



Business Continuity Plan
February 2022

1. INTRODUCTION

This plan deals with no-notice disruptions most likely to occur: loss of premises (through fire, flood etc); loss of utilities (electricity, gas, water, fuel); failure of IT and telephony; failure of supply; staff shortage; issues such as pandemic 'flu.

The impact of any serious disruption may manifest itself in terms of: delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

This plan should be reviewed annually.

2. AIM OF PLAN

The aim of this plan is to provide guidance and support to enable the School/College to tackle the impact of severe disruptions due to a variety of one-off, but credible, causes.

The plan is designed to achieve the following strategic objectives:

- a. To safeguard the safety and welfare of students, staff and visitors;
- b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning;
- c. To maintain the community and identity of the School/College;
- d. To return the School/College to normality.

3. NOTIFICATION

During working hours, a site disruption is likely to become apparent to all staff and students very quickly: alarm activation, word-of-mouth etc.

Outside working hours, a site disruption may be notified by the emergency services to the School/College's Principal or Site Manager

4. PLAN IMPLEMENTATION

The responsibility for implementing this plan lies with the Principal or, if not available, other designated senior member of staff.

5. INITIAL ACTIONS AND EMERGENCY FILE

Evacuation is dealt with in the School/College's Emergency Evacuation Plan.

Upon activation of this plan, the School/College Principal, or his/her nominated deputy, will form a Business Continuity Management Team (BCMT) with responsibilities as listed in Item 7.

The primary objective of the BCMT is to manage the developing situation and minimise harm and danger to:

- Students
- Staff
- Visitors to the Academy

The School/College's ability to provide education.

Emergency files will be stored in the Academy Operations Managers office, reception and Site Manager's office.

The files should contain the following items:

- A copy of this plan
- A copy of the School/College's evacuation and contingency plan
- Site plans
- Any other critical items
- Up-to-date contact information for parents/carers will be available via any internet enabled computer.

The file should be taken out of the School/College building by the nearest person, **only if safe to do so!**

6. ASSESSMENT/CONTAINMENT

As soon as practicable, the BCMT will meet to consider what resources are available to continue normal business as far as possible. Potential resources are:

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Current IT and telephony capability

If the disruption has resulted in the loss of the School/College site, the BCMT meeting should be held at one of the other MAC School/College.

7. ROLES AND RESPONSIBILITIES

Functional roles include, but are not limited to the following (***dependant on resources available, individuals may be called upon to fulfil more than one role***):

Incident Officer: Principal

- Chair Team meetings
- Co-ordination of the response
- Liaise with DFE/ LADO (Local Authority Designated Officer)
- Liaise with Chair of Directors
- Allocate resources.
- Be prepared to answer questions from the media
- Responsible for deciding whether or not staff should be sent home.

Staff and Communications Officer: Vice Principal or other nominated person (Curriculum)

- Meet and greet emergency services as they arrive, with a floor plan of the building, if possible.
- Ensure all significant occurrences and decisions are recorded, together with reasons for decisions made.

- Provide clerical and practical assistance to the Incident Officer.
- **(Immediate!)** Instruct staff not to leave the rendezvous point until told to do so.
- Liaison between Emergency Team and staff.
- Imparting factual information to staff.
- Liaison with Operations Manager & external IT providers.
- Agree key information to be given to students by class teachers.

Welfare: Vice Principal or other nominated person (Students)

- Ensure all students, staff and visitors are safe and accounted for.
- Marshalling of students, staff and visitors at the evacuation rendezvous point.
- Arranging for transfer of everyone to place of safety.
- Arrange for warm, dry shelter for everyone in the short term.
- Deal with immediate welfare matters: distress, injuries, domestic responsibilities, etc.
- Co-ordinate the sending home of students and immediate care of those whose parents cannot be readily notified.

Premises: Estates Manager/Office Manager supported by Site Manager

- Building security.
- Turn off gas, electricity etc, if this can be done safely.
- Salvage of critical documents/equipment if this can be done safely. The nominated person should be in possession of a list of critical items.
- Signs and notices for doors/boundaries.
- Liaison with neighbours.
- Identification/transfer to alternative premises.

Continuity and Recovery: Estates Manager/Office Manager supported by Site Manager

- Arrange for opening up of alternative premises.
- Co-ordinate fitting out with furniture and equipment.
- Liaise with Academy insurance companies
- Liaise with DFE as necessary

Data Recovery: Operations Manager or ICT provider

- Organise the retrieval and restore of data from back up tapes/systems

NB: It is tempting during the initial phase of an incident, when children and staff are accounted for and Staff are, for instance, milling around outside the premises and it is obvious that no work will be conducted for the rest of the day, to send them home. Before taking this decision, however, it should be borne in mind that they may be available to assist one of the BCMT members, and that, once released, it will be difficult, if not impossible, to make contact with them again until at least the following day.

8.2 Loss of Utilities/ICT:

Company Name	Contact	Contact Number	Email
Emergency Electric, Gas & Water Suppliers			
NATIONAL GAS EMERGENCY		0800 111 999	
Western Power Electricity Distribution		0800 6783 105	
South Staffs Water		0800 389 1011	
Electric, Gas & Water Suppliers			
<u>Bishop Milner</u>	British Gas	0333 202 9524	
	Gazprom	0161 837 3395	enquiries@gazprom-energy.com
Gas	Shell Energy	0330 088 2679	contactus@shellenergy.co.uk
Electricity	South Staffs	0330 123 0205	info@sswbusiness.co.uk

Water			
Communication Suppliers			
<u>Bishop Milner</u>			
Telephone	Gamma	0333 014 0333	gbc.customerservice@gamma.co.uk
Mobile Phones	O2	0800 902 0213 (Pin 62401)	publicservice@o2.com
MIS System	SIPS Education LTD	0121 296 3000	enquires@sips.co.uk
Internet	Dudley MBC/ Virgin Media/SJBCA	01384 889420	Adrian.turner@dudley.gov.uk
Servers	ServerSource SJBCA	01536 274 950	support@serversource.co.uk

8.3 Virtual Teaching:

If there is a serious disruption to education work can still be submitted by students and accessed by teachers via the School/College Online Learning Platform.

8.4 Loss of Data

Servers at the School/College site hold all data. In the event of total loss it will be necessary to restore data from the last backup. Data on these servers is separately backed up daily and stored offsite.

8.5. Back up

Dudley Schools			
Data	Backup Format	Access	Location
User Documents	OneDrive	By User	Dudley MBC Data Centre
	External Hard Drive (Encrypted).	SJBCA ICT Support Team	BIS ICT Support Office (backed up termly)
Shared resources	Nightly backups to one server at Dudley MBC Data Centre.	SJBCA ICT Support Team	Dudley MBC Data Centre
	Additional nightly backup to NAS at Bishop Milner.		BIS Server Room

	Backed up weekly to portable hard drive (Encrypted) in Locked Filing Cabinet in Operations Manager office.		Locked filing cabinet – Operations Manager office
Access Control, SIMS, Telephony and other services	Nightly backups to one server at Dudley MBC Data Centre. Additional nightly backup to NAS at Bishop Milner. Backed up weekly to portable hard drive (Encrypted) in Locked Filing Cabinet in Operations Manager office.	SJBCA ICT Support Team	Dudley MBC Data Centre BIS Server Room Locked filing cabinet – Operations Manager office

8.6 Staff Shortage

The most likely scenarios involving a significant loss of staff are:

- Outbreak of disease (e.g., influenza pandemic)
- Fuel Shortage
- Industrial action

In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects:

8.6.1 Epidemic/Pandemic -

School/College Pandemic Manager: Vice Principal or other designated staff member (Students)

Deputy: Assistant Principal/Senior Teacher

An influenza pandemic or similar occurrence may jeopardise staffing levels, directly through staff illness, or indirectly through fear of infection or through caring responsibilities for sick relatives.

What the School/College's pandemic manager should do:

It is essential that information is disseminated about how to identify symptoms of flu and what to do in the event of a member of staff becoming ill with suspected flu.

Download the latest information for schools to prevent the spread of infection and in what circumstances they might need to close.

8.6.2 Fuel

In the event of a widespread fuel shortage, options will include:

- Increased use of public transport
- Car sharing
- Walking or cycling

When information indicates that a fuel shortage is expected, a list of staff living remotely from their place of work and with particular difficulties in accessing any of the above options will be compiled.

8.6.3 Industrial Action

As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff that may be available to work in order to plan work in accordance with priorities.

9. RECOVERY

Long-term recovery may be affected by decisions made during the assessment/ containment phase, so recovery issues should be considered by the BCMT from the outset. Dependent on the nature of the incident recovery may take months or even years to achieve (for instance if a full rebuild is required after a fire, or if injuries or deaths occur) and will include ways of keeping the Academy community together during any period of dispersion, or commemorating the event on anniversary.

