St Edmundsbury and Ipswich
Diocesan Multi Academy Trust

SCHOOL BUSINESS CONTINUITY PLAN

Hintlesham and Chattisham C of E Primary School

Plan Owner / Author:	Debbie Jackson
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Document Change History

Version	Author	Date	Change Details
1	MAT & DJ	4/10/23	Review and minor edits

Purpose

The objective of this plan is to maintain or recover the critical services and activities at Hintlesham and Chattisham C of E Primary School in the event of a major disruption.

This plan should be completed using the accompanying guidance document.

This plan includes:	**Page**
List of critical services/activities	3
Incident Management Plan	4
Action Cards (for each high risk disruption)	
Loss of Staff	6
Loss of Premises	7
Loss of ICT	8
Loss of <other disruptions>	8
Appendices (optional)	9

CRITICAL SERVICES OR ACTIVITIES

Critical Service/Activity	Recovery Time Objective	Service Details In particular – what should be maintained or recovered in the event of disruption.	Responsible Person
Examinations	1 day	Enable pupils to sit examinations (such as SATs).	
Teaching	1 week	Deliver the requirements of the National Curriculum (Foundation to Key Stage 4) incl. the duty to provide 190 days education.	
Teaching Support	2 weeks	Assist in the education of pupils and running of establishment services.	
Maintain site safety and security	1 day	Provision of suitable, safe and secure accommodation to enable the delivery of education and to meet duty of care requirements, health & safety legislation etc	
Catering	1 week	Provision of free school meals to national standards	
Administration	1 week	Administer key administrative functions, e.g. admissions, correspondence, financial management etc	
Coursework	1 month	Safe keeping of coursework including electronic documentation and other physical items	
Records	1 month	The keeping of suitable records in relation to staff/pupils and general administrative functions, e.g. pupil attendance	
Cleaning	1 week	Carry out general cleaning such as toilets, waste collection and removal	
Property and equipment maintenance	1 month	Ensure the long term functionality of all buildings, plant and equipment.	
Extended Services	1 month	Extended services may include Breakfast Clubs, After School Clubs, Children's Centres, hiring of rooms/halls etc	

Recovery Time Objective – this is the time in which the service must be recovered.
Typically these are 1 day, 2-3 days, 1 week, 1 month.

INCIDENT MANAGEMENT PLAN

The purpose of the Incident Management Plan is to make sure the right people come together in the right place at the right time to take control of the organisation's response to the disruption.

Overall Responsibility

The following will take overall responsibility of the school's response to an incident and bring together the Incident Management Team.

Name	Role	Contact Details	Deputy	Contact Details
Debbie Jackson	Headteacher	07709294078	Lisa Death Jo Self	07920445624 07776395998
Sally Gooderham	Office Manager	07843772327	Julia van den Brink Budgen	07963214770

Most Likely Key Players

The following should be contacted to form an Incident Management Team who will carry out the actions required to maintain or recover critical services/activities. This list should include some of those listed as Responsible Persons in the list of Critical Services/Activities.

Name	Role	Contact Details
Debbie Jackson	Headteacher	07709294078
Sally Gooderham	Office Manager	07843772327
Luke Frost	IT Technician Services	07796988739
Viv Macdonald (Cook)	Aspens Catering	07984222426

Appendix 3. can be used to list the roles and responsibilities of key players, also see the guidance document.

Location

The most appropriate location (off-site) for the Incident Management Team to meet is Hintlesham Community Hall.

Records

An Incident Log must be opened as soon as this plan is invoked, see Appendix 1.

GENERIC ACTIONS

Note – this action list assumes that all immediate emergency actions such as evacuation have taken place according to existing school procedures.

Action	Considerations

Assess the situation:
    • Survey the scene.
    • Contact the emergency services if still on site.
Assess the scale, severity, duration of the incident and its likely impact on the school's critical services and activities (see page 3).
	Who do you need to help you manage your recovery?
	
	Are there any key milestones or statutory deadlines approaching?

Establish an Incident Management Team contact point for all personnel.	This may be a physical location or a phone number.
Allocate specific roles as necessary. See Appendix 3 for some suggestions.	E.g. site liaison, staff comms, log keeping.
Ensure a log of key decisions and actions is started and maintained throughout the incident.	See Appendix 1 Record major financial costs.

If there is time and it is permitted by the emergency services, consider the recovery of vital assets/equipment to enable delivery of critical School activities.	In particular:
	    • Paper files
	    • IT equipment

Notify the relevant stakeholders:
    • Staff
    • MAT Central Office
    • Chair of Local Governing Body
    • Suffolk County Council
	Notify them of your:
	    • Assessment
	    • Arrangements for keeping in contact.

Agree with MAT Central Office who is making arrangements for:
    • Communication to parents/carers
    • Establishment of an internal and/or public helpline number
    • Public communication and media handling
    • Insurance
    • Site security (incl. turning off of utilities)
	Important contacts at MAT & SCC should be listed in Appendix 2.

Plan how critical services and activities will be maintained or recovered, using the prepared business continuity Action Cards. (see page 7) Appendix 4 is an opportunity to list the essential resources required to recover critical activities.	If none of the prepared business continuity Action Cards are appropriate, the IMT will need to create actions on the day.
Agree with IMT and stakeholders date/times of future updates, meetings, progress reviews and communications.	Commonly known as the "battle rhythm".

Note – it may be useful to maintain an emergency box or grab bag, see guidance document for further details.

ACTION CARDS

Included here are prototype Action Cards for specific disruptions, they should be completed, extended and added to as required.

Action Card for a loss or shortage of staff or skills	Further Information (e.g. Key contacts, details of arrangements, checklists)
Scale down and/or suspend non-critical activities and focusing on critical activities.	See Critical Services List (page 3)
Use of temporary staff from an external source, e.g. Supply Teacher Agencies.	4myschools 01245 353 808
Redeployment of staff from less critical services/activities to more critical ones.	May require multi-skilling to ensure staff are capable of undertaking different roles.
Using different ways of working to allow for reduced workforce, this may include: - Larger class sizes (subject to adult and child ratios) - Use of Teaching Assistants, Student Teachers etc. - Deploy school's online learning resources - Pre-prepared educational materials that allow for independent learning	It is advisable to maintain lists of minimum staff numbers for critical services/activities, e.g. teachers, teaching assistants, technicians, other adults, SEN support staff, admin' staff.
Using mutual support agreements with other Schools.	Other MAT schools if viable
Note – during staff redeployment, thought should be given to the level of skills, knowledge and qualifications that will be required, including the need for DBS checks and minimum first aider levels (note EYFS ratios). If in redeploying staff a degree of risk is incurred, actions should be taken to mitigate that risk (e.g. briefing, buddying up, work instructions, supervision).	
Changes to working conditions, e.g. staff working longer hours, part-time staff working full time, etc.	Ensure staff management issues are considered, i.e. working time directive, job description flexibility and contractual requirements etc.
Note – if the cause of staff loss is Pandemic, there will be further advice and guidance from SCC, e.g. on infection control, persons at risk, school closure, vaccination etc.	

Action Card for a loss of premises or loss of utilities	Further Information (e.g. Key contacts, details of arrangements, checklists)
If the loss of premises is partial, scale down and/or suspend non critical activities and focus on critical activities redeployed to premises still in operation.	See page 3
Relocation options may include…	Hintlesham Community Hall
Using mutual support agreements with other Schools.	Other MAT schools if viable
Using pre-agreed arrangements with other premises in the community i.e. Libraries, Leisure Centres, Colleges, University premises.	N/A
Hire in temporary quick-assemble accommodation, e.g. portakabins.	Daniel Jones DMAT 01473298532 or 07920050407
Also be mindful of: • Public access requirements • Special (e.g. wheelchair) access requirements	Disabled toilet access may be a requirement – pupil specific
Deploy school's prepared online learning resources	Type / quantity of school's online learning resources such as Mathletics materials. Nationally or locally available. Timetable for delivery of online learning resources. Parent / pupil communications.
Continue / scale down planned off-site activities e.g. swimming, physical activities, school trips.	Dependent on provider
Deploy emergency generator for power loss.	From supplier

Action Card for loss of ICT	Further Information (e.g. Key contacts, details of arrangements, checklists)
Assess the impact on all services/activities, e.g. teaching operations and school administration.	See page 3
A list of the key IT applications should be prepared by the school.	Bromcom, CPOMS, Target Tracker, PSF, Nessy, White Rose, TTRS, Tapestry, Baseline
Recover electronic back–ups of key school data e.g. CD or Memory Stick, mirrored/cloud servers etc.	The back up disc is in the safe.
Reverting to paper-based systems e.g. paper registers, whiteboards etc. Recover photocopies of data stored on and off site.	The back up disc is in the safe.
Teachers to modify lesson plans.	
Power loss - Uninterruptible Power Supply (UPS) should allow the controlled closure of all ICT by staff	
Telephone loss – set up a temporary network of mobile phones. Contact land-line provider to redirect phone numbers to a mobile or alternative location.	British Telecom Text HELP to 61998 Loop, Voice and data 01206 848090

Action Card for <other disruptions>	Further Information (e.g. Key contacts, details of arrangements, checklists)

Appendix 1. Incident Log

The key requirement is to record events, decisions, communications and expenditure.

Date & Time	Description of What Has Happened	Action to be Taken as a Result	Responsible Person

Appendix 2. External Contact List

Below is a template list which can be modified and added to.

Organisation	Name (if possible)	Contact Details

MAT Central Office
    CEO
    Head of School Improvement
    Trust Business and Finance Manager
    Buildings Officer
	Mrs Jane Sheat
	Mrs Heather Hann
	
	Mr Ryan Lamb
	
	Mr Daniel Jones
		07884232231
		07879472257
		
		07468477274
		
		07920050407

SCC (CYP)		0800 917 1109
Vertas Property Advisor	Sam Sayers	Sam.sayers@vertas.co.uk 07917 906880
Catering - Aspens	Russell Holmes	russell.holmes@aspens-services.com
Cleaning - Vertas	Mrs Lorna Mayston	01473944399 07736132842
Building Maintenance	Mr Tom Beckett	beckettmaintenance@gmail.com
Power (supplier)	EDF Energy	0333 2005103 or Vertas Energy energyservices@vertas.co.uk
Power (UK Power Networks)	UK Power Networks	0800 316 3105
Phone provider	BT	0800 011 3237
Gas (National Grid)	N/A	
Water and drainage supplier	Anglian Water (Wave)	0333 207 9283 hello@wave-utilities.co.uk
Staff Agency – 4myschools	Syvonne Wilson	01245 353 808
Mutual Aid Schools	N/A	
Data Back-Up location	Safe	
Power Generator Provider	N/A	
Other suppliers and providers as appropriate	Luke Frost IT	luke@frost.la 07796 988739

Appendix 3 Suggested Roles and Responsibilities (optional)

3.1 School Incident Management Team

These are just suggestions and should be added to/deleted/amended as appropriate.

Role	Responsibilities	Accountability / Authority
Headteacher	▪ Senior responsible owner of Business Continuity Management in the school ▪ Ensuring the school has capacity within its structure to respond to incidents ▪ Determining the school's overall response and recovery strategy	The Headteacher has overall responsibility for day-to-management of the School, including lead decision-maker in times of crisis.
Business Continuity Coordinator/Office Manager	▪ Business Continuity Plan development ▪ Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc. ▪ Involving the school community in the planning process as appropriate ▪ Plan testing and exercise ▪ Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved ▪ Training staff within the school on Business Continuity ▪ Embedding a culture of resilience within the school, involving stakeholders as required	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 (Headteacher and Office Manager)	▪ Leading the school's initial and ongoing response to an incident ▪ Declaring that an 'incident' is taking place ▪ Activating the Business Continuity Plan ▪ Notifying relevant stakeholders of the incident, plan activation and ongoing response actions ▪ Providing direction and leadership for the whole school community ▪ Undertaking response and communication actions as agreed in the plan ▪ Prioritising the recovery of key activities disrupted by the incident ▪ Managing resource deployment ▪ Welfare of pupils ▪ Staff welfare and employment issues	The School Incident Management Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.

3.2 Additional Response and Recovery Roles

Depending on the circumstances of the incident, it may be necessary to activate one or all of the roles described below.

These are just suggestions and should be added to/deleted/amended as appropriate.

Role	Responsibilities	Accountability / Authority
Incident Loggist (record keeper)/ Office Manager	▪ Ensuring that all key decisions and actions taken in relation to the incident are recorded accurately	Reporting directly to the Headteacher or School Incident Management Team.
Media Coordinator/ Headteacher	▪ Collating information about the incident for dissemination in Press Statements ▪ Liaison with MAT Press Adviser to inform media strategy	The Media Co-ordinator should assist with providing information to the Press Office but should not undertake direct contact with Media.

Stakeholder Liaison/ Office Manager & Headteacher	▪ Co-ordinating communication with key stakeholders as necessary. This includes (but does not cover all):
	  o LGB members
	  o MAT Central Office
	  o Parents/Carers/carers
	  o Key Suffolk Council Services
	  o School Crossing Patrol
	  o School Transport Providers
	  o External agencies e.g. Emergency Services, Health and Safety Executive (HSE) etc.
		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).

Facilities Manager/ Office Manager	▪ Undertaking duties as necessary to ensure site security and safety in an incident ▪ Liaison with the School Incident Management to advise on any issues relating to the school physical infrastructure ▪ Lead point of contact for any Contractors who may be involved in incident response	Reporting directly to the Headteacher or School Incident Management Team.
IT Coordinator	▪ Ensuring the resilience of the School's IT infrastructure ▪ Liaison with school IT consultant ▪ Work with the Business Continuity Coordinator to develop proportionate risk responses	IT Coordinator reports directly to the Business Continuity Coordinator for plan development issues. In response to an incident, reporting to the School Incident Management Team.

Appendix 4 (optional).

Include here further lists that may be useful, e.g. the minimum resources (staff, furniture, teaching equipment, ICT hardware, ICT software, phones etc.) required to maintain/recover critical services activities.

Number of staff (esp. minimum number)
- Administration
- Teachers
- Other (please state)

Also include specific roles or skills that are essential to the recovery of critical services/activities.

Number of class rooms:
-

Number of desks and chairs:
- Office desks and chairs
- Classroom desks and chairs
- Specialist desks and chairs (please state)

Telephone requirements (number of units):
- Normal office phones
- Mobile phones

Equipment:
- Office (e.g. computers, printers, shredders)
- Classroom (e.g. whiteboards)

Wheelchair access requirements

Special provisions e.g.:
- Confidential interview area.
- Additional power.
- Office accommodation (sq metres)
- Classroom accommodation (sq meters)

Storage space (sq metres)

Hardware and Networking requirements:
- Number of networked workstations.
- Number of local PCs
- Access to other systems.

Software requirements;
- General app's (email, internet etc.)
- Specific app's (teaching software, payroll etc.)
- Specific spreadsheets or documents.

Paper records/documents

Printing requirements.

Other essential equipment

Appendix 5. Emergency Box or Grab Bag (Optional), suggested contents.

Section	Details
Business Continuity	Business Continuity Plan (plus spare copies of forms in Appendices)
	Key contact details, including: LGB members, MAT Central Office, Parents/Carers, Local Authority, Suppliers etc (Check GDPR compliance)
Organisational Information	Staff Handbook (policies and procedures)
	School branding material and stationery
	Electronic copy of school logo
	Other key documents
Financial Information	Insurance details
	Invoices, purchase orders, etc
	Financial procedures
	Assets Register
Staff Information	Staff contact details
	Staff emergency contact details
IT / Equipment Information	Software licence agreement and key codes
	Office telephone list (for phone divert)
	Back-up rota and data restoration routine
Equipment and other items	First Aid Kit
	Wind up LED torch
	Back-up tapes (if applicable)
	Laptop with wireless connection
	Stationery including permanent markers, clipboards, pens, blue-tack, pins, pencils and notebook paper
	Hazard barrier tape
	Contact details for taxi / transport providers
	School Floor Plans, Asbestos Plan & Register
	Spare keys
	Whistle / megaphones
	High visibility jacket

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