



**A Jewish school where  
everyone is welcome**

## **Business Continuity and Critical Incident Plan**

Status	Statutory
Last reviewed	22 May 2021
Ratified	Full Governing Board
Review period and due date	(Annual)

### **Linked Policies**

This policy should be read in conjunction with the following policies:

- Risk Register
- Risk Management Policy

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## 1. Aims

The Eden Primary Business Continuity and Critical Incident Plan has been written for those who will be involved in re-establishing the operational delivery of service following a major incident. Alongside the Risk Register and Risk Management Policy, it should be read with the school's Emergency Procedures.

## 2. Definitions

An emergency is an event that causes, or has the potential to cause injury, loss of life, damage to property or significant business disruption.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

## 3. Strategy

If a disaster is declared by the school's Head Teacher or their deputy, both the Eden Primary Business Continuity and Incident Plan and the Emergency Plan will be activated.

Parent communication will be made via email/text message and the website, if this is operable. Staff communication will be via telephone/text message and email as appropriate.

The following organisations will need to be advised of the implementation of the Business Continuity and Incident Plan as soon as possible:

Chair of Governors	<a href="mailto:chair@edenprimary.org.uk">chair@edenprimary.org.uk</a>
1 <sup>st</sup> Class Protection Security Company	0208 457 4722 <a href="mailto:office@1stclassprotection.co.uk">office@1stclassprotection.co.uk</a>
CST	0208 457 9999 0800 0323 263 (24 hour emergency)
Schools Advisory Service Staff Insurance	01773 814 400
RPA School insurance	03300 585 566 <a href="mailto:rpa@topmarkcsms.com">rpa@topmarkcsms.com</a>
Haringey Health & Safety To contact HSE for fatal or major incidents.	0208 489 3215
Local Police Service	101 or 999
Local Fire Service	999 or 0208 555 1200 (Hornsey Fire Station)
Local Medical Service	111 or 999

## **4. Roles and Responsibilities**

### **4.1 Head Teacher**

The Head Teacher is responsible for the implementation and co-ordination of the Business Continuity and Critical Incident Plan, including:

- Co-ordination of external responses
- Co-ordination of communication for the benefit of all stakeholders (including governors, staff, parents, academies team at the DFE and the press)
- Co-ordination of status reports/communications for the benefit of all stakeholders (including governors, staff, parents, academies team at the DFE and the press)
- Maintaining and reviewing the Business Continuity and Critical Incident Plan in an up to date format by delegating the responsibility to the School Business Manager for updates.

### **4.2 Incident Management Team**

Lead by the Head Teacher, the Incident Management Team includes the school's Deputy, the School Business Manager and the Facilities Manager. Additional members of the team will be recruited to match the specific needs of the incident.

The Incident Management Team is responsible for acting under the direction of the Head Teacher to restore normal conditions as soon as possible.

### **4.3 Staff**

Staff are required to cooperate with the Incident Management Team in support of the Business Continuity and Critical Incident Plan.

In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks.

## **5. Procedure for Closing Eden Primary**

Before a decision is taken to close the school as result of an emergency or weather event, the school should, if at all possible discuss and agree the closure of the school as the Senior Leadership Team and with the Chair of Governors. However, the school should not delay a response in the event of an emergency if they cannot contact the Chair of Governors or members of the Senior Leadership Team.

### **5.1 Closure in advance of a school day**

Subject to the above statement, the school should follow their emergency plan procedure.

### **5.2 Closure during a school day**

Subject to the above statement, the school should follow their emergency plan procedure.

### **5.3 Immediate Places of Safety**

In the event of a major incident on site requiring the school to be closed, pupils and staff will assemble at the primary assembly points or will be escorted to a pre agreed off site place of safety as per the Emergency Plan.

## **6. Lockdown Procedure**

In the event that the school may need to lock itself in to secure staff and students from an outside threat, described as a lockdown, the procedures outlined in the Emergency Plan should be followed. As soon as it is reasonably possible the school should contact the Chair of Governors to inform them of the nature of the threat.

## **7. Business Recovery in the Event of a loss of Buildings or Site Space**

### **7.1 General**

Replacement of building and facilities that have been damaged or made unavailable will be the responsibility of the school and its insurers.

Temporary working facilities are the responsibility of the school for which it holds insurance.

### **7.2 Insurance**

The school holds insurance under the DfE Risk Protection Arrangements to cover the reinstatement of building and temporary accommodations.

### **7.3 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 insurers (RPA) on 03300 585 566.

## **8. Pandemic Threat/Mass Staff Unavailability**

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

In the event of mass staff illness the school will initially be shut to students using the same procedures as described in the school risk assessment. If the emergency lasts for more than 5 working days, the school would seek to provide an alternative provision for those pupils.

## **9. Other Threats**

The following other threats have also been considered:

- Phone and ICT communications loss
- Finance process breakdown – payment to staff and suppliers fail
- Utilities/energy supply failure
- Service delivery loss of general nature – the school are unable to provide buildings or ICT support
- Key supplier failure i.e. catering
- Evacuation due to nearby incident
- Bad weather prolonged
- Strikes
- Terrorist attack or threat

## 10. Draft Recovery Action Plans

Operational Threat	Steps to Restore Normal Working	Action by Whom	Comments/Notes
Phone and ICT Communications Loss	Contact telephone maintenance company and arrange alternative contact such as mobile phones.	Facility Manager School Business Manager	The current contract allows for staff to access the school landline via their mobile phones using an app.
Finance Process Breakdown – payment to staff and suppliers fail	Inform the Chair of Finance and Staffing Committee.  Seek advice from bank, payroll provider, auditors and finance support company.  Contact LA/DfE for emergency funds  Arrange emergency payments to suppliers	School Business Manager  Head Teacher	
Utilities/energy supply failure	Consider short term school closure  Contact utility company for advice and time scales  Arrange alternative emergency supply  Liaise with contracts over responsibility for repair  If school responsibility – contact insurers if this due to an insured incident or arrange repair.	Facility Manager  School Business Manager  Head Teacher	
Building Loss – partial or complete (Fire, flood etc)	Contact insurers for immediate advice and permission to carry out emergency works  Assess timescale of likely repair  Arrange temporary on or off site accommodation dependent upon the extent of damage and timescales for repair.	Head Teacher  School Business Manager  Facility Manager	
Building denial leading to short term lack of access	Use email/text message to inform parents of emergency closure  Assess likely timescale to return to normal  Assess the need for alternative accommodation or off site education.	Head Teacher  School Business Manager  Facility Manager	
Key supplier failure e.g. catering, ICT	Assess timeframe with supplier	Head Teacher	

	<p>Arrange alternative short term supply If longer term arrange alternative supply contract</p>	School Business Manager	
Evacuation due to nearby incident	<p>Liaise with emergency service to assess situation and timescales</p> <p>Use email, text or website to maintain communication with parents following initial evacuation and release of students to parents</p> <p>Liaise with emergency service for advice on safe return of pupils and communicate to parents</p>	<p>Head Teacher</p> <p>Deputy Head Teacher</p> <p>School Business Manager</p> <p>Facility Manager</p>	
Fire	<p>Liaise with fire service on when it is safe to enter the building</p> <p>Initial assessment of extent of damage to inform and plan how to move forward</p> <p>Contact insurers to arrange for inspection, temporary accommodation and repair</p> <p>Contact DfE for emergency funds if necessary</p> <p>Liaise with fire services on cause of fire to prevent reoccurrence</p> <p>Establish a team to plan the return to normal</p>	<p>Head Teacher</p> <p>Deputy Head Teacher</p> <p>SENCo</p> <p>School Business Manager</p> <p>Facility Manager</p>	
Bad Weather Prolonged	<p>Use email and text messages to maintain communication with parents</p> <p>Maintain contact with staff using text messages, telephone and email</p> <p>Start home learning if applicable and ensure all students that need ICT are able to access it</p> <p>Use website, email and text messages to inform parents of reopening</p>	<p>Head Teacher</p> <p>School Business Manager</p> <p>Deputy Head Teacher</p> <p>SENCo</p>	
Strikes	<p>Talk to staff to assess how many staff are likely to strike so that partial/full closure can be considered</p> <p>Inform parents of affected children by letter or email.</p>	<p>Head Teacher</p> <p>Deputy Head Teacher</p>	

Terrorist Attack or Threat	Liaise with emergency service and act on their advice (CST or 1 <sup>st</sup> Class Protection and Police) Maintain communication with parents through email, letter etc. Arrange support on return to school for staff and children.		
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