvement of other teams, services or organisations that may be required to support the management of the incident.	See key contacts list	SHO, PBA	<input type="checkbox"/>
15.	Assess the key priorities for the remainder of the working day and take relevant action.	Consider actions to ensure the health, safety and well-being of the school community at all times. Consider your business continuity strategies to ensure that the impact of the disruption is minimised. Consider the school's legal duty to provide free school meals and how this will be facilitated.	SHO, PBA	<input type="checkbox"/>
16.	Ensure staff members are kept informed about what is required of them.	Send communications via text or email using the school's system. We communicate via Scholar pack comms app either by email or text. Parents can only communicate to us via office@pitcheroak.worcs.sch.uk or class email address.	SHO, PBA Office	<input type="checkbox"/>

17.	Ensure parents and pupils are kept informed as appropriate to the circumstances of the incident.	Consider communication strategies and additional support for pupils with special needs. Agree arrangements for parents collecting pupils at an appropriate time. Consider the notification of pupils not currently in school.	SHO, PBA, Office	<input type="checkbox"/>
19.	Ensure Governors are kept informed as appropriate to the circumstances of the incident.	Headteacher to provide updates to Governors as frequently as the situation requires.	SHO	<input type="checkbox"/>
20.	Consider the wider notification process and the key messages to communicate.	Local radios may be useful in broadcasting key messages.	SHO, PBA	<input type="checkbox"/>
21.	Communicate the interim arrangements for delivery of critical school activities.	Ensure all stakeholders are kept informed of any contingency arrangements, by letter, text or phonecall. We communicate via Scholar pack comms app either by email or text. Parents can only communicate to us via office@pitcheroak.worcs.sch.uk or class email address.	Office	<input type="checkbox"/>
22.	Log all expenditure incurred as a result of the incident	Record all incident-related costs incurred in the attached financial expenditure log.	SHO, PBA	<input type="checkbox"/>
23.	Seek specific advice/ inform your insurance company.	Insurance policy details can be found in filing cabinet in Headteacher's office under insurance. Telephone number: 01905 844951 kseabright@worcestershire.gov.uk (Buildings, contents, loss of revenue, combined liability, public liability, employer's liability, officials indemnity, libel and slander, fire insurance, personal accident, engineering).	SHO	<input type="checkbox"/>
24.	Ensure recording process is in place for staff members and pupils leaving the site.	Ensure the safety of staff members and pupils before they leave site and identify suitable support and risk control measures.	Office	<input type="checkbox"/>

6. Continuity

The purpose of the continuity phase is to ensure that critical activities are resumed as quickly as possible and/ or continue to be delivered during the disruption. Non-critical activities may need to be suspended.

No.	Action	Details	Responsibility	Actioned?
1.	Identify any other stakeholders required to be involved in the business continuity response.	Depending on the incident, you may need additional/ specific input in order to facilitate the recovery of critical activities. This may require the involvement of external partners.	SHO, PBA	<input type="checkbox"/>
2.	Evaluate the impact of the incident	Take time to understand the impact of the incident on the normal operations of the school.	SHO, PBA	<input type="checkbox"/>
3.	Log all decisions and actions, including what you decide not to do and include your decision-making rationale.	See the attached activity log.	SHO, PBA	<input type="checkbox"/>
4.	Log all financial expenditure incurred.	See the attached financial expenditure log.	SHO, PBA	<input type="checkbox"/>
5.	Allocate specific roles as necessary.	Roles allocated will depend on the nature of the incident and the availability of staff members.	SHO, PBA	<input type="checkbox"/>
6.	Secure resources to enable critical activities to continue or be recovered.		SHO, PBA	<input type="checkbox"/>
7.	Deliver appropriate communication actions as required.	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders	SHO, PBA, Office	<input type="checkbox"/>

7. Recovery

No.	Action	Details	Responsibility	Actioned?
1.	Agree and plan the actions required to enable recovery of normal school operations.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	DMT	<input type="checkbox"/>
2.	Respond to any ongoing and long-term support needs of staff members and pupils.	Depending on the nature of the incident, the disaster management team may need to consider the use of counselling services.	SLT	<input type="checkbox"/>
3.	Once recovery actions are complete, communicate the return to normal school operations.	Ensure all staff members are aware that the business continuity plan is no longer in effect. This will be communicated verbally initially to staff and followed up with written communication.	SHO	<input type="checkbox"/>
4.	Debrief staff members (possibly with pupils) about the incident.		SHO, PBA	<input type="checkbox"/>
5.	Complete a report to document opportunities for improvement and any lessons identified.	The incident report should be reviewed by all members of the disaster management team. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the school.	DMT	<input type="checkbox"/>
6.	Review this continuity plan in light of lessons learnt from the incident and the response to it.	Implement recommendations for improvement and update this plan. Ensure any revised versions of the plan are read by all members of the business continuity team.	SHO, PBA	<input type="checkbox"/>

8. Appendices

8.1. Inventory

The school's inventory should be reviewed every 3 years. The last inventory was conducted by: School Inventory Ltd, 7 Mill Lane, Bulkeley, Malpas, Cheshire, SY14 8BL

www.school-inventory.com

The latest audit of the school inventory was conducted on 24.06.15

We are currently in the process of reviewing the process of implementation for this.

8.4. Emergency Box (currently items to be included in the box are under review due to advancement of ICT at the school)

Section	Details	Checklist
Business continuity	Business Continuity Plan	<input type="checkbox"/>
Organisational	Staff handbook	<input type="checkbox"/>
Financial	Bank, insurance details, payroll	<input type="checkbox"/>
	Invoices, purchase orders	<input type="checkbox"/>
	Financial procedures	<input type="checkbox"/>
	Assets register and insurance policy	<input type="checkbox"/>
Staff	Staff contact details	<input type="checkbox"/>
	Staff emergency contact details	<input type="checkbox"/>
Equipment	Laptop/ipad with wireless connection	<input type="checkbox"/>
	Pre-paid 'pay as you go' mobile phone	<input type="checkbox"/>
	Torch	<input type="checkbox"/>
	Disposable camera	<input type="checkbox"/>
Other items	First aid box	<input type="checkbox"/>
	Redditch A-Z map	<input type="checkbox"/>
	Stationery	<input type="checkbox"/>
	Hazard barrier tape	<input type="checkbox"/>
	Contact details for taxi / transport providers	<input type="checkbox"/>
	School floor plans	<input type="checkbox"/>
	Spare keys	<input type="checkbox"/>
	Whistle	<input type="checkbox"/>
	High visibility jacket	<input type="checkbox"/>

8.5. School Information

School details	
Name of school	Pitcheroak School
Type of school	Special
School/ address	Willow Way, Batchley, Redditch, B97 6PQ
School/ operating hours	07.30 – 17.30
Approximate number of staff	78
Approximate number of pupils	150
Age range of pupils	4-19

8.6. Key Contacts

Contact	Telephone No.	Email address
School contacts		
Sheila Holden, Headteacher	See contact details	sholden@pitcheroak.worcs.sch.uk
Trish Baker, Deputy Headteacher		pbaker@pitcheroak.worcs.sch.uk
Holly Townsend, Assistant Headteacher (Primary)		htownsend@pitcheroak.worcs.sch.uk
Jo Hooper, Assistant Headteacher (Secondary)		jhooper@pitcheroak.worcs.sch.uk
Steve Turner, Chair of Governors		sturner@pitcheroak.worcs.sch.uk
Doug Mills, Vice Chair of Governors		sturner@pitcheroak.worcs.sch.uk
Key WCC contacts		
Emergency number – fire or flood	01905 846554	Not 24 hours
Emergency planning officer	01905 728848	Work hours only
Emergency planning officer	07624 909756	Out of hours
Sarah Wilkins, Assistant Director Education and Early Help	01905 846303	swilkins@worcschildrenfirst.org.uk
Sandra Sandon – School’s Health and Safety Officer Adviser	01905 846802	ssandon@worcestershires.gov.uk
Gary Monaghan – Team Manager Occupation Health & Safety		gmonaghan@worcestershires.gov.uk
Lyn Watts – Health & Safety Assistant (schools’ advice)		lwatts@worcestershires.gov.uk
Mike Smith – Health & Safety Assistant (schools’ advice, CORITY, EVOLVE and training assistance)		msmith11@worcestershires.gov.uk

Steve Rietz – Health & Safety Advisor (primarily for adult social care, but has a wealth of H&S knowledge)		srietz@worcestershire.gov.uk
Karen Seabright – Insurance manager	01905 844951	kseabright@worcestershire.gov.uk
Family Front Door	01905 822666	
Media contacts		
BBC Hereford and Worcester	0345 300 8181	
Global radio FM	0121 226 5700	
Worcester news	01905 742265	helenclarke@midlands.newsquest.co.uk
Other useful contacts		
Department for Education	0370 0002288	
Foreign & Commonwealth Office	020 70081500	
Environment Agency	0370 8506506	
Met Office	0370 9000100	
Health and Safety Executive	0300 0031747	
Insurance Company	01905 844951	

8.7. Lockdown (Refer to separate policy - Lockdown procedures in the event of an emergency)

Lockdown procedure checklist

Management and control	
Nominated person	Responsibility
Headteacher	Initial contact with the emergency services
Deputy Headteacher	Liaison with parents
Teacher	Pupil care and control

Signals	
Signal for lockdown	The signal given for staff members to implement the lockdown procedure is an on-going siren made of the school bell continuously.
Use of radios	Two-way radios will be used to make staff members aware of the incident that has occurred and inform them of the type of lockdown procedure which is to be implemented.
Signal for all-clear	Given via two-way radio or in person by a member of SLT

Lockdown Procedure				
Step	Initial response	Check	Time	Signed
1	Dial 999 for each emergency service that the incident requires.			
2	Ensure all pupils are inside a secure room – ideally form room.			
3	Secure all entrance points.			
4	Ensure that staff members take action to increase protection from further danger: <ul style="list-style-type: none"> • Sit on the floor, under tables or against the wall (if students are able to) • Keep out of sight and draw curtains to avoid detection • Turn off lights • Stay away from windows and doors Await further instruction			

5	Ensure walkie-talkies are switched on			
6	Ensure that all pupils and staff members inside a secure room are aware of an exit point in case an intruder manages to gain access or the room becomes unsafe.			
7	Check for missing or injured staff members and pupils if it is safe to do so.			
8	Remain inside a secure room until the all clear signal has been given or unless told to evacuate by the emergency services.			

Hard copies of the following are included with this plan (in staff packs only):

Staff telephone numbers

Transport List and Providers

School Meal list

Emergency response instruction card – Biohazards

Emergency response instruction card – Bomb threat

Emergency response instruction card – Death of a service user, pupil or member of staff

Emergency response instruction card – Flooding

Emergency response instruction card - Gas supply interruption/ escape

Emergency response instruction card - Infectious Disease in a school

Emergency response instruction card - Loss of electrical supply

Emergency response instruction card - Loss of heating

Emergency response instruction card - Loss of ICT

Emergency response instruction card - Loss of water supply

Emergency response instruction card - Major injuries

Emergency response instruction card - Partial or full closure of school

Emergency response instruction card – Release of asbestos

Emergency response instruction card – Release/spillage of a chemical or radioactive substance

Emergency response instruction card – Severe weather