



JAMES BATEMAN MIDDLE SCHOOL

“Where pupils achieve and excel”

BUSINESS CONTINUITY POLICY

IN AN EMERGENCY

1	IF APPROPRIATE, CALL THE EMERGENCY SERVICES ON 999 (OR 112)
2	CONTACT THE HEAD TEACHER ON School: 01782 973900; Mobile: 07773 266 656 or Home: 01270 821670
3	ALTERNATIVELY CONTACT THE DEPUTY HEAD TEACHER ON School: 01782 973900; Mobile: 07891 993 093 or Home: 01782 921407
4	INFORM THE CHAIR OF GOVERNORS ON 07971 893 240
5	PAGE THE COUNTY COUNCIL’S DIRECTOR ON CALL ON 07623 910065 Leave your name, contact number & any relevant short message. [In the unlikely event that the SCC Director On Call does not get back to you within a reasonable time period, then contact should be made with the Staffordshire Civil Contingencies Unit’s Duty Officer. This can be done by calling 08451 213322. This number will put you through to Fire Control. Please ask Fire Control to page the CCU Duty Officer, leaving an appropriate message.] Please note that both of the above numbers are not public numbers and should only be used in an emergency.

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i: Distribution List

Author(s):	Mrs Cheryl Picken – School Business Manager	
Owner:	Mrs Tracy Price - Headteacher	Review Date: November 2021
Approved by:	Mrs Lynne Bennett	Date: 13.09.19
Reviewed	11.11.21	Review Date: November 2022

Name	Job Title	Organisation
Mrs T Price	Headteacher	James Bateman
Mr L Pace	Deputy Headteacher	James Bateman
Mrs K Baggaley	Assistant Headteacher	James Bateman
Mrs A Finch	Assistant Headteacher	James Bateman
Mr A Walton	Assistant Headteacher	James Bateman
Ms B Bryant	Chair of Governors	James Bateman
Mrs A Rourke	Headteacher	Knypersley First School
Mrs L Bennett	CEO	CLPT
Mrs L Austen	Chair of Trustees	CLPT
CCU Admin	ccu@staffordshirefire.gov.uk	Civil Contingencies Unit

ii: Version Control

Version	Amendment	Incorporated by whom?	Date
2.1	Entered all school specific information onto new template	Lisa Asprey	19.11.2
2.2	Updated following feedback from Governors	Lisa Asprey	21.12.12
2.3	Updated and Reviewed by Governors	Cheryl Picken	1.7.14
2.4	Updated and Reviewed by Governors	Cheryl Picken	27.11.15

2.5	Updated and Reviewed by Governors	Cheryl Picken	13.2.17
3.1	Entered all school specific information onto new template	Cheryl Picken	24.2.18
3.2	Updated to include MAT information	Cheryl Picken	7.11.19
3.3	Updated and reviewed by Governors	Cheryl Picken	11.11.21

iii: Storage of Business Continuity Plan (BCP)

A hard copy of this Business Continuity Plan (BCP) can be found in the following places:

- School Business Manager’s Home in a fire proof safe
- Headteacher’s home
- School fire proof safe

The electronic version of this BCP is located here:

- [K:GovernorsMeetings/2017-18/13.3.21/18.2.24BusinessContinuity Plan](#)
- [S:Policies&Procedures/CurrentPolicies/ 19.11.7 BusinessContinuityPlan](#)

1.0 Preface

1.1 Description

This document is the BC Plan for and provides an outline of the steps to be taken to effect recovery. This document should be used to assist recovery of operations and continuation of work, following a major incident.

The sections in this BC Plan cover functional recovery, BC Plan ownership and the relationship with the major incident management process. In addition, there are key third party and internal contacts specific to

The Council’s Incident Management Team (IMT) will oversee and co-ordinate the overall recovery process. The IMT will use a separate document (The Incident Response Guide) to assist.

1.2 Document Purpose

It is not intended that the Incident Response Guide or this BC Plan should be used for all disruptions at the School. Minor disruptions should be resolved using routine management procedures. The IMT will be activated for disruptions that are classified as major incidents (see appendix C for guidance on escalating to the Incident Management Team).

Allocation of resources during the management of a major incident, such as workstations or meeting facilities, is subject to change by the IRT. The actual requirements will be determined based upon the operational priorities prevailing at the time, and the expected duration of the major incident. This BC Plan outlines the base requirements of

During a major incident, the IRT will give direction on department recovery to department heads.

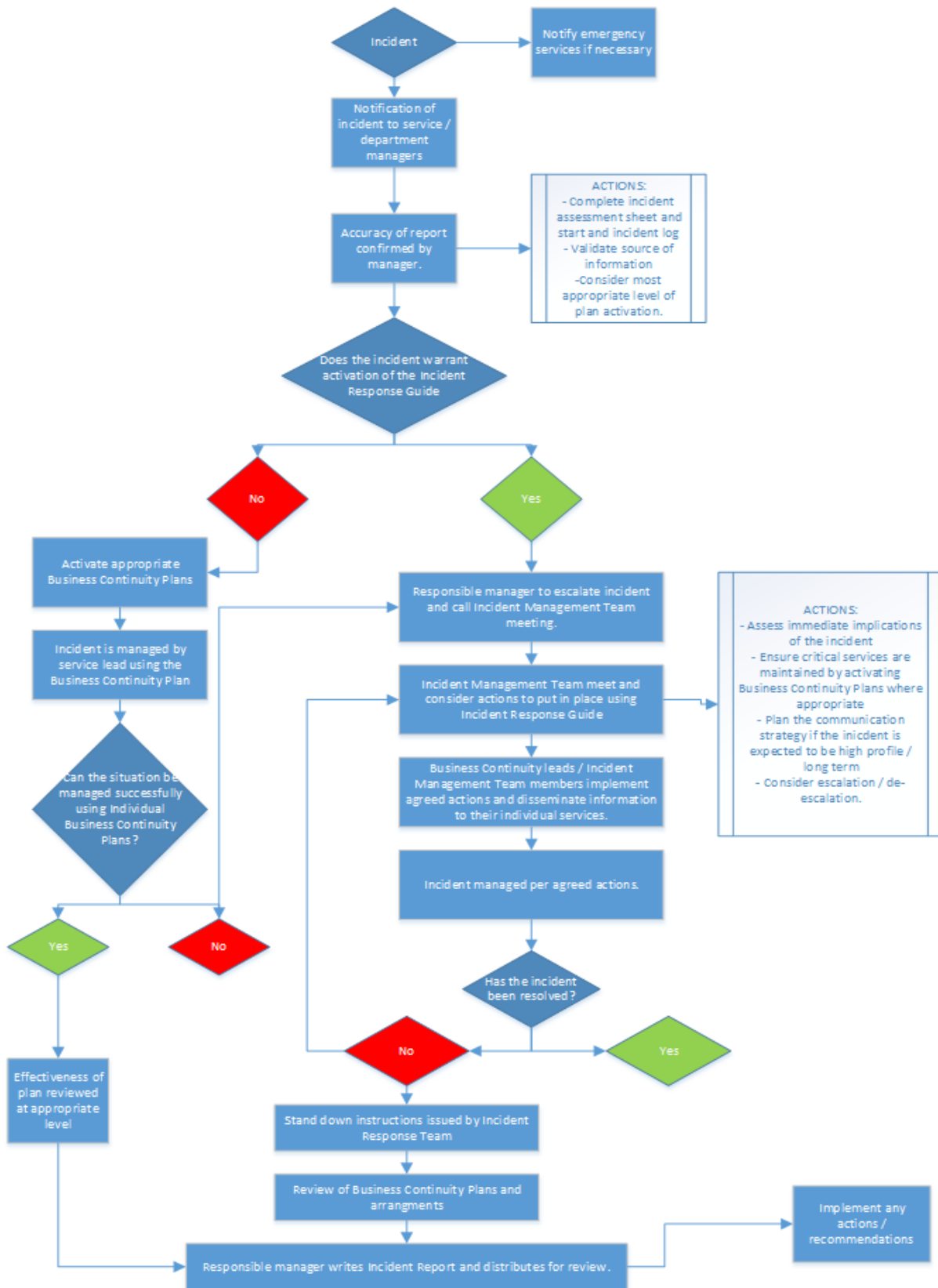
1.3 Definition of Terms

This document uses the following terms and abbreviations, their definitions are below:

Term	Definition
Business as Usual	The normal status of School operations.
Incident Management Team (IMT)	The senior management team which will assemble in response to a major incident.
Incident Response Guide	A separate document; the plan used by the IMT to respond to a major incident.
Major incident	A disruption which the IMT will be called out to respond to. See appendix C for escalating to the Incident Management Team.
Maximum Data Loss	The maximum amount of IT data (measured in time) which may be lost between the previous good backup and the point of IT service failure.
Recovery Time Objective (RTO)	The timeframe during which the process or IT service must be recovered to minimal capability, in order to prevent an unacceptable impact on the School.
Maximum Acceptable Outage (MAO)	The timeframe during which the process must be recovered to full capability, in order to prevent an unacceptable impact of loss upon the School.

2.0 Response Section

2.1 Initial Actions Flow Chart



2.2 Initial Alternative Meeting Point

Identified alternative location for service to manage incident from, if primary location is lost.

Thursfield First School, 1A Chapel Ln, Harriseahead, Stoke-on-Trent ST7 4JL.

Telephone: 01782 512301

2.3 Business Recovery Team

Role	Name	Job Title	Responsibilities
BCP Lead	Mrs Tracy Price	Headteacher	Consulting with CEO Ensuring all actions are recorded.
BCP SLT	Mrs Cheryl Picken	Business Manager	Contacting SCC Property, Health and Safety Services Informing parents and pupils. Inform Insurance
BCP SLT	Mr Lee Pace	Deputy Headteacher	Assume roll of lead in Headteachers absence Roll Call Building sweep Contact staff Texts to parents
Other Business Recovery Team members:			
	Mrs L Bennett	Chief Executive Officer	
	Mr S Compton	Chief Operating Officer	
	Mrs L Austen	Chair of Trustees	
	Mrs A Wilkinson	Chief Finance Officer	Finance Implications
	Mr A Warren	T=Regional Schools Commissioner	
	On Call	Council Director	
	Mr Nigel Hopper	Site Supervisor	Secure Premises Restrict access where appropriate

3.0: Incident Assessment Sheet

Note: The criteria in the table below should be used as a guide when assessing the incident and some points may not be relevant depending on what has happened.

Date:		Time:	
Major Incident trigger points.			Incident (Tick)
1. Have there been fatalities or multiple serious injuries suffered by any members of staff or third parties on School-related activities or is there significant risk of these occurring?			
2. Are there other serious staff or third party welfare implications affecting many people? E.g: <ul style="list-style-type: none"> • Critical illness. • Displacement / Loss of contacts. • Trauma / Kidnap. 			
3. Will School operations be significantly interrupted? E.g: <ul style="list-style-type: none"> • Exclusion from site • Failure of key processes. • IT /communications disruption. 			
4. Is the School 's reputation under serious threat?			
5. Is there intrusive media involvement?			
6. Is a major commissioning relationship or partnership under threat?			
7. Is there a threat of serious liquidated damages or other financial claim?			
If any of the above can be ticked, contact the Director on call 07659 599209			
Assessment criteria			
1. Expected duration:			
2. Health and safety:			

3. Impact on people (welfare, transport):

4. Impact on buildings and property (security, cordons):

5. Impact on IT and communications (network, telephony):

6. Impact on School operations/ frontline services

7. Possible future outcomes:

8. Potential for escalation or spread:

9. Potential for media involvement:

10. Implications for reputational damage:

11. Other

Stakeholder list

Advisors	All Staff	Local community	Media	Regional partners	Executive
Emergency Services	Schools	Elected Members	Volunteer Organisations	Local Businesses	National Government
Commissioned Service Providers	Other	Other	Other	Other	Other

4.0: Incident Log SheetSheet No:

Consider completing the debrief points sheet in section 6.1 with any issues you feel needs to be address.

No	Date	Time	Record	Initials

5.0 Recovery Priorities

5.1 Process recovery

Prioritise your recovery based on process Recovery Time Objectives. Remember that Estates & Facilities and Information Services may be recovering also, and may need to focus on their own recovery. As such, it may not be appropriate to start recovery immediately.

Process	Process Owner	Recovery Time Objective	Maximum Acceptable Outage

5.2 Critical processes recovery strategy

For the processes identified as critical, and which have a recovery time objective that falls within 1 week (3-5 day recovery time objective), a recovery strategy needs to be devised. Complete the table below to specify the recovery strategies for each scenario listed. Action cards can then be developed to assist you in achieving the minimum recovery requirements for each critical process, within their recovery time objective timescales (see Appendix B).

Process: Educational Visits	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies		RTO			MAO	
<p>What are the key tasks that need to be prioritised?</p> <ul style="list-style-type: none"> • Ensure pupils and staff are safe • Inform a member of SLT at the school • Inform parents • Inform BCP group (as necessary) • Ensure staff completing BCP roles • Factors that are out of our control – Liaise with other agencies/organisations and ensure all stakeholders are kept up to date • Liaise with management of the site • Ensure risk assessments are followed • Assess how long the incident will last 						
<p>Where else can the process be conducted?</p> <ul style="list-style-type: none"> - A safe distance from the site of the incident - As advised by emergency services - 						
<p>What are the key job roles for this process and who else can do the work?</p> <ul style="list-style-type: none"> - Member of SLT to take lead role. Where not present a member of SLT should attend. - Other staff members to keep pupils calm - Employees at school liaising with parents - Temporary members of staff, contractors or a contract service - Use staff of the service provider where necessary 						

What can be substituted for normal technology access?

- Move to an area where services can be accessed
- Mobile telephones to be used as necessary
- Use mobile data to access alternative methods of communication ie: Teachers2Parents, ParentPay

What if a commissioned service fails to deliver?

- Acquire from an alternate supplier
- Workarounds
- Communicate with staff in school. School's services will be working as normal

What if critical equipment becomes unavailable?

- Outsource to someone else's equipment
- Borrow, rent, lease, purchase
- Go where the equipment is available

Process: Significant Damage to Property	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies		RTO			MAO	
<p>What are the key tasks that need to be prioritised?</p> <ul style="list-style-type: none"> • Safeguard all pupils, staff and property • Assess the incident and the immediate impact <ul style="list-style-type: none"> • Evacuation and role call if necessary • Containment of the issue, e.g. turn off water, gas and electricity supply, dampen a fire (call fire brigade), secure the building • Restrict access to the site • Treatment of casualties – call emergency services if required • Obtain a copy of student and staff contact lists and contact parents if necessary • Record the details of the incident and gather additional information as required • Consider alternative locations to move staff and pupils to • Ensure all health and safety risks have been identified and managed • Communication to take place with all relevant parties including parents • Salvage of recoverable equipment • Contact CEO to advise of issue and discuss further agencies to be involved • Initial assessment of how long the incident could last • Review lettings 						
<p>Where else can the process be conducted?</p> <ul style="list-style-type: none"> • An undamaged part of the building • Alternative school within the trust • Local secondary school • Work from home (administrative tasks) 						

What are the key job roles for this process and who else can do the work?

- Headteacher to co-ordinate with the CEO
- Office staff to follow communication strategy with parents
- Teachers and teaching assistants
- Employees in another location within the trust
- Call upon supply agencies
- Volunteers

What can be substituted for normal technology access?

- Gain access to an alternative server to upload current school data
- Accumulate data for later input
- Mobile telephones used instead of landlines
- Use mobile data to access alternative communication methods (T2P, Parentpay)

What if a commissioned service fails to deliver?

- Acquire from an alternate supplier
- Workarounds
- Reach out to local community for support
- Cancel services that are not required at the time
- External catering supplier to find alternative location for provision

What if critical equipment becomes unavailable?

- Outsource to someone else's equipment
- Borrow, rent, lease, purchase
- Go where the equipment is available

Process: Severe or adverse weather	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies	x	RTO			MAO	
<p>What are the key tasks that need to be prioritised?</p> <ul style="list-style-type: none"> Assess school site and access - Caretaker Communicate to headteacher for decision and notify office staff by 7.30am to allow parents/carers to be informed Adverse weather whilst pupils and staff already on the school premises: <ul style="list-style-type: none"> Monitor weather through the day, make a decision on whether to stay open or notify parents to collect. Consult with staff as to who lives locally that can stay with any remaining children 						
<p>Where else can the process be conducted?</p> <ul style="list-style-type: none"> Staff living local to school assess area Can staff travel in? Staff able to work from home but no access to pupils 						

What are the key job roles for this process and who else can do the work?

- Headteacher to notify SCC
- Office to text staff and pupils and alert local radio
- Office to put a notice on the front page of the school website
- Relevant staff to put a notice onto the schools social media sites
- Regular updates regarding when school will re-open
- Caretaker to ensure grit stocks and prepare site

What can be substituted for normal technology access?

- Telephone local radio and use staffs own personal mobile phone, i.e. IT access - text/app facility/social media

What if a commissioned service fails to deliver?

- Notify schools and other services that catering is provided to
- Contact parents to supply lunch where possible.
- Food stock – access food stock – staff to do emergency food shop

What if critical equipment becomes unavailable?

- Access from another site i.e. local school/ staff home address

What if this process cannot operate?

- Outsource to someone else's equipment
- Go where equipment is available – i.e. staff to use home internet to text parents/carers

Process : Bomb threat	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies	x					
<p>What are the key tasks that need to be prioritised?</p> <ul style="list-style-type: none"> • Follow Health and Safety guidance document • Contact emergency services and report threat and follow instructions given i.e. evacuate etc. • Safeguard pupils, staff and property • Code B to staff to inform them to prepare children for evacuation or invacuation • Evacuate school to 500m away if requested (Biddulph High School) • Ensure all documentation is completed • Contact parents to collect children if required from alternative location • Ensure school is secure and no further access can be gained until the emergency services arrive • Establish media communication 						
<p>Where else can the process be conducted?</p> <ul style="list-style-type: none"> • At Home access – contact BCP Lead for further instructions • Access to internet and text messaging service at a local school or staff members home address. 						
<p>What are the key job roles for this process and who else can do the work?</p> <ul style="list-style-type: none"> • Contact with emergency services • SLT with staff and children (SLA staff i.e. kitchen, cleaners) • Office – contact police 999 etc and maintain contact for further instructions 						

What can be substituted for normal technology access?

- Facilities at local First School/High School
- Mobile phone internet access

What if a commissioned service fails to deliver?

- Acquire from an alternate supplier
- Workarounds
- Reach out to local community for support
- Cancel services that are not required at the time
- Alternative provision to ensure catering continuity

What if critical equipment becomes unavailable?

- Outsource to someone else's equipment
- Borrow, rent, lease, purchase
- Go where the equipment is available

Process : Incident in Locality – transport accident/chemical release	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
<p>What are the key tasks that need to be prioritised?</p> <ul style="list-style-type: none"> • Establish what the danger is • Liaise with emergency services • Potential risk to pupils, staff, visitors on site • Decision - Evacuation or lockdown procedure to be followed. • Containment of the issue, e.g. turn off water, gas and electricity supply, secure the building • Restrict access to the site • Treatment of casualties – call emergency services if required • Consider alternative locations to move staff and pupils to if necessary • Contact CEO to advise of issue and discuss further agencies to be involved • Initial assessment of how long the incident could last 						
<p>Where else can the process be conducted?</p> <ul style="list-style-type: none"> • Remain on school site unless advised to evacuate • Evacuate to an alternative school within the trust or • Local first school / high school • Work from home (administrative tasks) 						

What are the key job roles for this process and who else can do the work?

- Office staff to liaise with emergency services and CEO
- Communication strategy – keeping parents informed
- SLT to co-ordinate the invacuation procedure
- Site supervisor to secure the property.
- School staff to close all windows
- Keep a record of dealing with the incident

What can be substituted for normal technology access?

- Gain access to an alternative communication if required
- Mobile telephones used instead of landlines
- Use mobile data to access alternative communication methods (T2P, Piota App, Website)

What if a commissioned service fails to deliver?

- Acquire from an alternate supplier
- Workarounds
- Reach out to local community for support
- Cancel services that are not required at the time
- External catering supplier to find alternative location for provision

What if critical equipment becomes unavailable?

- N/A

5.3 Resource Recovery

Allocation of resources during the management of a major incident, such as space or workstations, is subject to change by the Incident Management Team. The actual requirements will be determined based upon the operational priorities prevailing at the time, and the expected duration of the major incident. The following tables outline a preference model for

The re-provisioning of general space will be managed by Estates & Facilities; the table below outlines the strategy for providing such space. The actual availability of space may be subject to resource constraints.

Location	James Bateman Middle School					
Preferred Recovery Location	Biddulph High School					
Resource Recovery	Business as Usual (BAU)	½ day	1 day	3 -5 days	1 -2 weeks	3 – 4 weeks
Staff	55	16 staff	16 staff	55 staff	55 staff	55 staff
Teaching space	16	1 large hall	1 large hall	16	16	16
Office workstations (includes pc, desk, phone)	7	1	1	3	3	3
Remote Working	2	2	2	2	2	2
Specialist Space	2 science labs 2 computer suites 30 iPads 1 x DT Room 1 x FT Room 1 x Gym 1 x kitchen 1 x dining room 1 x music room 1 x art room	Non	Non	Non	Non	3 science labs 2 computer suites 30 iPads 1 x DT Room 1 x FT Room 1 x Gym 1 x kitchen 1 x dining room 1 x music room 1 x art room
Other resources						
Documentation						

Specialist IT and Hardware						
	2 x servers					
	SIMs					
	Mobile phones					

Other (e.g. specialist equipment)						

Location						
Preferred Recovery Location						
Resource Recovery	Business as Usual (BAU)	½ day	1 day	3 -5 days	1 -2 weeks	3 – 4 weeks
Staff						
Teaching space						
Office workstations (includes pc, desk, phone)						
Remote Working						
Specialist Space						
Other resources						
Documentation						
Specialist IT and Hardware						

5.4 Dependencies / Suppliers

#	Who do you depend on	Who depends on you
1	Utility Providers – gas, electricity, water	Pupils
2	Trust	Parents
3	Food suppliers	Community
4	ICT Technology services	Staff
5	Emergency Services	
6	Parents/Carers	
7		
8		
9		
10		
11		
12		
13		
14		
15		

5.5 Critical Periods

#	Critical Activity	Months Expected / Scheduled	Processes Affected
1	Year 6 SATs Assessment	May	Exam procedure
2			
3			

5.6 Salvage Priorities

#	Salvage Item and Description	Location	Comments
1	2 x Servers	Small room to the left as enter rm 5	
2	Child Protection Records	Headteachers Office	

3	Keys	Main school office & Staff	
4			

6.0 De-brief

CONDUCT A DEBRIEF AT AN APPROPRIATE TIME FOLLOWING RESOLUTION OF THE INCIDENT.

Debrief conducted on (date / time)

At (location)

Individuals involved in the Meeting were:

Role	Role Holder	Role	Role Holder

Additional Attendees (if required):

Name	Role	Name	Role

6.1 Debrief Points

The matters listed below should be considered but comment is not necessary under each heading.

Incident detection and escalation:
Call out:
Command:
Information available:
Communications:
Effectiveness:
Decisions made:
Response of staff:
Costs and expenses:



Training implications:

Impact on the School:

Other comments:

**6.2 Actions Arising from the Debrief**

#	Action	Assigned to	Deadline
1			
2			
3			
4			
5			
6			

Annex A: Contact List

Name & Organisation	Job Title	Email Address	During Office Hours	Mobile / Pager	Out of Hours Contact
Internal					
Director On Call		Page the Director on Call on 07659 599209 Leave your name, contact numbers & any relevant short message.			

Name & Organisation	Job Title	Email Address	During Office Hours	Mobile / Pager	Out of Hours Contact
External					
Civil Contingencies Unit	Duty Officer	08451 213322 (Fire Control – Ask them to page the Staffordshire CCU Duty Officer – Leave your name and contact number)			



Annex B: Loss of ICT Action Card

- Assess the situation from the ICT Helpdesk and identify the likely length of network outage or system downtime.
- Identify a suitable manual work around.
- Identify alternative means of communication to inform partner services / organisations / customers and senior managers of the problem and identified temporary solutions.
- Use resource requirements shown in Section 5.3 to outline resources required by the team.
- **Add others as required.**

The Recovery Time Objective (RTO) and Maximum Acceptable Data Loss (MADL) below represent the current capability to recover from the loss of each IT service. A failure of multiple IT services may take longer depending upon resource availability.

The RTO is the timeframe during which the IT service must be recovered in order to prevent an unacceptable impact of loss.

The MADL is the maximum amount of IT data (measured in time) which may be lost between the last backup and the point of IT service failure.

Please note: The table below currently shows your requirements, not the capability of the IT department, this should be used as a reference point until IT are in a position to provide their capabilities.

Central IT Service	RTO	MADL



JAMES BATEMAN
MIDDLE SCHOOL
"Where pupils achieve and excel"

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Annex C Plan Maintenance Record

The following form should be maintained by the BC Plan Owner as a status record of maintenance. The Business Continuity Recovery Team should also be notified and sent an updated version.

Plan updated (dd/mm/yyyy)	Updated by	Next scheduled update (dd/mm/yyyy)