

CASTLE Trust
BUSINESS CONTINUITY PLAN
DISASTER RECOVERY IN THE EVENT OF A CRITICAL INCIDENT

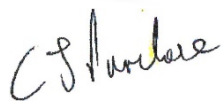
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Table of Contents

1.0 Introduction	3
2.0 Definitions	3
3.0 General Information	3
3.1 Review and Training	3
3.2 Associated Documents/information	3
3.3 Emergency Contact Information	3
4.0 Strategy	3
5.0 Roles and Responsibilities	4
5.1 Executive Headteachers/Headteachers	4
5.2 Incident Management Team (IMT)	4
5.3 Staff	4
6.0 Procedure for Closing the Academy	4
6.1 Closure in advance of a School day	4
6.2 Closure during a School Day	4
6.3 Immediate Places of Safety	4
6.4 Off-Site Place of Safety	4
7.0 Lockdown Procedure	5
8.0 Silent Evacuation	5
9.0 Business Recovery in the Event of a Loss of Buildings or site Space	5
9.1 General	5
9.2 Insurance	5
9.3 Replacement Site Facilities	5
10.0 Pandemic Threat / Mass Staff Unavailability	6
11.0 Other Threats	6
12.0 Service Continuity and Recovery Plan	7
13.0 Useful Telephone Numbers	8

BUSINESS CONTINUITY PLAN

1.0 Introduction

CASTLE Trust's Business Continuity Plan (BCP) has been written for those who will be involved in re-establishing the operational delivery of services following a critical incident. It should be read in conjunction with:

- The schools' Critical Incident Plan
- The schools' fire evacuation plan (the operation of which does not necessarily activate the BCP).
- The line management lines of communication

2.0 Definitions

A **critical incident** is an event which causes, or has the potential to cause injury, loss of life, damage to property or significant business disruption.

A **disaster** is the escalation of a critical incident to the point where normal conditions are not expected to be recovered for at least 24 hours.

3.0 General Information

3.1 Review and Training

This document should be reviewed annually by the Chief Executive Officer (CEO), Chief Finance Officer (CFO), the Executive Business Manager (EEBM), Executive Headteachers/Headteachers, the Trust Board.

3.2 Associated Documents/information

Associated Documents include:

- Schools' Business Continuity Plan
- Fire Evacuation Plans
- Fire risk assessment
- Line management lines of communication

3.3 Emergency Contact Information

An emergency information pack should be kept at reception in each school's office and with names and contact details for Key members of the Incident Management Team (IMT). The pack should include includes:

- Copies of this document;
- The snow list.

Access to staff and pupil data (those on roll) with home phone numbers can be accessed on-line from SIMS.

4.0 Strategy

If a disaster is declared by the CEO, CFO or the Executive Headteachers/Headteachers, this BCP will be activated.

Staff communication will be via text or email and the website if this is operable, or by the line management plan of communication.

The following people / organisations may need to be advised of the implementation of the BCP as soon as possible (list is alphabetical not in priority):

- Catering Contractors;
- Education and Skills Funding Agency (ESFA);
- Health and Safety Advisors;
- Health and Safety Executive (HSE);
- Insurance Advisors;
- IT support;
- Legal Advisors (Bond Dickinson);
- Local Authority Press Office;
- Local Authority Director of Children's Services;
- Local Police;
- Local Fire Service.

5.0 Roles and Responsibilities

5.1 Executive Headteachers/Headteachers

The Executive Headteachers/Headteachers (or nominated deputy acting in their absence) and Leadership Team are responsible for the implementation and co-ordination of the BCP, including:

- Immediately contacting the CEO, CFO if the disaster relates to the built environment or the IT infrastructure to establish if the building can be re-occupied and/or IT infrastructure service reinstated;
- Maintaining the BCP in an up-to-date format by delegating responsibility to the CFO or EBM for updates.

5.2 Incident Management Team (IMT)

Lead by the CEO, the IMT includes the CFO, Director of Learning (DoL), EBM, Executive Headteachers/Headteachers, School Finance Officers and Site Managers. Additional members of the team will be recruited to match the specific needs of the incident.

The IMT will act under the direction of the CEO and CFO to restore normal conditions as soon as possible.

5.3 Staff

Staff are required to co-operate with the IMT in support of the BCP. In the event that staff are sent home, they must remain available during normal working hours to assist with necessary tasks.

6.0 Procedure for Closing the Academy

6.1 Closure in advance of a School day

The school can be closed in advance of a normal school day using the following system:

- Closure may only be authorised by the CEO, CFO or the Executive Headteachers/Headteachers;
- Implementing the school staff texting service or line management communication structure will be actioned by the Director of Learning (DoL) or Executive Headteachers/Headteachers;
- Recording the closure on the home page of the school website will be actioned by the DoL;
- Sending out text messages via the school texting service system to all parents will be actioned by the DoL;
- Notifying Local Authorities or specialist contractors for further health & safety advice will be actioned by the CFO or EBM.

6.2 Closure during a School Day

It is never a preferred option to close the school during a school day, but it can be done using the following procedures:

- Closure must be authorised by the CEO, CFO, Executive Headteachers/Headteachers;
- Text messages will be sent to all parents via school texting service actioned by the DoL or Executive Headteachers/Headteachers;
- Notification of the school closure using the website will be actioned by the DoL or Executive Headteachers/Headteachers;
- Recording the closure on the home page of the school website will be actioned by the DoL or Executive Headteachers/Headteachers;
- Pupils will be supervised by staff until parents collect them.

6.3 Immediate Places of Safety

In the event of a critical incident on site requiring the school to be closed, pupils will assemble at the evacuation assembly points. If these are not able to be used, staff will escort pupils to the secondary assembly points.

Primary and secondary assembly points are identified within each schools' fire evaluation plan.

Appendix for each Academy Trust School to be attached

6.4 Off-Site Place of Safety

If it becomes necessary to evacuate the site completely, staff will escort pupils into the spaces indicated in the individual schools' evacuation plans, from where they can be collected by parents.

7.0 Lockdown Procedure

It is possible that a circumstance could arise where the school may wish to lock itself down to secure staff and pupils from an outside threat. This circumstance is described as a 'lockdown'.

If a lockdown is declared:

- Executive Headteachers/Headteachers and Leadership Teams will be advised to implement the lockdown via word-of-mouth;
- Staff will be advised that the school is in 'lockdown' by word-of-mouth;
- Staff will remain in classrooms and keep pupils calm and away from windows /closing blinds if necessary;
- Pupils in external PE lessons will be escorted back to their classrooms by the PE teacher;
- The IMT will communicate via phone if they are unable to be on-site.

The lockdown will proceed in the following priority:

- Any open external gates will be closed and locked ensuring no one can enter or leave the premises (actioned by the Executive Headteachers/Headteachers and Site Teams).

The following doors will then be locked:

- All building entrances and exits (actioned by the Executive Headteachers/Headteachers and site Premises Teams)

Monitoring the Site Entrances:

Once the site is secure, staff should return to the building and discretely monitor the situation from the windows in the school offices.

The gates will only be opened on the authority of the Executive Headteachers/Headteachers once they have established visual confirmation of the presence of the Emergency Services.

8.0 Silent Evacuation

Notification of a silent evacuation will be made by word-of-mouth and will follow the fire evacuation procedure.

9.0 Business Recovery in the Event of a Loss of Buildings or site Space

9.1 General

Replacement of the buildings and facilities that have been damaged or made unavailable will be the responsibility of the Department of Education and Skills Funding Agency (ESFA) through their Risk Protection Arrangements (RPA) scheme.

Temporary working facilities are the responsibility of the Trust and the School for which it holds insurance (see below).

9.2 Insurance

The schools hold insurance in line with the RPA to cover the cost of temporary accommodation.

9.3 Replacement Site Facilities

The size and scope of facilities required for the school will vary according to circumstance. In the first instance contact should be made with the ESFA and the RPA administration on UK.RPA@gbtpa.com (actioned by CEO/CFO).

The location of the temporary accommodation will be determined based on the space required and circumstances at the time. Two possible locations that have been identified for consideration should temporary accommodation / buildings need to be sited are:

- Fields / Pitches on the Delce Academy Site;
- Fields / Pitches on the Greenway Academy Site.

Erection of temporary buildings on the current school sites will always be the preferred solution.

10.0 Pandemic Threat / Mass Staff Unavailability

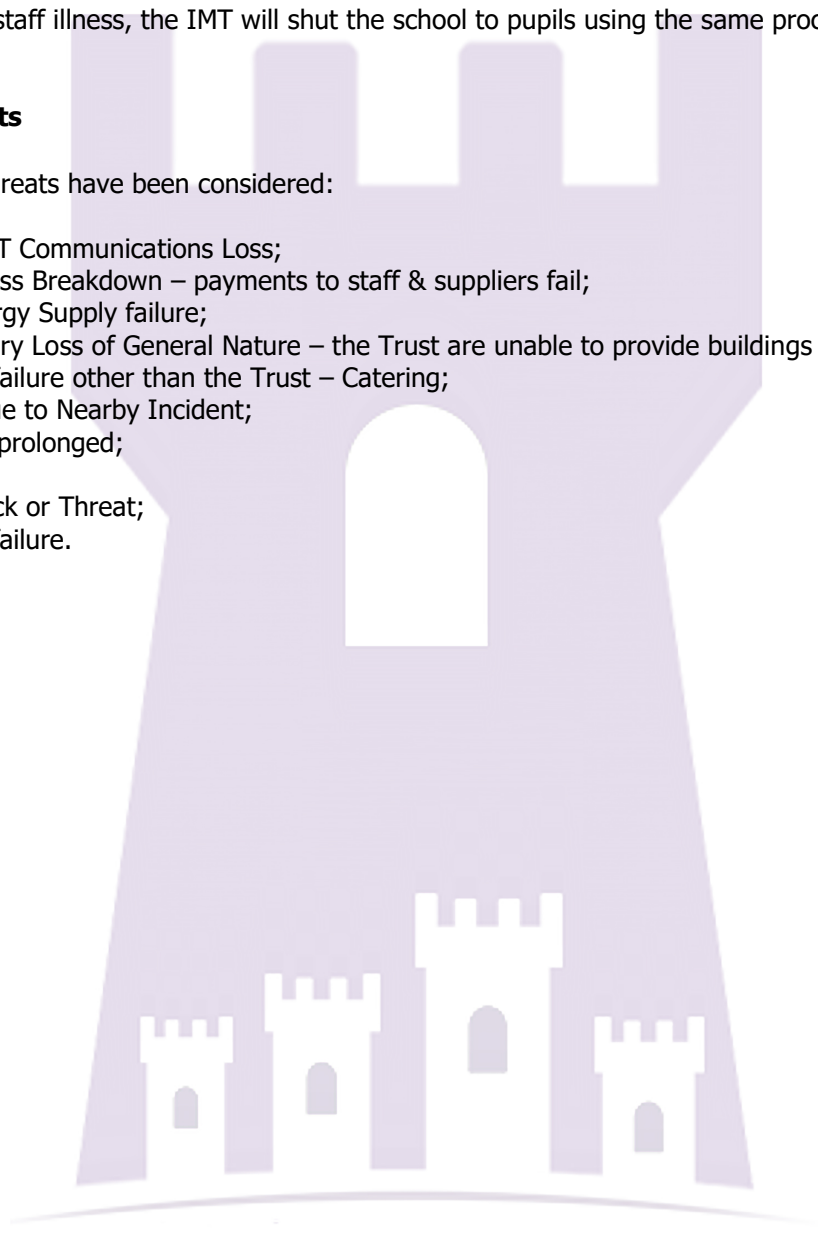
Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now considered genuine and serious.

In the event of mass staff illness, the IMT will shut the school to pupils using the same procedures described above.

11.0 Other Threats

The following other threats have been considered:

- Phone and ICT Communications Loss;
- Finance Process Breakdown – payments to staff & suppliers fail;
- Utilities / Energy Supply failure;
- Service Delivery Loss of General Nature – the Trust are unable to provide buildings or ICT support;
- Key Supplier failure other than the Trust – Catering;
- Evacuation due to Nearby Incident;
- Bad Weather prolonged;
- Strikes;
- Terrorist Attack or Threat;
- Site Security failure.



12.0 Service Continuity and Recovery Plan

Item	Service Continuity	Recovery Plan
Staff Loss	CEO	Short term, CFO and Executive Headteachers/Headteachers to assume responsibility. Long term Directors to organise effective recruitment campaign
	CFO	Short term, CEO and EBM to assume responsibility. Long term CEO and Directors to organise effective recruitment campaign
	Teaching Staff	Short term, Executive Headteachers/Headteachers Leadership Teams to assume responsibility; CFO and EBM to liaise with Agencies. Long term CFO, EBM to organise effective recruitment campaign.
	Finance Staff	Short term, EBM to assume responsibility and CFO to liaise with payroll bureau, financial service provider, suppliers and specialist staffing agencies. Long term CFO and EBM to organise effective recruitment campaign.
	Administrative support staff	Short term, CFO, EBM to liaise with specialist staffing agencies. Long term CFO and EBM to organise effective recruitment campaign
	Caretaker	Short term, Senior Cleaner to assume role and Finance Officers to liaise with suppliers. Long term CFO, EBM to organise effective recruitment campaign.
	Cleaning staff	Short term Caretaker and Senior Cleaner to assume responsibility. Long term CFO, EBM to organise effective recruitment campaign.
	Midday supervision	Short term Executive Headteachers/Headteachers ,Leadership Teams and Senior Midday Supervisor to assume responsibility; re-arrange rotas and/or call in casual staff. Long term CFO, EBM to organise effective recruitment campaign.
Premises	Damage to buildings	Short term, CFO, EBM to arrange for temporary mobile classrooms to be erected on school sites. Long term CFO to contact the Education Skills Funding Agency (ESFA) and the RPA to discuss repairs/rebuild.
	Damage/denial of use of classroom and/or associated contents	Short term, Executive Headteachers/Headteachers to restructure classes and re-arrange and teaching areas. Long term CFO to contact the ESFA and the RPA to discuss repairs/rebuild.
	Damage/denial of use of Administrative areas and/or associated contents	Short term, Executive Headteachers/Headteachers to utilise other working areas in school or mobiles in school grounds. Systems are backed up and stored off site so can be restored. Long term CFO to contact the ESFA and the RPA to discuss repairs/rebuild.
	Damage/denial of use of main hall	Short term, use Dining rooms and other common spaces in school. Long term CFO to contact the ESFA (ESFA) and the RPA to discuss repairs/rebuild.
	Loss of utilities (gas, electric, water)	CFO, EBM and Site Teams to assess situation and CFO, EBM to contact utility suppliers.
Key Supplier failure	Damage/denial of catering facilities	Short term, catering contractors to provide packed lunches. Long term CFO, EBM to liaise with Catering Contractors.
IT	Loss of telephone system	Short term, transfer to mobiles. Long term CFO, EBM to liaise with service providers.
	Loss of I.T servers/software and general hardware	Short term, replace and restore. Long term CFO, EBM to liaise with service provider and EIS.
Records	Loss or damage to records	Short term, replace and restore as daily backups are carried out by a specialist provider and stored in the cloud. Long term CFO, EBM to liaise with service provider and EIS.

13.0 Useful Telephone Numbers;

Equipment	Company	Telephone no.
Air conditioning – Delce Academy Air conditioning – Greenway Academy	Jascom	01634 880880 / Out of hours; 07739 525723
Automatic doors – Delce Academy Automatic doors – Greenway Academy	Sharpe Secure Maintenance - Paul Sharpe Thomas Doors -	01634 683232 / Out of hours; 01634 683232 or Mob; 07702 213844 01273 731776 / Out of hours 0800 525384
Burglar alarm – Delce Academy Burglar alarm – Greenway Academy	IDH Alarms Direct Security	01474 363535 / Out of hours; 01474 363535 (will divert) 01483 271486 (will divert)
Catering Contractors	TCS - Gill Russell	01474 338739 / Out of hours; 07899 983554 or 07500 774020
Electricity Supply	Kent Laser	0800 4840840 / Out of hours; 0800 7838866
Fire alarm & emergency lighting – Delce Academy Fire alarm & emergency lighting – Greenway Academy	DB Audio Southern Fire Alarms	01732 851260 / Out of hours; 01732 851260 (will divert) 01243 870851 (will divert)
Fire fighting equipment – Delce Academy Fire fighting equipment – Greenway Academy	Kent Technical Services Local Fire Brigade	0845 0946363 / Out of hours; info@inspectionsservices.org.uk
Gas Supply	Kent Laser	0800 4840840 / Out of hours; 0800 111999
Heating system – Delce Academy Heating system – Greenway Academy	Oak Leaf Heating - Peter Harding Goodwins Building Services	01622 609091 / Out of Hours; 01622 609091 (will divert) 01483 548931 / 07785 619700
HR services	KAPE HR - Peter Jacobs	07773 785045
Internet connection – Delce Academy Internet connection – Greenway Academy	Medway Council Plusnet Technologies	01634 332828 0800 4320200
IT Equipment	Educare IT - Paul Robinson	Refer to CFO or EBM
Legal services	Bond Dickinson	01912 799000
Lifts – Delce Academy	Nova	0845 8888767 / Out of hours; 0845 8888767 (will divert) N/A
Telephone – Delce Academy Telephone – Greenway Academy	Focus Group Cavendish Communications	0844 6928000 /Out of hours; 0844 6928000 opt. 1 0800 206 2107
Water	Business Stream	0300 123 2992
Waste – Delce Academy Waste – Greenway Academy	Veolia Horsham District Council	0203 5676540 01403 733144 x 2