**CRITICAL INCIDENT AND BUSINESS CONTINUITY PLAN TEMPLATE**

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| **Policy Approved by the Board of Trustees** |  |
| **Signed:**  **Name: Adele Haysom**  **Chair of Board of Trustees** | **Date: 11th April 2023** |
|  |  |
| **Authorised for Issue** |  |
| **Signed:**  **Name: Gary Lewis**  **Chief Executive** | **Date: 11th April 2023** |

Document History

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| Version | Author/Owner | Drafted | | Comments | | |
| 1.0 | Louise Malik | November 2020 | | Based on Backwell School model | | |
| 2.0 | Neill Bird | January 2023 | | Based on OneWest updated template with some additional information from previous policy | | |
|  | | |  | | |
| Date Policy Adopted | | |  | |
| Review cycle | | | Biennial | |
| Review date | | | Spring 2025 | |

This policy applies to all schools and employees within the Lighthouse Schools Partnership.

**Xxx School BUSINESS CONTINUITY AND CRITICAL INCIDENT PLAN**

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School Name: ……………… School

Date: ……………………

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| This business continuity and critical incident plan has been developed for ……………. School to assist the Head Teacher/Deputies and school staff in responding to a disruption or interruption to school activities. | | | | | | |
| Date of issue: | |  | Date of next review: | |  | |
| Copies of this Plan are kept at: | | E.g.- Office Managers/Head Teachers/site managers/Business Managers/Chair of Governors Office/Chief Executive and Accounting Officer/Home | | | | |
| Person(s) responsible for reviewing  plan: | | E.g., Head Teacher and Business Manager | | | | |
| Version Control | | | | | | |
| Amendment N⁰ | Date | Notes | | Page  no | Initials | Testing dates |
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School Name: ……………… School

Date: ……………………

**Considerations in deciding when to roll out your Business Continuity plans.**   
NB: If relevant, reference should also be made to the school Cyber Security Incident Plan

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| Is this an Emergency and if so, prioritise to cope with both responses? |
| Has the incident caused any damage, loss, or denial of use of critical functions? |
| Will there be disruption or interruption to the delivery of services? |
| How long do you anticipate the disruption or interruption will last? |
| Has the incident meant that the building/buildings need to be closed? |
| Will recovery time be lengthy? (Consider time to Business as Usual against roll out of plan) |
| Do we need further assistance? |
| An Internal focus on trained and suitable staff able to respond |

School Name: ……………… School

Date: …………………

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| **Responsibility Chart.** | |
| **Please refer to the Emergency Contact Details at the end of this document for contact details.** | |
| **Position** | **Responsibilities** |
| **Head Teacher** | Decision maker on roll out of the plan. Financial (expenditure) control. Strategic viewpoint to request tactical response to bring services back online. Review Business Continuity Plan (Assisted by with One West where required) Monitor response and deal with press (Through Marketing and Communications, LSP). In case of Emergency response handing over the Business Continuity response to the Business Manager. |
| **Deputy Head Teacher** | To assist Head teacher in the initial responses and work between Headteacher and tactical staff for updates and to assist in the above. |
| **Business Manager / Office Staff** | To react to the roll out of the plan. Lead the tactical response from School Office. Contact suppliers for assistance, Councils Insurance team and Property and Trust Services Teams as required. Working with the Headteacher and the Marketing and Communications Team at LSP on the press response in disruption sufficient to affect families. |
| **Teaching Staff / Support Staff** | To assist the Business Manager and Office staff in relaying a single message to parents where required and to aid in the provision of education material to pupils. |
| **Chief Executive and Accounting Officer** | To ensure appropriate key individuals in the Central Team are promptly available to provide advice and support to the school.  Where major incidents have occurred, contact the Chair of Trustees to formulate a communications strategy, in liaison with  the Head and Local Authority. |

School Name: ……………… School

Date: …………………

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| **Critical functions required to continue education.** | |
| **Critical Function** | **Requirement** |
| **Examinations** | Staff and facilities should be available to continue this function for the pupils. |
| **Teaching staff** | To deliver the National curriculum suitable, qualified teachers should be available. |
| **Support staff** | Suitable support staff should be available to assist in the education of pupils. |
| **Safe and secure premises** | Consider Health and Safety Legislation. To deliver education and to meet the school’s duty of care  requirements a safe, secure environment, in terms of accommodation and environment is essential. |
| **Provision of ICT (education)** | Necessary provision of ICT to deliver education |
| **Provision of ICT (administrative)** | ICT provision to enable the establishment to run effectively. |
| **Safe keeping of records** | The safe keeping of records in relation to staff/pupils and administrative functions |
| **Catering facilities and staff** | The provision of suitable catering facilities to enable the preparation of school meals, including all free school meals.  The provision of suitably trained catering staff to prepare and serve school meals. |
| **Utilities-gas** | The supply of gas to enable heating and preparation of school meals etc. |
| **Utilities-water** | The supply of clean water for drinking, flushing of toilets, preparation of meals, washing etc. |
| **Utilities-electric** | The supply of electricity to enable ICT, lighting of premises, heating etc. |
| **Provision of cleaning**  **contractors/staff** | A suitable number of cleaners sufficient to carry out general cleaning duties throughout the school |

School Name: ……………… School

Date: …………………

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| **Maximum tolerable period of disruption.** | | |
| **The ‘Maximum Tolerable Period of disruption’ is determined by when an impact is deemed to be ‘significant’ or ‘very significant’. The below**  **summarises the MTPD acceptable for each critical function.** | | |
| Critical function | MTPD | Notes |
| **Examinations** |  |  |
| **Teaching Staff** |  |  |
| **Support Staff** |  |  |
| **Premises** |  |  |
| **Catering** |  |  |
| **Utilities** |  |  |
| **ICT Administrative** |  |  |
| **ICT Education** |  |  |
| **Cleaning** |  |  |

School Name: ……………… School

Date: …………………

|  |  |
| --- | --- |
| **Typical Impacts** | |
| **Impact area** | **Example descriptor** |
| **Education** | Impacts on education may include loss of large number of days of teaching, disruption to education, loss of coursework  etc. |
| **Child welfare/well-being** | Impacts on a child may include physical impacts (e.g. hunger, cold etc), psychological impacts (e.g. loss of course work,  having to move school), future prospects and educational abilities. |
| **Parents/Guardians** | Impacts on parents/guardians may include loss of earnings (taking time off work), disruption to work, perception of establishment and the Authority. |
| **Statutory Compliance** | Statutory compliance may include duty of care, in loco parentis, H&S legislation, duty to provide 190 days education,  OFSTED, duty to provide free school meals etc. |
| **Reputation** | Reputation may be the reputation to the establishment, the Trust, and the Authority. |
| **Extended Services** | Extended services may include Breakfast Clubs, After School Clubs, Children’s Centres, hiring of rooms/halls etc. |
| **Staff** | Impacts on staff can be financial, physical, psychological. |

School Name: ……………… School

Date: …………………

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| --- | --- |
| **Rolling out the Business Continuity Plan** | |
| **Head / Deputy Head Teacher alongside the Business Manager / Office Manager to implement continuity & recovery arrangements** | |
| **Service continuity** | * Identify which resources are required. * Establish if the resources are available. * Inform stakeholders of the arrangements being implemented. * Consider the need to implement a **remote learning plan.** |
| **Service recovery** | * Gather information on the extent of damage to buildings, any injuries, loss of services and impact to reputation. * Calculate and discuss what resources are needed to assist in recovering from the incident. * Ascertain what assistance is required from external sources. * Estimate how long recovery will take. * Inform stakeholders of the recovery arrangements and timetable for recovery. |

School Name: ……………… School

Date: …………………

**Service Continuity Arrangements.**

**Staffing lolossloss**.

|  |  |
| --- | --- |
| Resource | Contingency requirement |
| **Senior manager (e.g.**  **Headteacher/inc. Business**  **Manager)** |  |
| **Teaching staff** |  |
| **Teaching assistants** |  |
| **SEN support staff** |  |
| **Administrative support staff** |  |
| **Technical support staff** |  |
| **Site team** |  |
| **Catering and/or cleaning** |  |
| **Other staff** |  |

School Name: ……………… School

Date: …………………

**Premises**

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| --- | --- |
| Resource | Contingency requirement |
| **Damage/denial of use of classroom and/or associated**  **contents** |  |
| **Damage/denial of use of building and/or associated**  **contents** |  |
| **Damage/denial of use of administrative areas and/or**  **associated contents** |  |
| **Damage/denial of use of some key areas (e.g.**  **hall for examinations, etc)** |  |
| **Loss of utilities (gas, electric,**  **water)** |  |

School Name: ……………… School

Date: …………………

**Catering.**

|  |  |
| --- | --- |
| Resource | Contingency requirement |
| **Damage/denial of use of catering facilities** |  |
| **No catering staff** |  |

**ICT.**NB: If relevant, reference should also be made to the school Cyber Security Incident Plan

|  |  |
| --- | --- |
| Resource | Contingency requirement |
| **Loss of internet** | Please include key details if there is a separate entity on the school site that has an independent internet connection (e.g. nursery) in case this is required (site contact & Tel, internet location, service provider, any filtering, etc) |
| **Loss of telephony system** | E.g: School mobile Tel No xxxxxxx and its location (mandatory requirement for business continuity and school trip use) |
| **Loss of I.T servers/software** |  |
| **Loss of I.T hardware** |  |

School Name: ……………… School

Date: …………………

**Cleaning.**

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| --- | --- |
| Resource | Contingency requirement |
| **No cleaning staff available** |  |

**Records.**

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| --- | --- |
| Resource | Contingency requirement |
| **Loss or damage to administrative records** |  |

School Name: School

Date: ……………………

**Remote Learning Plan.**

**Details of remote learning plan to be adopted.**

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| **Electronic learning only** | Determine how many pupils have access to I.T facilities (laptops etc) and the internet/e-mail. |
| Consider the option of loaning IT equipment to pupils. |
| Consider if pupils with no laptops can gain access through other means. |
| Ensure electronic learning platforms are secure and protected from viruses. |
| Ensure access to the learning platform away from the school (if school access is denied). |
| **Material preparation** | Identify any core materials that can be developed prior. |
| Identify how much material must be prepared to enable 1 weeks’ worth of remote learning (general materials). |
| Ensure materials can be stored electronically and accessed off-site in case access to the school is denied. |
| Identify the person/s responsible for developing learning materials now and during any period of closure. |
| Consider if these persons require any training (e.g. on electronic systems). |
| **Delivery &**  **collection methods** | Detail the method of delivery and collection of remote learning materials (hard copy or electronic). |
| **Remote support & marketing** | Detail system for providing remote learning support, marking and feedback. Using delivery and collection methods as above or possibly alternative |
| **Alternative site** | Identify an alternative site where the remote learning requirements (e.g. material preparation, delivery and support) can be delivered from in case access to the school is denied. |

School Name: School

Date: ……………………

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| --- | --- |
| **Loss of school**. | |
| **School** | **Temporary location** |
| **One site only** | Dependent on scenario in contact with Property and Asset management and Insurance Manager at the Authority consideration will be urgently given to relocation of school, this may include on/off site portable classrooms on land on or around the school site or the use of alternative site albeit temporarily. |

School Name: School

Date: ……………………

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| **Action log sheet.** | |
| **Date** | **Details of action (include any costs incurred)** |
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**Testing Exercises**

It is important that this plan is regularly reviewed and that testing exercises take place to help ensure that not only is the plan kept up to date, but that any learning is implemented to ensure the plans robustness and effectiveness in the event of it being used in a real situation.

It is recommended to complete a testing exercise annually and to involve the same personnel who would be expected to have responsibilities in a real situation.

Referring to the government’s policy for ['Emergency planning and response for education, childcare, and children’s social care settings'](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1114577/Emergency_planning_and_response_for_education__childcare_and_children_s_social_care_settings.pdf) it recommends perhaps using [these resources](https://www.nottinghamshire.gov.uk/planning-and-environment/emergencies-and-disruption/school-emergencies) to help you with conducting a testing exercise.

**EMERGENCY CONTACT DETAILS**

**CRISIS MANAGEMENT TEAM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Contact Number** | | |
| **Home** | **Mobile** | **Work** |
| xxxxxxxx | Headteacher |  |  |  |
| xxxxxxxx | Deputy Headteacher |  |  |  |
| xxxxxxxx | Business Manager |  |  |  |
| xxxxxxxx | Site Manager or Hub Estate Manager |  |  |  |
| xxxxxxxx | Network Manager |  |  |  |
| xxxxxxxx | Educational Visits  Co-ordinator |  |  |  |
| xxxxxxxx | Headteacher’s PA |  |  |  |
| xxxxxxxx | Chair of Governors |  |  |  |
| Gary Lewis | Chief Executive |  |  | 01275 841396 |

**RESERVE TEAM MEMBERS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Contact Number** | | |
| **Home** | **Mobile** | **Work** |
| Louise Malik | Chief Financial and Operating Officer | xxxxxxxx | xxxxxxxx | 01275 841396 |
| Tim Monelle | Head of Trust Services | xxxxxxxx | xxxxxxxx | 01275 841396 |
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**EMERGENCY CONTACT NUMBERS FOR NORTH SOMERSET/BATH AND NORTH EAST SOMERSET AND OTHER AGENCIES**

For schools in North Somerset

During office hours the school should telephone Alex Stafford on 01934 426706 (office hours only). Alternatively email the Emergency Management Unit at North Somerset Council on emu@nsomerset.gov.uk (not monitored 24/7).

Out of hours, North Somerset Council should again be contacted on disruption@n-somerset.gov.uk

For schools in Bath & North East Somerset

The school should telephone Daniel Noad on 01225 477000

These numbers should only be used in the event of a major emergency. Examples could include a serious accident or incident on school premises or during an off-site activity, or major damage to a school building.

**OTHER USEFUL CONTACTS**

|  |  |
| --- | --- |
| **Organisation** | **Phone Number & Contact Name** |
| North Somerset/Bath and North East Somerset Childrens’ Services | 01275 888808/01225 477000 |
| South West Ambulance Service General Enquiries | 01392 261500 |
| Avon Fire and Rescue Service Enquiries | 0117 926 2061 |
| Western Power Distribution (Electricity) | 0800 0963080 (General Enquiries)  0800 6783105 (Emergency Information) |
| National Grid (Gas) | 0800 111999 |
| Bristol/Wessex Water | 0345 7023797 (Water)  0345 600 4600 (Sewerage) |
| Environment Agency : Floodline (24 hr service) | 0345 988 1188 |
| Environment Agency – Regional Control Centre | 03708 506506 |
| Environment Incident Hotline (24 hr service) | 0800 807060 |
| IT Support (e.g. 2IT) |  |
| Telephony Supplier |  |
| OneWest (GDPR) | 01225 477043 (Steve DeBruin) |
| Insurance (RPA) | 0330 0585566 |
| Catering (e.g. Aspens) | David Britton (Aspens) 07548 238541 |
| Cleaning (e.g. Purgo) | Alex Diaz (Purgo) 07773 913025 |

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