



Business Continuity Plan

September 2024

SHINE Academies are committed to safeguarding and promoting the welfare of children and expects all stakeholders to share this commitment.

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1. INTRODUCTION

This plan should be considered in conjunction with other Trust plans and policies including evacuation, lock down and emergency procedures that deal with the immediate response to an emergency situation.

The plan deals with no-notice disruptions most likely to occur:

- Loss of premises
- Loss of utilities
- Failure of IT and telephony
- Failure of supply
- Staff shortage
- Issues such as pandemic flu
- Bomb threat
- Terrorist incident

2. AIM OF PLAN

The aim of this plan is to provide guidance and support to enable the Trust 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 objectives:

- To safeguard the safety and welfare of pupils, staff and visitors
- To resume the provision of education services at the earliest opportunity and secure continuation of learning where possible
- To maintain the community and identity of the Trust
- To return the Trust to normality

3. NOTIFICATION

During working hours, a site disruption is likely to become apparent to all staff and pupils very quickly.

Outside of school opening hours, a site disruption may be notified by the emergency services to the Head Teacher or Site Manager.

4. PLAN IMPLEMENTATION

The responsibility for implementing this plan lies with the Head Teacher or another designated senior member of staff in the absence of the Head Teacher.

5. INITIAL ACTIONS AND EMERGENCY FILE

Upon notification of an incident, the Head Teacher and their nominated Deputy, will form a Business Continuity Management Team (BCMT) with responsibilities listed in point 7.

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

- Pupils
- Staff
- Visitors
- Building, contents and other assets
- The schools ability to provide education

Emergency files will be stored in the School Office, Site Manager's office and Head Teachers office.

The files should contain the following:

- A copy of this plan
- Site plans
- Any other critical items
- Updated contact information for all stakeholder is available from any internet enable computer

The files should be retrieved from the building only if it is safe to do so.

The emergency file will be checked for accuracy half termly by the most senior office staff member.

6. ASSESSMENT /CONTAINMENT

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

- Staff, vehicles, equipment still at the scene
- Staff, vehicles, equipment located elsewhere
- Other schools within the Trust
- IT and telephone capability

If the disruption has resulted in a loss of site, the BCMT meeting should be held at Northwood Park Primary School. If Northwood Park Primary school is the affected site, the BCMT should meet at Lodge Farm Primary School.

7. ROLES AND RESPONSIBILITIES

Functional roles include, but are not limited to:

Incident Manager: Head Teacher

- Chair team meetings
- Co-ordination of the response
- Liaise with the DfE / Local Authority Designated Officer (LADO)
- Liaise with the CEO and ELT
- Liaise with Chair of Governors
- Liaise with Trustees
- Allocate resources
- Decide whether pupils should be sent home
- Decide whether staff should be sent home

Communication: Head Teacher with support from most senior office staff member and Site Manager

- Instruct staff not to leave the agreed meeting place until told to do so
- Meet and greet emergency services with a site plan where possible
- Ensure all significant decisions and occurrences are recorded
- Provide clerical and practical assistance to the Head Teacher
- Impart practical and factual information to stakeholders
- Prepare for press enquiries

Welfare: Head Teacher supported by Senior Leadership Team

- Ensure all pupils and stakeholders are safe and accounted for
- Marshalling of pupils and stakeholders
- Arranging for swift transfer to safety
- Arrange shelter for short term
- Deal with immediate welfare issues: distress, injuries etc
- Co-ordinate sending pupils home where necessary and immediate care for pupils whose parents/carers cannot be contacted – SLT to do this, ZB to co-ordinate.

Premises: Head Teacher supported by Site Manger

- Building security
- Turn off gas, electricity etc if this can be done safely
- Salvage critical documents/equipment if this can be done safely. The nominated person should be in possession of the critical documents
- Signs and notices for doors and boundaries
- Liaison with neighbours
- Identification / transfer to alternative premises: **Northwood Park Area (down Collingwood Road towards the Park)**

Continuity and recovery: Chief Operating Officer supported by senior office staff

- Arranging for opening of alternative premises
- Co-ordinate fitting out with furniture and equipment
- Liaise with insurance companies
- Liaise with the DfE

Data Recovery: Senior office staff supported by IT Provider

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

8. POTENTIAL DISRUPTIONS

- Loss of premises is unlikely unless through building or structural failure
- Insurance contact details
- Zurich Insurance 08000966233

8b Emergency Contacts

	Electricity	Gas	Water	Sewerage
Lodge Farm Primary School	Npower – 0845 672 9209	Total Gas and Power – 0333 003 7874	Water Plus – 0345 072 6072	Dyno Rod – 0333 305 6471
Northwood Park Primary School	Total Gas and Power – 0333 003 7874	Total Gas and Power – 0333 003 7874	Water Plus – 0345 072 6072	Dyno Rod – 0333 305 6471
Villiers Primary School	Total Gas and Power – 0333 003 7874	Total Gas and Power – 0333 003 7874	Water Plus – 0345 072 6072	Dyno Rod – 0333 305 6471
Busill Jones Primary School	Npower- 0845 672 9209	Total Gas and Power -0333 003 7874	Water Plus - 0345 072 6072	South Staffs Water 0345 607 0456

8c Loss of Telephones

Telephone lines and equipment have support contracts with:

- Unicom 0161 946 4444
- Virgin Media: 0800 052 0800

In the event of total loss of telecommunication mobile phones and walkie talkies can be used until the phone system is repaired/replaced.

8d Loss of IT

The IT Support provider should be contacted in the event of problems with Network Infrastructure, Server Infrastructure and Internet Access

In the event of replacement computers being acquired the Academy Trust will contact its IT support contractor to determine how and when equipment can be repaired and replaced.

8e Loss of Data/Back Up

Servers at the Academy site hold all the data. Data on these servers is also separately held in order that data can be recovered if lost at the site.

8f Back Up

In the event of loss of data, server infrastructure can be recovered restoring the data from the last backup. The Chief Operating Officer will co-ordinate the installation of data from the back up in conjunction with the IT Support Co-Ordinator.

8g Staff Shortage

The most likely scenarios involving significant loss of staff are:

- Outbreak of Disease (eg 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.

8h Epidemic/Pandemic

- **Pandemic Lead – Head Teacher**
- **Deputy – Deputy Head 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 Academies pandemic lead will do:

It is essential that information 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.

Fuel

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

Increased use of public transport, car sharing, walking and 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.

Industrial Action

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

Bomb Threat

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, made with intent of causing alarm and disruption. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be reported to the Police. Dial 999 and the Police will respond. You should always consider their advice before a decision is taken to close or evacuate.

Staff member receiving the bomb threat should inform the Head Teacher.

The Head Teacher will evacuate the school using the Fire Evacuation procedure and congregate the pupils and staff at the designated evacuation points.

The Site Manager will restrict access to the site.

The Head Teacher will contact the CEO and the relevant council:

Wolverhampton City Council – 01902555000

Walsall Council – 01922 650000

Consider what steps you could take to:

- a) Reassure your staff, pupils and parents
- b) Review and implement proportionate protect and prepare security planning

8i Terrorist Incident

Dial 999 and the police will respond.

Each member of staff should take action as they see fit to protect the safety of themselves and pupils. This can include:

- Barricading
- Hiding
- Fleeing

9. RECOVERY

Long-term recovery may be affected by decisions made during the assessment/containment phase, so recovery issues should be taken into account by the BCMT from the outset. Dependant 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

Appendix 1

Emergency Contact Details

Staff identified for incident response

Name	Status	Mobile Number	Keyholder
Gemma Draycott	Chief Executive Officer	07779 243 455	
Marie Price	Executive Head Teacher	07725 630 890	
Paul Childs	Site Manager	07939 470 876	Y
Natalie Boys	Head Teacher	07511 234 231	Y
Sarah Morgan	Deputy Head Teacher (VPS)	07980290946	
Alexandra Giles	Assistant Headteacher	07850673138	
Trudie Bentley	Family Support Lead/DSL	07580507003	
Zoe Bradburn	Office Manager	07866376771	

Appendix 2

Emergency Route 1 – via external exits towards Northwood Park Playground

Emergency Route 2 – via external exits towards St Mary's Church

