

This document contains the guidance notes for the Business Continuity Plan for Thames View Infants.

1.1 Plan Details

The Headteacher is the senior responsible owner of Business Continuity Management and is responsible for ensuring there is sufficient capability to manage incident response and maintain critical activities.

School Business Manager has delegated authority from the Plan Owner to carry out the full process of business continuity planning.

A hard copy of the plan will be contained within the school's emergency 'grab bag' as a way of mitigating against a loss of premises and loss of ICT risks. A check list for the contents of a grab bag can be found at appendix E. A copy of the plan should be stored electronically on the ICT network to mitigate against the loss of the hard copy format through fire or flood etc. For additional resilience it is also recommend that all nominated Incident Managers have a hard copy of the plan stored securely off site, this is to ensure an out of hours response can be implemented if needed, as well as mitigating against the loss of ICT and the loss of premises risks.

1.2 Plan Purpose and Scope

The plan is designed to provide a flexible framework to manage the response to any service disruption or emergency¹, maintain critical activities and recover from the incident quickly and efficiently.

When agreeing the scope of the plan, you need to decide which departments or sites will be covered. You need to ensure the right level of detail is captured in the rest of the plan to make sure it works for you in the event of an incident – often a high level strategic plan will not provide the right level of operational detail required.

When documenting details of any coordinated plans with partners or suppliers, examples may include Service Level Agreements, any joint response arrangements, reciprocal agreements etc.

When providing details of any documented procedures that support the operation of this plan, examples may include reference to any out of hours rota's in place to provide an out of hour's service response or you may wish to refer to specific response plans for certain known scenario's, such as a specific snow plan.

¹ An event or situation which threatens serious damage to human welfare, the environment, or war or terrorism which threatens serious damage to the security of the UK. *Civil Contingencies Act 2004*

1.3 Plan Activation

Essentially this plan should provide you with an 'all hazards' approach by focussing on continuity strategies to manage the impact of an incident not the cause – these are usually categorised as a loss or shortage of key staff or skills, a loss or denial of access to premises, a loss of technology or data, or a loss of key suppliers, partners or third parties. Although the actual response actions will vary depending on the type, duration and impact of an incident, the management structures, reporting lines and overarching principles that support a response will be the same.

In an incident, effective communication is vital to ensure all relevant parties are kept informed and engaged – this section of the plan requires a phased response in notifying the appropriate people, both internally and externally depending on the extent and nature of the incident and what type of response is required.

The plan activation process flow chart should provide the relevant Incident Manager with a series of guidance information to help determine what kind of response is required – this may require the activation of pre-planned alternative ways of working, or may need an alternative approach not considered before.

2.0 Incident Management

Business Continuity planning includes an 'incident management phase'; this is your initial response to a critical incident, emergency or disruption. This section of your Business Continuity Plan should be worked through as a checklist.

The primary purpose of this part of the plan is to protect the safety and welfare of pupils, staff, visitors and the public – this is normally in response to 'no notice' incidents such as a fire or other emergency situation and will require urgent communication with all your key stakeholders. This phase of your response may also involve taking steps to protect your vital assets e.g. equipment and data (if possible under the circumstances) to support you in the business continuity phase of response.

To ensure consistency of approach, this section should also encompass any of your existing critical incident or emergency management procedures, so you may need to adapt the template provided to suit your needs.

3.0 Business Continuity

This section of your plan is focussed on the business continuity phase of response, which aims to ensure your most critical service activities are maintained during the period of the disruption by making the best use of potentially limited resources.

This part of your response usually follows on from an incident management phase, but may be the starting point for pre-planned business continuity incidents such as industrial action or

for slowly developing scenario's that are not 'no notice' emergencies but have the potential to disrupt critical service activities over time, one example of this type of scenario is a flu pandemic.

The premise of this type of planning is to focus on the impact of an incident rather than its cause. By having a range of pre-agreed strategies or tactical options to manage a loss of staff, premises, ICT or supply chain that are already rehearsed and understood by staff, it will improve the speed and quality of your response, thus minimising the potential impact and cost of an incident and ensuring that our Pupils and Families are not unduly affected.

This section consists of both a checklist to guide you in your response and a range of generic actions that should be applicable to most scenarios. These are obviously broad tactics and you will need to consider the detail of how this will apply to the school, and any additional tactics that would meet your needs.

4.0 Recovery and Resumption

This phase of your incident response is concerned with getting all of your service activities back up and running and returning to 'business as usual' as quickly as possible. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building on a longer term basis. This section of the plan is similar to previous sections in the sense that it includes generic actions to guide the recovery and resumption of your service and should be applicable to most scenarios.

This phase will almost certainly require the management of resource to catch up with the backlog of work that will inevitably have accumulated during the business continuity. This phase of response should help to ensure any non-critical activities suspended as part of your business continuity response are recovered within appropriate timescales.

5.0 Roles and Responsibilities

Having clearly defined roles will help ensure an effective response to an incident, and the below roles are suggested as key within any business continuity plan. The roles can be undertaken by more than one member of staff, similarly one individual may be responsible for more than one role. Ensure that all staff are clear about their role and what is expected of them in an incident.

SCHOOL INCIDENT MANAGEMENT ROLES		
Role	Responsibilities	Accountability
Incident Manager(s). Headteacher Deputy Headteacher SBM SLT	Determining the overall response and recovery strategy Activating and standing down the Business Continuity Plan Ensuring key stakeholders are kept informed during an incident and in the recovery phase Authorising the use of response and communication actions as agreed in this plan Prioritising the recovery of key activities disrupted by the incident Safeguarding the welfare of all Pupils, Staff, Contractors and Visitors Staff welfare and employment issues Responsible for effective communication with pupils, parents/carers and other key stakeholders as necessary	Incident Managers have the delegated authority to authorise all decisions and actions required to respond and recover from the incident. Depending on the significance of an incident, An Incident Manager should activate a LBBD Response where appropriate.
Incident Loggist (record keeper). SBM/ Office Manager	Ensuring that all key decisions, supporting rationale and all actions taken in relation to the incident are recorded clearly, accurately and are able to withstand scrutiny e.g. in a Public Enquiry, Tribunal or under Freedom of Information legislation. Ensuring the log is submitted for storage in accordance with the agreed procedure Ensuring that good practice for incident 'logging' is followed	Reports directly to the Incident Manager.
Site Manager/Extended Schools Manager (or point of contact for Building Issues)	Undertaking duties as necessary to ensure site security and safety in an incident Liaison with the Incident Management Team to advise on any issues relating to the physical infrastructure of the building Lead point of contact for any Contractors who may be involved in incident response Co-ordination of inventory of damaged assets/equipment when/if safe to do so	Reporting directly to the Incident Manager

SCHOOL INCIDENT MANAGEMENT ROLES		
Role	Responsibilities	Accountability
Emergency Evacuation Marshall(s)	<p>To ensure everyone has evacuated the floor/building when required to do so, following the Evacuation Plan, making sure nobody is left behind</p> <p>Report to the Incident Manager confirming their area of responsibility is completely evacuated (or that the search was not thoroughly completed)</p> <p>Report to the Incident Manager the numbers and locations of any mobility impaired person(s) remaining in the building e.g. in a safe refuge</p>	Reporting directly to the Incident Manager.
First Aider(s)	<p>To ensure that the Emergency Services are immediately called when they are required to treat any casualties</p> <p>To provide immediate 'first aid' in line with training received in order to preserve life, prevent the condition getting worse and to promote recovery</p> <p>To keep individuals as comfortable as possible until professional help arrives</p>	Reporting directly to the Incident Manager.

6.0 Appendices

	Content	Page No.
A	Incident Impact Assessment Form	
B	Log Template	
C	Lost Property Form	
D	Financial Expenditure Log	
E	Contents of Emergency Box / 'Grab bag'	
F	Staff Contact List	
G	Parent/Carer Contact List	
H	Emergency Key Contact List	

Appendix A

INCIDENT IMPACT ASSESSMENT FORM	
Completed By	
Date	
Time	
Consideration	Logged Response
Which department is affected	
What is the nature of the incident? <i>(Describe the type of incident, location and severity)</i>	
Are there any staff casualties or fatalities? <i>(Complete casualty / fat sheets if needed)</i>	
How is the incident currently affecting business operations?	
What is the estimated duration of the incident?	
Do the Emergency Services need to be called?	



Thames View Infants

Business Continuity Plan - Guidance

<p>Has access to the whole site been denied? If so, how long?</p>	<p>for</p>
<p>Have any work areas been destroyed, damaged or made unusable? Is there evidence of structural damage?</p>	
<p>Are any systems and other resources unavailable?</p> <p><i>(include computer systems telecoms and any other assets)</i></p>	
<p>Have any utilities been affected?</p> <p><i>(E.g. gas, electricity or water)</i></p>	
<p>Other Relevant Information</p>	

Appendix E

CONTENTS OF SCHOOL GRAB BAG	
Section	Details
Business Continuity	Business Continuity Plan (plus spare copies of forms in Appendices)
	Key contact details, including: Staff, Directors, Parents/Carers, Local Authority, Suppliers etc
Pupil Resources	Pupil registers
	Medical Notes for pupils with specific needs
	Medical Supplies for pupils with specific needs
Organisational Information	Policies and Procedures (available on the school website)
	Financial procedures
	Assets Register and Insurance Policy
Staff Information	Staff emergency contact details
	Office telephone list (for phone divert)
	Back-up rota and data restoration routine
Equipment and other items	First Aid Kit
	Wind up LED torch
	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
	Spare keys
	Whistle / megaphones
High visibility jacket	

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Appendix F

Staff Contact List – Available for G2 remotely

Appendix G

Parent/Carer Contact list – Available for G2 remotely

Appendix H

EMERGENCY KEY CONTACT LIST	
Contact	Telephone number
School Contacts	
Headteacher	
Deputy Head	
School Business Manager	
Premises Manager	
Chair of Directors	
Vice Chair of Directors	
LB Barking & Dagenham	020 8215 3000
Key Local Authority Contacts	
Corporate Press Office	020 8227 2022/2893 020 8215 3000 (out of hours)
London Resilience Team	020 8555 1200 (ext 30175)
Other Local Authority Contacts	
Health and Safety Helpline	01708 431707
Other Local Contacts	
Police	999
Police – your local station/community officer	0208 649 3529
Barking & Dagenham Fire & Rescue Services	999
Hospital – Newham General	020 7476 4000
Christchurch	020 8594 1505
BBC Radio London	020 7224 2000
NHS – Dr Kalkat	020 8507 3056
Health Protection Unit	020 3837 7084 (option 1)
Other Useful Contacts	
Foreign Office	020 7270 1500
RPA Insurance	0113 246 2040