

## BUSINESS CONTINUITY PLAN

<b>Date:</b>	March 2019	<b>Review date:</b>	March 2020
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It is good practice for the school to retain a printed copy away from the school and conduct regular reviews of a completed plan.

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## **SECTION 1. INTRODUCTION**

### **1.1 Background Information**

Somerset County Council 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. By extension, Local Authority schools have the same obligation.

No-notice disruptions are, by definition, impossible to predict. This plan deals with the ones most likely to occur:

- loss of premises (through fire, flood etc)
- loss of utilities (electricity, gas, water, fuel)
- failure of IT and telephony
- staff shortage

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

### **1.2 Aim of Plan**

The aim of this plan is to provide guidance and support to enable schools to tackle the impact of severe disruptions due to a variety of unlikely, but credible, causes, with the following objectives.

### **1.3 Objectives of Plan**

The plan is designed to achieve the following strategic objectives:

- a. To safeguard the safety and welfare of pupils, 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 school;
- d. To return the school to normality.

### **1.4 Related Plans and Procedures**

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

### **1.5 Plan Review and Testing**

This plan should be reviewed for currency and accuracy every 2 years or in the event of significant structural or organisational change.

It is good practice to test the plan at regular intervals i.e. annually. A table top Business Continuity Exercise is available via the following link:

<https://slp.somerset.org.uk/ipost/iPost%20Documents/BUSINESS%20CONTINUITY%20TABLETOP%20EXERCISE.doc>

## **SECTION 2: PLAN ACTIVATION**

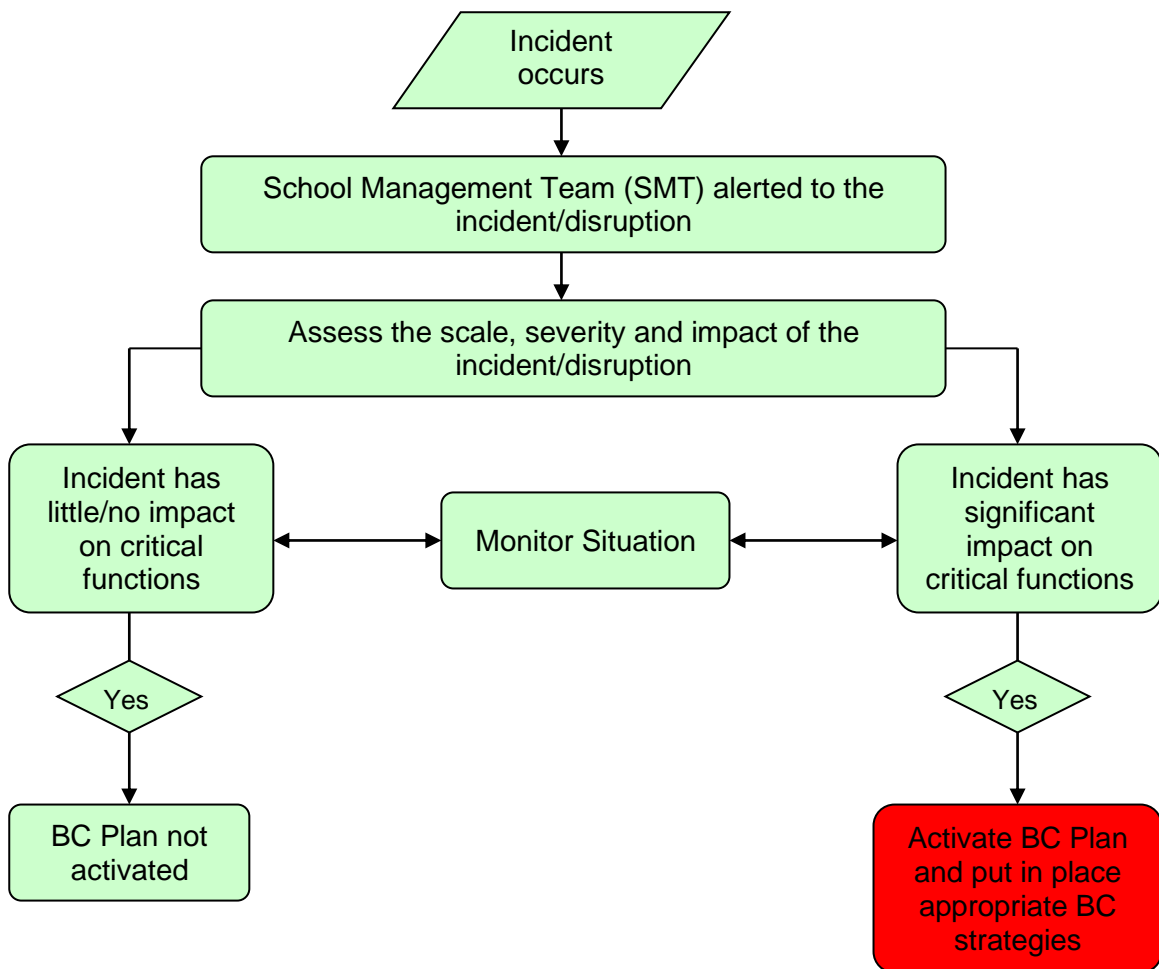
## 2.1 Circumstances

This plan will be activated in response to an incident causing significant disruption to the School, particularly the delivery of key/critical activities.

## 2.2 Responsibility for Plan Activation

The responsibility for implementing this plan lies with the Head Teacher or, if not available, a member of the School (Incident) Management Team.

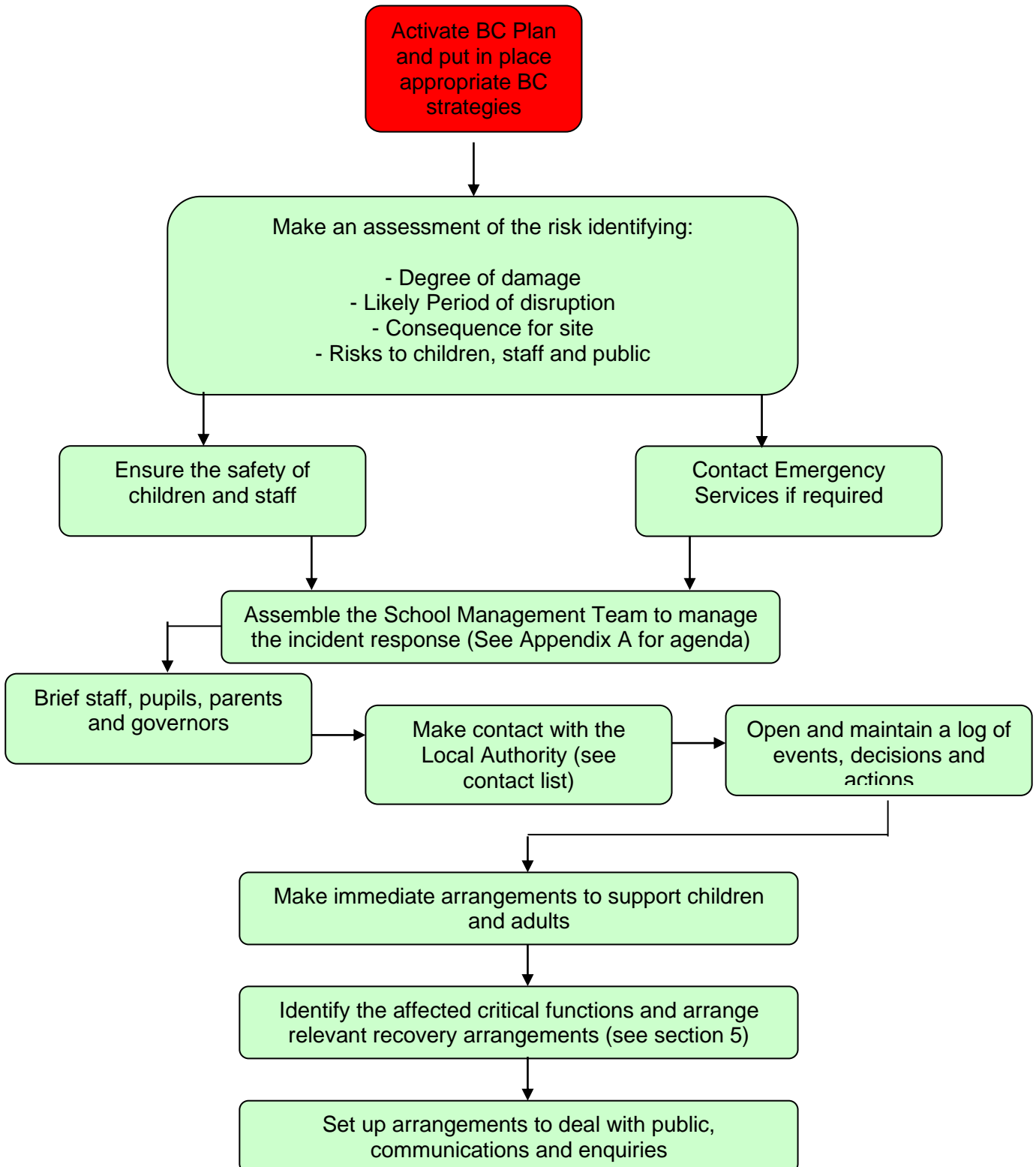
### 2.2.1 Activation Process



**SECTION 3: PLAN IMPLEMENTATION**

**3.1 Incident Response**

Upon activation of the School Business Continuity Plan, it is suggested that the following actions are taken.



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### 3.2 Roles and Responsibilities

The headteacher, in conjunction with the school/establishment's Senior/School Incident Management Team will delegate Business Continuity Roles and Responsibilities. A guide on the roles and responsibilities required during a Business Continuity incident is described below.

Role	Responsibilities	Accountability / Authority
Headteacher	<ul style="list-style-type: none"> <li>▪ Responsible owner of Business Continuity Management in the School</li> <li>▪ Ensuring the School has capacity within its structure to respond to incidents</li> <li>▪ Determining the School's overall response and recovery strategy</li> </ul>	The Headteacher has overall responsibility for day-to-day management of the School, including lead decision-maker in times of crisis.
Business Continuity Coordinator (Office Manager)	<ul style="list-style-type: none"> <li>▪ Business Continuity Plan development</li> <li>▪ Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc</li> <li>▪ Involving the School community in the planning process as appropriate</li> <li>▪ Plan testing and exercise</li> <li>▪ Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved</li> <li>▪ Training staff within the School on Business Continuity</li> <li>▪ Embedding a culture of resilience within the School, involving stakeholders as required</li> </ul>	Business Continuity Co-ordinator reports directly into the Headteacher and will usually be a member of the School Incident Management Team.
School Incident Management Team <i>Critical Incident Team + Office manager</i>	<ul style="list-style-type: none"> <li>▪ Leading the School's initial and ongoing response to an incident</li> <li>▪ Declaring that an 'incident' is taking place</li> <li>▪ Activating the Business Continuity Plan</li> <li>▪ Notifying relevant stakeholders of the incident, plan activation and ongoing response actions</li> <li>▪ Providing direction and leadership for the whole School community</li> <li>▪ Undertaking response and communication actions as agreed in the plan</li> <li>▪ Prioritising the recovery of key activities disrupted by the incident</li> <li>▪ Managing resource deployment</li> <li>▪ Welfare of Pupils</li> <li>▪ Staff welfare and employment issues</li> </ul>	The School Incident Management Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.

Other roles/responsibilities to consider during the activation of a Business Continuity plan include:

Role	Responsibilities	Report to/Actions
Incident Log (record keeper)	<ul style="list-style-type: none"> <li>▪ To record all key decisions and actions taken in relation to the incident</li> </ul>	The Headteacher or School Incident Management Team.
Media Coordinator	<ul style="list-style-type: none"> <li>▪ Collating information about the incident</li> </ul>	The Local Authority Press Office/Headteacher but should

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	<p>for dissemination in Press Statements</p> <ul style="list-style-type: none"> <li>▪ Liaison with Local Authority Press Office</li> </ul>	not make direct contact with Media.
Communication	<ul style="list-style-type: none"> <li>▪ Co-ordinating communication with key stakeholders including: <ul style="list-style-type: none"> <li>○ Governors</li> <li>○ Parents/Carers/carers</li> <li>○ Local Authority (SCC)</li> <li>○ School Crossing Patrol</li> <li>○ School Transport Providers</li> <li>○ External agencies e.g. Emergency Services, Health and Safety Unit</li> </ul> </li> </ul>	All communications activities should be agreed by the School Incident Management Team. Information sharing should be approved by the Headteacher (or School Incident Management Team if the Headteacher is unavailable).
Premises Manager	<ul style="list-style-type: none"> <li>▪ To ensure site security and safety in an incident</li> <li>▪ To link with the School Incident team on any building/site issues</li> <li>▪ To liaise and work with any appointed contractors</li> </ul>	Reporting directly to the Headteacher or School Incident Management Team.
Office Manager	<ul style="list-style-type: none"> <li>▪ To ensure the resilience of the School's ICT infrastructure</li> <li>▪ To link with SCC IT helpdesk or IDN</li> <li>▪ Work with the Business Continuity Coordinator to develop proportionate risk responses</li> </ul>	ICT Coordinator reports directly to the Business Continuity Coordinator for plan development issues. In response to an incident, reporting to the School Incident Management Team.
Critical Incident Team	<ul style="list-style-type: none"> <li>▪ Leading and reporting on the School's recovery process</li> <li>▪ Identifying lessons as a result of the incident</li> <li>▪ Liaison with Business Continuity Coordinator to ensure lessons are incorporated into the plan development</li> </ul>	Is likely to already be a member of the School Incident Management Team, and will lead on recovery and resumption strategies. Reports directly to Headteacher.

## SECTION 4: BUSINESS IMPACT ASSESSMENT

For the purpose of this plan, the strategic critical function of the school is stated as:

**'The provision of educational services to its registered pupils, including a safe and secure environment in which to learn.'**

In a business continuity context, the following functions are intended to achieve the strategic aim. Each activity has an associated 'Maximum Tolerable Period of Disruption' (MTPD) by which it should be resumed, some being more urgent than others. This period will determine the order in which activities are resumed.

*There are certain critical times where the functions listed below would have greater impact*

Critical Function	Description	MTPD
Examinations	Providing staff and facilities to enable pupils to sit examinations.	1 Day
Teaching Staff	The provision of a suitable number of qualified teaching staff to deliver the National Curriculum.	1 Week
Support Staff	The provision of suitably qualified and experienced support staff to assist in the education of pupils and running of establishment services.	2 Weeks
Safe and Secure Premises	The provision of suitable, safe and secure accommodation to enable the delivery of education and to meet duty of care and health & Safety requirements etc.	1 Week
Catering Facilities and Staff	The provision of suitable catering facilities and staff to enable preparation of school meals.	1 Week
Utilities - Gas	The supply of gas to enable the heating of premises and preparation of school meals etc.	1 Week
Utilities – Water	The supply of water for drinking and general usage including flushing of toilets, preparations of meals etc.	1 Week
Utilities - electric	The supply of electricity to enable ICT systems to run, lighting of premises etc.	1 Week
Phones	The provision of a land line	1 week
Provision of IT	The provision of IT to deliver education and to enable the establishment to run smoothly.	2 Weeks
Keeping of suitable records	The keeping of suitable records in relation to staff/pupils and general administrative functions within an establishment.	1 Month
Provision of cleaning contractors	The provision of suitable numbers of cleaners to carry out general cleaners to carry out general cleaning such as toilets, waste collection and removal.	1 Week

## SECTION 5: POTENTIAL DISRUPTIONS

### 5.1 Loss of Premises

Loss of premises may result from fire, flood, loss of essential utilities or the building is within an area cordoned off by emergency services. This may occur during school hours, necessitating and evacuation, or during non school hours preventing staff and pupil's access to the building.

It is a critical function of the school to provide suitable, safe and secure accommodation to enable the delivery of education and to meet duty of care and health & Safety requirements etc. The space below should include all relevant information that would assist with recovery from a loss of premises incident.

Virtual learning: In cases of an enforced closure many school provide links through their website to learning opportunities. These together with other educational internet and paper based services provide methods for providing continuation of education provision).

*It is good practice for Schools/educational establishments to maintain contact with the local authority or governing body to help identify suitable working processes and possible alternative locations. From experiences of past Business Continuity events, alternative locations have been sought/implemented when a facility has been closed for a period of more than one week.*

Risk	Potential Workarounds	
<b>Complete loss of site</b>	Potential alternative sites:	1: Charltons Community Hall
		2: St Mary's Church, Charlton Mackrell
		3: Reading Rooms, Charlton Mackrell
<b>Partial loss of site</b>	<ul style="list-style-type: none"> <li>- Use of alternative on-site buildings – Hall, Rainbow Class, Pre-school</li> <li>- Use of temporary accommodation</li> <li>- Use of off-site facility if available – Community Hall, St Mary's Church, Reading Rooms</li> </ul>	
	Useful information/contacts: Community Hall committee - Cliff McQueen 01458 223632 Church - Alan Symonds 01458 272029 Reading Room - Margaret Hutchins 01458 224099	
<b>Temporary loss of premises (utility failure)</b>	<ul style="list-style-type: none"> <li>- Virtual learning - via school website</li> </ul>	

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<b>5.2 Loss of Staff</b>		
The most likely scenarios involving a significant loss of staff are industrial action, fuel shortage, outbreak of disease (eg. Pandemic influenza) and severe weather. In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects.		
It is a critical function of the school to provide a suitable number of qualified teaching staff to deliver the National Curriculum and suitably qualified and experienced support staff to assist in the education of pupils and running of establishment services.		
It is also important to consider 'Single Points of Failure' i.e. Exams Officer/Premises Manager etc		
<b>Risk</b>	<b>Potential Workarounds</b>	
<b>Pandemic Flu</b>	A flu pandemic will occur in 2 waves, 3-9 months apart, with each wave lasting about 12 weeks. In addition to staff being off ill, you will also have staff being off to care for sick relatives etc.	
	<ul style="list-style-type: none"> <li>- <i>Alternative teaching arrangements – join class together, peer teaching, IT</i></li> <li>- <i>Temporary cover – Headteacher, LSAs, Supply teachers</i></li> <li>- <i>Hygiene precautions – sanitise school, use of gel regularly, clear instructions</i></li> </ul>	
<b>Fuel Crisis</b>	<ul style="list-style-type: none"> <li>- <i>Alternative teaching arrangements – some part time staff live within walking distance, they could extend hours</i></li> <li>- <i>Virtual learning – via school website</i></li> <li>- <i>Local supply cover – see above</i></li> <li>- <i>Alternative transport arrangements</i></li> </ul>	
	Useful information/contacts: see staff list	
<b>Industrial Action</b>	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 who may be available to work in order to plan work in accordance with priorities	
	<ul style="list-style-type: none"> <li>- <i>Virtual learning - on website</i></li> <li>- <i>Alternative teaching arrangements</i></li> </ul>	
<b>Severe Weather</b>	In the event of severe weather (eg. snow/flooding), staff may be unable to travel to work. Employees are expected to make all efforts to reach their usual place of provide they can do so safely without putting themselves or others at risk.	
	<ul style="list-style-type: none"> <li>- <i>Pre-identified decision process (see 'Severe weather: <a href="#">Quick reference guide</a>)</i></li> <li>- <i>Alternative teaching arrangements – use local staff who can walk in if possible</i></li> </ul>	
<b>5.3 Failure of IT/Data/Telephony</b>		
Failure of IT within a school could be caused by a variety of reasons such as fire, flooding, power cut etc. It is important to ensure that the main server is resilient with separate power supply but if this not possible, back up arrangements should be in place.		
<b>Risk</b>	<b>Critical IT Systems</b>	<b>Workaround Options</b>
<b>Failure of IT Server/ systems</b>	- eg. SIMS, FMS	<ul style="list-style-type: none"> <li>- <i>Back up paper system</i></li> <li>- <i>Back up server (Oakford Technology as remote)</i></li> </ul>

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<b>Loss of Data</b>	<b>Critical Data</b>	<b>Workaround Options</b>
	<i>- If critical data is lost, what back up options do you have if immediate access is required?</i>	Paper copies of parental and staff contacts Paper registers via fire register in classes
<b>Loss of Telephony</b>	<i>In the event that the main landline was lost, what alternative communication methods do you have in place?</i> Electronic texting via IT Social Media via IT Personal Mobile phones	
<b>5.4 Loss of Utilities (Electricity/Gas/Water)</b>		
In the event that the school lost any of the utilities, what would the impact of this be and how long would the school continue to operate safely? All contractor contact information can be found in Section 6 of this plan.		
<b>Risk</b>	<b>Impact</b>	<b>Potential Workarounds</b>
<b>Electricity/Gas</b>	<i>- eg. Heating system</i>	<i>- Additional portable heaters hired</i> <i>- Blow heaters</i>
	<i>- Catering</i>	<i>- Beech Catering continued service</i> <i>- Children to bring packed lunches</i>
	<i>- IT servers</i>	<i>- Paper register</i> <i>- Paper contact numbers list</i>
<b>Water</b>	<b>Impact</b>	<b>Potential Workarounds</b>
	<i>- eg. Drinking supply</i>	<i>- Water from Reading Rooms in large containers</i>
	<i>- Sewerage</i>	<i>- Use other ones e.g. Reading Rooms, Community Hall</i> <i>- Hire toilets</i>
	<i>- Catering</i>	See above

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## SECTION 6: CONTACT INFORMATION

### 6.1 Staff Contact Information (School Incident Management Team)

Name	Responsibilities	Emergency Contact Number
Rebecca Cawley	Headteacher	07809 357877
Maddie Carter-Rice	Senior Teacher	01458 223333
Heather Barnes	Business Manager	01458 223329
AJ Thompson	Chair of Governors	07866 425926
Rev Alan Symonds	Governor/Vicar	01458 272029

### 6.2 External Contact Information (Suppliers/Contractors)

Further information on the School Closure procedure is available on the Somerset Learning Platform, via the document [‘Emergency Procedures for School Closures’](#).

Charlton Mackrell C of E Primary School and Preschool

Organisation	Purpose e.g Supplier Of Stationery, Portacabin etc.	Name Of Usual Contact	Tel No (Office Hrs)	Out Of Office Hrs	Other Info
Somerset County Council School closures			01823 355953		
Somerset County Council			0300 123 2224		
Property Services			01823 357357		
Insurance Services			01823 355920		
Area Building Surveyor					
Press Office			01823 355020		
Beech Catering			01458 223249		
Gas Supplier (Flogas)					
Electricity Supplier (British Gas via SCC)					
Water Board Wessex Water					
School Transport SCC			01823 357199		
School Transport Kingsdon	Minibus, taxi for Kingsdon	Geoff Davis	07939 637473		

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## APPENDIX

### APPENDIX A: INCIDENT MANAGEMENT TEAM AGENDA

1. Background and Situation Report as known (Chair)
2. Updates and actions:
  - Premises
    - Current state
    - Critical items recovered/still in situ
    - Estimate of return
  - Welfare (staff, visitors, clients)
    - Confirm all persons accounted for
    - Current arrangements for retaining staff
    - Outstanding welfare issues
  - Communications
    - Message given out to staff
    - New contact number for public
    - Public message via Communication and Marketing
    - Brief for Somerset Direct
    - Collect contact numbers for team members.
  - Continuity and Recovery
    - Critical services affected
    - Options to work around disruption
    - Resources shortfall
    - Alternative premises identified (if applicable)
3. Time of next meeting

