



EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY POLICY

MRS T CONDLIFFE
2019-2020

Introduction

An emergency is an event which disrupts the normal running of the academy. Emergencies include accidents, fire, explosions, bomb threats, violence or any other major external incident. An emergency would normally involve threats to the safety, loss of life or destruction of the premises.

Emergencies may happen inside the academy or outside it, during the academy day or out of hours. In accordance with Health and Safety statutory requirements it is the responsibility of the **Trust** to have a plan in place for responding to emergencies.

Aim

The aim of this plan is to inform staff of their responsibilities and the actions required by staff in response to any given emergency.

Types of Emergency

A major emergency in an academy can arise out of many different events, such as:

- a serious accident involving students and academy personnel on or off the premises
- a violent intrusion onto academy premises by malicious person(s), either in person or by means of arson or a bomb
- an academy building becoming unsafe as a result of fire or structural damage
- a release of hazardous substances (chemicals) near or on the academy site
- severe weather such as floods, high winds or extreme storms etc.
- epidemic e.g. meningitis, legionnaires disease, flu etc.
- the death or major injury of a child, staff member, trustee or visitor (through accident, suicide or murder)
- other events may also be deemed to be emergencies in academies because of the impact they have on teachers, students or other staff, sometimes for a protracted period of time. Such events could be:
 - an incident in the community which is seen or experienced by students or staff
 - an incident affecting relatives of students and which is known about within the academy
 - an incident affecting a nearby comparable academy

The main threats are perceived to be:

- The loss of buildings/parts of buildings by fire, storm, damage etc.
- The failure of major utilities – electricity, gas, water
- The loss of academy data/records/expertise by fire, storm, theft or loss of key personnel etc.
- The loss of equipment, particularly computer equipment, by fire, storm, theft, etc.

Reducing the Impact of an Incident

Fire, Storms etc.

All normal procedures must be strictly followed, equipment maintained and serviced in accordance with the manufacturer's instructions in an effort to reduce the impact of an incident. Personnel must be trained on the Emergency evacuation drills which must be held regularly (for fire/other emergency)

- Fire extinguishers regularly serviced/inspected
- Fire doors kept shut
- Litter kept to a minimum and bins emptied regularly - rubbish should not be allowed to accumulate
- Hazardous material must be kept in secure and suitably marked storage
- Buildings kept secure and water tight
- Site kept secure
- Security systems (fire alarms, intruder alarm, access control, CCTV) maintained in good order
- Backup for financial procedures is to be undertaken regularly

Theft

All normal procedures must be regularly followed:

- Buildings and equipment kept secure
 - Site kept secure
 - Security systems maintained in good order
 - Staff vigilance
 - Regular inventory checks to be conducted
 - Loss of ICT records and information: Daily back up of records are to be kept in a fire proof safe and backed up on central storage. Centrally provided networked data files and software are relatively easily restored with these secure and reliable backup and recovery mechanisms in place.
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Loss of key personnel

The Leadership Group(LG) is to take responsibility in the absence of the Headteacher, **supported by the Chief Executive of the Trust and wider Trust management team.**

Security of equipment and assets:

This should include:

- All equipment records filed in the relevant asset register and inventories with up-to-date records and values
- Vigilant site and building security

The following people have a copy of the ACADEMY EMERGENCY PLAN:

- **The Chief Executive of the Potteries Educational Trust**
- The Headteacher
- Deputy Headteacher(s)
- The Chair of the Board of Trustees
- The Chair of the Local Academy Committee
- The School Business Director
- The Caretaker

The full postal address of the academy site is:

Biddulph High School
Conway Road
Knypersley
Stoke on Trent
ST8 7AR

Identifiable Risks

These include (but are not limited to), Academy kitchens, science labs and D&T areas.

Inventory of Useful Resources

First Aid Kits are to be available in the main Office, kitchen area and staff room.

TYPES OF EMERGENCY

Risks within academy site:

- Access by un-authorised Person(s). The doors and gates are kept locked whilst staff and students are on site and can only be opened manually from within or by using, where fitted, access cards. Fences around the perimeter are high enough to deter easy access to the grounds.

Risks to students/staff:

- Records are kept of students who are subject to court orders and who may not be approached by named individuals.

Known risks in the community:

- All local academies have a system of informing each other of suspicious or unusual persons in the vicinity of the academy or local area.

Pandemic:

- A pandemic is always possible. The academy has a duty of care towards staff and students to ensure that measures are in place to prevent the rapid spread of any infection and to cope with the effects should it be necessary – i.e. closure in the event of too few staff.
 - In the event of such action being necessary, staff will be texted and updated where possible and local radio will be informed. Parents and carers will be made aware of the issue through local radio and the text message service. They will be advised to look regularly at the academy website's and to listen to local radio.
 - Students will be reminded regularly about the need to use tissues and to maintain personal hygiene. Cleaning staff will be made aware of the need to use disinfection products in high use/risk areas.
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EMERGENCY PROCEDURES: Action to be taken in the event of an emergency

PHASE ONE

During Academy Day

Full emergency procedures are displayed in each room.

- On discovery of a fire the staff member will hit the nearest fire alarm call point and if it is safe to do so, make a brief attempt to put out the fire
- On hearing alarm, a member of office staff will call 999 and request fire brigade and ambulance if necessary
- Staff to give precise details to Headteacher or their nominated replacement
- All adults and students to be evacuated to nearest assembly point and a roll call taken – this is to include visitors
- Administer first aid (if required) - First Aid trained staff only
- Receive emergency services and direct on arrival
- Shut down electricity and gas - Fire Brigade
- Contact Local Authority
- **Contact the Chief Executive, Chair of Board of Trustees and Chair of Local Governing Body**

Outside Academy hours

- Receive call from monitoring station - Emergency key holder
 - Contact Headteacher - Emergency key holder
 - Contact Deputy Heads of Academy - (Headteacher)
 - Arrive at Academy, call ambulance if required - Emergency key holder
 - Communicate with Fire Brigade - Emergency key holder
 - Administer first aid if required – Ambulance
 - If possible shut down services if it is safe to do so - Fire Brigade and Site Supervisor
 - Contact Local Authority and **the Chief Executive, Chair of Board of Trustees and Chair of Local Governing Body** as soon as practicable - Headteacher
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PHASE TWO

During Academy Time and Outside Academy Hours:

- Fire Officer to advise on state of buildings – Business Director/ Headteacher
 - Decide on best course for students - Headteacher and Deputy Heads
 - Protect rest of academy, staff, visitors - Headteacher and Deputy Heads
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PHASE THREE

- Set up Disaster Recovery Team meeting time and place – Headteacher
 - Contact trustees, insurers, press etc. as appropriate - Headteacher
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Recovery Plan

To follow phases 1 and 2 of the Emergency Procedures.

During this phase the Disaster Recovery Team is responsible for all actions on the site and parts of the site may only be released for Academy activities after it has been confirmed that it is safe and reasonable to do so. The team will be made up from the following members of staff:

- the Headteacher
- the Deputy Headteacher(s)
- the Senior Officers of the Emergency Services
- Chair of Directors (if present)
- the Local Authority Liaison Officer (if present)
- and any other staff requested by the Headteacher

The Disaster Recovery Team Room at each site will be the Headteacher's office and should contain:

- Note pads, pens, pencils to record all messages received and sent by whatever means
- Operational telephone contact list
- Major incident log
- Nominal roll of employees and students or access to this information
- Portable/mobile telephones.

In the event the Headteachers office is unavailable as a result of the incident, an alternative is to be identified following consultation with the emergency services.

Priorities for Disaster Recovery Team

- Establish communications - telephone, fax, etc.

- Establish a control room base
 - Check all buildings are safe and secure
 - Assess damage
 - Identify and cordon any unsafe areas
 - Liaise with Local Authority officers
 - Assess how much of the academy can be used, who should use it and when
 - Discuss with Local Authority/other academy schools re availability of temporary accommodation
 - Assess equipment shortages
 - Look for temporary equipment replacement
 - Seek advice from engineers, insurers, loss adjusters, on damage and ways to restore.
 - Make (temporary) repairs to consolidate the situation
 - Salvage and clean items which can be salvaged
 - Make plans for parking/delivery of students, etc. to site
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Procedures

In the first instance, the Headteacher or the nominated replacement will follow the current emergency procedures. This will provide access to the full range of 'in-house' and contract services currently available to our academy, covering all aspects of premises and communication support.

Beyond these procedures there are areas essential to the immediate recovery plans for any facilities related crisis/disaster. These include (but are not limited to):

- Accommodation
 - Communications
 - Utilities
 - Furniture
 - Security and Security Hardware
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Accommodation

In the event of loss of premises, or a part thereof, there will clearly be an immediate need for space in which to house core activities. We will provide for such an occurrence by a number of means:

- Hire of portable accommodation
 - Rescheduling the use of existing accommodation
 - Short term rentals/leasing/hire of local accommodation through other academies in the immediate vicinity
 - The organisation of any alternative accommodation will need to be confirmed/accepted at the time by the Board of Trustees.
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Communications

In the event of a crisis/disaster resulting in the failure of existing telecommunication system, the academy will use mobile phones to communicate.

Utilities

Should a Major Incident occur affecting the utility supply to academy premises, repairs to those utility supplies would be carried out by the relevant supply authority or contractors. If a heating source to a building is destroyed, arrangements will be made to expedite the repair/replacement as soon as possible. If necessary temporary heat sources may be hired.

Furniture

If the academy furnishings are damaged beyond repair temporary replacements are to be sourced from Academy storage or local school surplus if available.

Security and Security Hardware

Our academy would need to ensure that the affected areas do not present a security loop hole; all damaged windows would need to be boarded and damaged roofing weather proofed. If security fencing is required, we would need to ensure the Local Authority is proactive in sourcing the required measures.

Expenditure

The Headteacher and Chief Executive will be responsible for authorising any expenditure incurred in connection with an incident and in doing so will ensure that Trust Financial Regulations and Procurement procedures are complied with.

Information for when there are incidents at Academies

- Evacuation from the building - is to the academy grounds where classes line up at their usual assembly point.
 - Sheltering within the Academy - in the event that we are advised to shelter in the building, the students will be accommodated in the academy hall which has access to toilets and water. There are chairs for use, and mats for the students to lie on if necessary.
 - Food and water are available in the academy kitchen and staff room.
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Information for when incidents happen to Staff and Students out of Academy:

On academy trips/visits:

- The teacher in charge carries a mobile phone with all emergency numbers needed. The students can be easily identified by their academy uniform when worn.
 - The teacher has a class list with them so they know who is on the trip.
 - The teacher carries copies of medical information which can be passed on in the event of a medical emergency.
 - The academy office has the mobile number of the staff member responsible for the trip as well as other staff on the trip and has contact numbers for all students.
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Contact List

Staff will communicate via e-mail and the telephone contact list which is updated termly. The Headteacher will be responsible for e-mailing trustees to keep them informed. See Appendix 1 for information.

Information will be issued to key personnel directly involved in recovery / control. Relatives are informed in liaison with the police.

Announcements as agreed with the Trustees will be sent to Local Radio and other media. Other parents/carers will be notified through letter/email/text message as appropriate. The Headteacher should obtain access to records so that the person to be identified in the event of any casualties can be informed. It should be noted that it is the responsibility of the Police to notify these individuals as it is they who will

finally prepare the report for H.M. Coroner.

It may be necessary to prepare a statement for issue to the news media and liaise with the media thereafter. (Please see below)

Casualty Management

Following discussions with the Police, it is recognised that upon the confirmation of a death, it is accepted that the police have established procedures and this task forms part of their statutory duty towards the preparation of the report for H.M. Coroner.

It is the responsibility of the Senior Officer in the Police Communications Centre to decide when the Casualty Bureau should be activated, each incident being assessed individually. In making the decision, consideration is given to the potential number of casualties and/or enquiries regarding casualties. There is no minimum number of casualties. The fact that it is a 'low casualty' incident could generate a significant number of enquiries.

In view of the staff and student numbers at our academy, an incident would almost certainly generate a number of queries and lead to the activation of the Police Casualty Bureau. The Police will inform the academy once they activate the Bureau.

In the early stages, before the Police Casualty Bureau is operational, all staff will defer from offering any information on casualties. This will be the responsibility of the emergency services and the local authority.

Procedures for dealing with the Media

Experience has shown that the publicity effects of a crisis/disaster situation will be instantaneous and could be misleading. If you do not know do not speculate, this can be misconstrued and presented as a fact. A responsible person from the **Trust** will be nominated as 'Press Officer' with all media enquires directed to them.

Procedures to deal with Human issues

Incidents will normally affect individuals in one of two ways. There could be incidents which result in the death of a person, or a person suffering an injury or sickness which could prove fatal. Alternatively, the 'major incident' itself will have an impact upon an individual or group of individuals.

The response of our academy will differ according to the event, but in every circumstance will be directed to the support of the individual and those directly related to that person. The academy will seek to work in a sympathetic yet efficient, coordinated manner. To ensure an appropriate response to those incidents resulting in death, or an event or sickness potentially fatal, reference should be made taking Local Authority guidance.

Major Incidents have an impact on people's lives in five main ways:

1. It is the emotional consequences of disaster that are most usually discussed, but given the catalogue of practical, psychological and emotional problems facing those affected by disaster, it is perhaps not surprising that considerable strain is often placed upon relationships.
2. Consequently, relationships will require support, and relatives and partners may need as much support as those directly involved. It is important to recognise at an early stage that long-term commitments need not only to be made but must also to be adhered to.
3. The key aspect of the work undertaken in the aftermath of the disaster is simply the process of listening to relatives and survivors' painfully explicit accounts. Not everybody will seek out or

- accept professional help. The major barriers to accepting or requesting help - recognition, acceptance, worthiness, information, and stigma - have important implications for our academy and the running of a post-incident service. The majority will not seek help without being prompted.
4. Practical support is likely to dominate the early stages, together with, or followed by, a strong element of 'personal support': accompanying people to a wide variety of public and private events and adopting a befriending role – essentially 'being there' for people, not just in early days, but later on when other sources of support have disappeared, or when particularly stressful occasions arise. The offer of practical support and help is not seen by most people as threatening.
 5. External help would be recruited as necessary with guidance from the Local Authority.
- In the immediate aftermath of an incident there should be no differentiation as to whether an individual was a member of staff, a student or a member of the general public.

It is recommended that after a major incident, all staff and students should be encouraged to telephone whosoever would be concerned to say that they were safe. This should avoid much unnecessary concern by those people and remove significant potential incoming traffic from parents and relatives.

External Support

The Emergency Services will have been called by academy staff or security services prior to the designation of a "Major Incident". Although they will liaise with the Headteacher/ Deputy Headteacher essentially they will operate under their own command following their own procedures.

The Local Authority is legally required to provide support 'at times of Disaster'. The Local Authority response in such circumstances will be led by:

- Local Authority Emergency Planning Department, which is manned 24 hours, will have been alerted by the emergency services and will implement the relevant Incident Procedure. The Headteacher will be notified by the Police of contacts with telephone numbers.
 - The Local Authority response is described as: - Psychological support, which will be provided for the first 72 hours, and depending on the nature of the incident possibly for a longer period. This will in the main be care and counselling for victims and their relatives and friends. This support provision will need to be linked back into the support services available via our academy.
 - Psychological debriefing - an abrogative not investigative process - for all involved at the scene as rescuers and helpers. This will be provided by staff specially trained for such events. The Emergency Services tend to be self-sufficient in this regard but our academy staff and students would need to be catered for.
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Finance and ICT

In the event of an emergency the cheque books are located in the Finance offices.

Only the authorised personnel noted below have access to finance and staff data:

- **Chief Executive**
- Headteacher
- Deputy Headteachers
- Business Director
- Finance Manager

Please note, the Data Protection Act allows disclosure of personal information to other bodies such as the Local Authority etc. Care should be taken when disclosing personal information.

The academy is registered under the current Data Protection Act.

All data for management purposes is backed up regularly by the IT Manager. Back up of records are kept in a fire proof safe. Centrally provided networked data files and software are relatively easily restored with these secure and reliable backup and recovery mechanisms in place.

Antivirus software is installed on computers and is regularly updated from the internet and all staff are aware of the importance of allowing the updates to proceed. The academy has Virus protection installed on all computers including the server. If a virus is identified by a computer, then this is reported immediately to the ICT team who will take action to remove the virus. The infected computer should not be used until the virus has been removed.

The academy regularly down-loads the Windows Update for the server and each computer on the network.

All staff are aware of safe Internet Use and the Acceptable Use instructions.

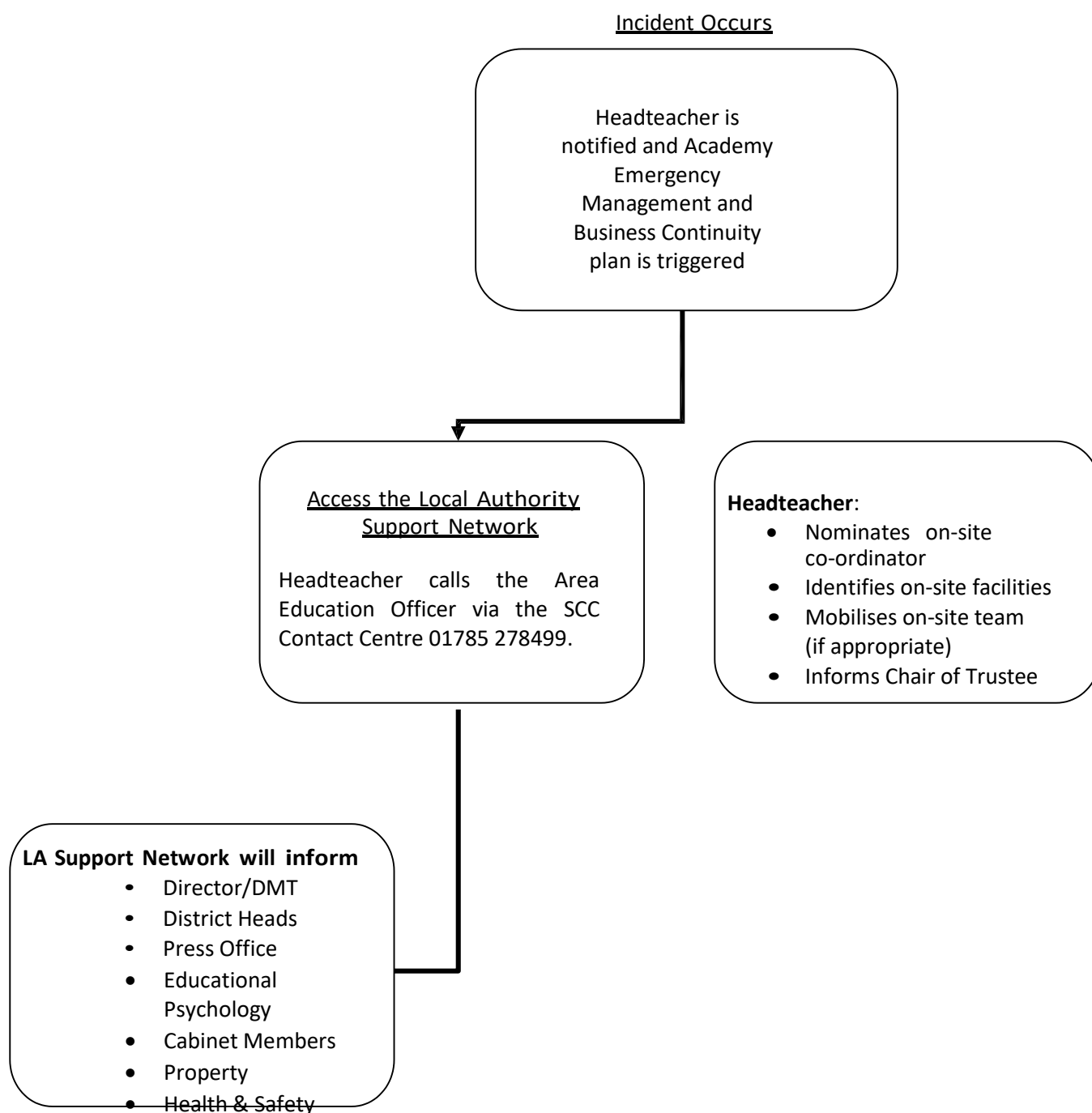
All computers, printers, equipment etc. are listed on the Academy Asset Register with serial numbers and other relevant information. These inventories are maintained regularly by the ICT technician/site manager.

Returning to Normal

The Leadership Group will discuss such measures as are deemed necessary in order to restore the academy to normality. This will depend upon the type of emergency. It may involve outside agencies, and advice will be sought from the health services, the police, other emergency services and the LA should counselling be required for any member of the academy family.

SECTION 2 – LOCAL AUTHORITY SUPPORT NETWORK

In the event of an academy related emergency the proposed arrangement with the Local Authority is:



SECTION 3 – ROLES AND RESPONSIBILITIES Emergency Management Plan

The following checklist is provided to assist the Academy Emergency Management Team to carry out their roles and responsibilities once the EMBCP has been activated. These checklists are a general guide; further actions may be required that are specific to the incident as it occurs.

3.1 Headteacher

Action	Completed by	Time
Activate the Academy Emergency Management Team.		
Commence a log of all action and decisions (see Emergency Action card).		
Ensure safety/welfare of students and all adults in the care of the academy.		
Identify any vulnerable students or adults needing specific support.		
Activate the Local Authority Support Network.		
Decide whether to keep students in classrooms and safe areas or consider evacuation		
Consider activating academy closure arrangements.		
Ensure that the SMT are effectively carrying out their designated roles and responsibilities.		
Ensure that the academy emergency grab bag has been collected.		
Liaise with the emergency services.		
Keep staff informed of the situation.		
Ensure Chair of Trustees is kept informed of the situation and the response arrangements.		
Prepare information and advice to parents.		
Call meetings of the LG as required and ensure that the LG receive regular situation updates.		
Consider business continuity arrangements to assist the academy in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

3.2 Deputy Headteacher

Action	Completed by	Time
In the absence of the Headteacher adopt their roles and responsibilities.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the LG.		
Obtain as much information as possible from the Headteacher about the situation.		
Commence a log of all action and decisions.		
Lead arrangements to ensure safety/welfare of students and all adults in the care of the academy.		
Lead and direct all academy staff to support decisions taken by the Headteacher.		
Seek advice from the Headteacher on whether to keep students in classrooms and safe areas or consider evacuation.		
If directed by the Headteacher – make arrangements for the evacuation of the academy to designated evacuation points or back up location.		
If directed by the Headteacher – make arrangements to activate closure arrangements.		
Keep staff informed.		
Assist the Headteacher in providing consistent advice/information to parents.		
Attend meetings of the LG as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the academy in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

3.3 Business Director

Action	Completed by	Time
Obtain as much information as possible from the Headteacher and/or Deputy Headteacher about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the LG.		
Support the Headteacher and Deputy Heads in contacting all members of the LG and request they carry out their roles and responsibilities as described in this plan.		
Advise the Headteacher and Deputy Heads if any member of the LG is unavailable and cannot carry out their roles and responsibilities.		
Ensure copies of the EMBCP are available for the LG		
Ensure that student records and registers are available.		
Ensure that student medical records are available.		
Highlight to LG any students that may need specific support.		
Ensure that parental/carers records and contact numbers are available.		
Ensure that staff records and contact details are available.		
Ensure that the visitor and student signing in/out book is available.		
Lead the office staff in assisting the LG with information needs and the emergency response.		
Assist the Headteacher in providing consistent advice/information to parents.		
Where possible cancel any planned visitors to the academy.		
Advise service providers of the interruption to the normal arrangement for provision of goods/services to the academy (catering/transport etc).		
Consider business continuity arrangements to assist the academy in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

3.4 Caretakers

Action	Completed by	Time
Obtain as much information as possible from the Business Director about the situation.		
Commence a log of all actions and decisions.		
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SMT.		
Ensure that emergency services are able to access the incident quickly and without obstruction.		
Ensure all building and gate keys are available.		
If required <ul style="list-style-type: none"> Immobilise the gas supply, electricity or water supply (see Appendix 2). 		
If required assist with evacuation.		
Where possible assist with ensuring the security of the academy site.		
With assistance of emergency services, cordon-off any unsafe areas		
Consider business continuity arrangements to assist the academy in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

3.5 Chair of Trustees

Action	Completed by	Time
Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the board.		
Obtain as much information as possible from the Headteacher and Head of Academy about the situation.		
Assist the Headteacher in providing consistent advice/information to parents.		
Attend meetings of the LG as required, and ensure that you receive regular situation updates.		
Consider business continuity arrangements to assist the academy in delivering critical functions to a minimum service level and making a speedy return to normal functions.		

SECTION 4 – BUSINESS CONTINUITY

4.1 Purpose of the Business Continuity Phase

The purpose of the business continuity phase of your response is to ensure that critical functions are resumed as quickly as possible and/or continue to be delivered during any disruption. This may involve activating one or more of your business continuity strategies to enable alternative ways of working. During an incident it is unlikely that you will have all of your resources available to you, it is therefore likely that some ‘non critical’ functions may need to be suspended at this time.

4.2 Strategies for Continuity of Services

	Arrangements to manage a loss or shortage of Staff or skills	Further Information (e.g. Key contacts, details of arrangements, checklists)
a.	Use of temporary staff e.g. Supply Teachers, Office Staff etc.	Focus 01782 622277, GB Recruitment 01782 624444' Hays recruitment 01785 215451, Academics 01782 444058
b.	Ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence e.g. maternity leave.	
c.	Using different ways of working to allow for reduced workforce, this may include: <ul style="list-style-type: none"> • Larger class sizes. • Use of Teaching Assistants, Student Teachers, Learning Mentors etc. • Virtual Learning Environment opportunities. • Pre-prepared educational materials that allow for independent learning. • Team activities and sports to accommodate larger numbers of students at once. 	Links with other Schools
d.	Using mutual support agreements with other schools: emergency secondments.	Links with other Schools
e.	Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc.	
f.	As a last resort, providing a child-minding (rather than educational) service using the above volunteers and remaining staff (to less impact on local and wider economy).	

	Arrangements to manage loss of technology / communication / data / power	Further Information (e.g. Key contacts, details of arrangements, checklists)
a.	Reverting to paper-based systems e.g. paper registers, whiteboards etc.	
b.	Flexible lesson plans.	
c.	Emergency generator e.g. Uninterruptible Power Supply (UPS).	Contact LA emergency service
d.	Contact the utility company responsible or appropriate repair contractor.	
e.	Emergency lighting.	Contact LA emergency service
	Arrangements to manage denial of access to your premises or loss of utilities	Further Information (e.g. Key contacts, details of arrangements, checklists)
a.	Using mutual support agreements with other Academies.	Links with other Academies
b.	Virtual Learning Environment opportunities.	Use of Learning Platform and academy website
c.	Localising the incident e.g. isolating the problem and utilising different sites or areas within the academy premises portfolio.	
d.	Off-site activities e.g. swimming, physical activities, academy trips.	
e.	Stagger lessons across break times and lunch to maximise use of available space, and extend the academy day to expand the time available in classrooms.	

	Arrangements to mitigate the loss of key suppliers, third parties or partners	Further Information (e.g. Key contacts, details of arrangements, checklists)
a.	Pre-identified alternative suppliers.	
b.	Ensuring all external providers have business continuity plans in place as part of contract terms.	
c.	Insurance cover.	
d.	Using mutual support agreements with other Academies.	Links with other Academies

SECTION 5 – RECOVERY AND RESUMPTION

5.1 Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume 'business as usual' working practices for the academy 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 location

5.2 Recovery and Resumption Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
1.	Agree and plan the actions required to enable recovery and resumption of normal working practices.	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	<input type="checkbox"/>
2.	Respond to any ongoing and long term support needs of staff and students.	Depending on the nature of the incident, the Academy Emergency Management Team may need to consider the use of Counselling Services.	<input type="checkbox"/>
3.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff are aware that the EMBCP is no longer in effect through the contact telephones and email. Parents and Carers will be informed by email, text message and via the academy website.	

4.	Carry out a 'debrief' of the incident with staff (and possibly with students). Complete a report to document opportunities for improvement and any lessons learnt.	The incident de-brief report should be reviewed by all members of the Academy Emergency Management Team to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the academy.	<input type="checkbox"/>
5.	Review this document in light of lessons learnt from incident and the response to it.	Implement recommendations for improvement and update this Plan. Ensure any revised versions of the Plan are read by all members of the SMT.	<input type="checkbox"/>

**Business Continuity Management
Biddulph High School**

Emergency Actions Card

IN AN EMERGENCY	
1	IF APPROPRIATE, CALL THE EMERGENCY SERVICES ON 999 (OR 112)
2	CONTACT THE HEAD TEACHER ON
3	ALTERNATIVELY CONTACT THE DEPUTY HEAD TEACHERs ON
	INFORM THE CHAIR OF LOCAL ACADEMY BOARD
5	CONTACT THE COUNTY COUNCIL'S EMERGENCY INCIDENT NUMBER ON 01785 278499
6	GO TO THE EMERGENCY CHECKLIST – See Annex A

Appendix 1 - List of Trustees

Due to data protection issues, these details are held locally.

Appendix 2 – SAMPLE LOG SHEET

[illegible]

STAGE 1 – IMMEDIATE ACTION REQUIRED

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
1	Any member of staff who becomes aware of an actual or potential major incident or issue should:				
1.1	Establish/assess, where possible, the nature of the loss of service, the likely cause and likely timescale of recovery.				
1.2	Evacuate the premises, if appropriate.	<ul style="list-style-type: none"> • Ensure everyone safe (including joint users and visitors); • Restrict access to the affected areas. 			
1.3	Obtain a copy of students, staff and family contact lists.				
1.4	Complete and maintain the appropriate Incident Documentation.	<ul style="list-style-type: none"> • Incident Notification Sheet; • Incident Log Sheet. 			
1.5	Record the details of casualties and obtain relevant information.				
1.6	Injury Considerations.	<ul style="list-style-type: none"> • Who is accompanying injured person(s) to hospital; • Provide accommodation; • Provision of immediate transport, assistance, and counselling. 			

STAGE 1 – IMMEDIATE ACTION REQUIRED

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
1.7	Head Teacher, in consultation with the Chair of Trustees, is to decide on further action dependant on incident being inside or outside academy time.	i.e. decide whether to transfer to neighbouring Academies; send students home; arrange transport and notify parents.			
1.8	Establish priorities for salvage and advise emergency services and recovery team.	These might include e.g. equipment, records, registers, chequebooks			
1.9	Consider notifying the County Council, of the Incident, via the emergency number: 01785 278499	Phoning the number will activate support from the County Council including notifying all relevant people/groups and support officers from the County Council will attend the site as a matter of urgency, as necessary. <ul style="list-style-type: none">• District Education Officers;• Corporate Communications (Media) Officers;• Strategic Health and Safety Advisors;• Asset Management & Planning;• Property Consultancy (Building/Engineering Surveyor).			
1.11	Dependant on time scale and nature of incident continue to stage 2 or to post incident checklist .				

STAGE 2 – FIRST 24 HOURS

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
2.1	Establish/assess, where possible, the nature of the loss of service, the likely cause and likely timescale of recovery.	<ul style="list-style-type: none"> Consider whether the incident can be managed locally; Consider whether the incident requires the implementation of any special contingency arrangements; Declare an emergency situation? 			
2.2	Activate the Academy Incident Management Team, if appropriate.	<ul style="list-style-type: none"> Consider suitable location for Team to manage the incident; Consider calling for Civil Contingencies Emergency Vehicle. This can be done through the County Council; 01785 278499. 			
2.3	Notification Procedures.	<ul style="list-style-type: none"> Staff – Internet, email, meeting; Parents – ‘Snow line’ (ensure recovery team have access); Keep all staff and people involved up to date; Chair of Trustees. 			
2.4	Ensure that the Chair of the Trustees is kept fully informed and updated on the ongoing situation.				

STAGE 2 – FIRST 24 HOURS

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
2.5	Complete and maintain the appropriate Incident Documentation.	<ul style="list-style-type: none"> Incident Notification Sheet; Incident Log Sheet. 			
2.6	Establish media communication.	Should be passed to the County Council Incident Management Team as soon as possible.			
2.7	Establish priorities for salvage.	Notify Emergency Services (records, cheque books, registers).			
2.8	Make alternative arrangements for examination groups, if appropriate.	Support from the County Council Incident Management Team.			
2.9	Record Financial expenditure.				
2.10	ONGOING INCIDENT CHECKLIST – STAFF				
2.10.1	Hold a staff briefing session as soon as possible.				
2.10.2	Ensure all health & safety risks have been identified and are being managed.				
2.10.3	Communications.	Provide written information regarding the incident and how it will affect the academy.			

STAGE 2 – FIRST 24 HOURS

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
2.10.4	Consider rotas and timetables.	<ul style="list-style-type: none"> Staff Rota; Student timetables (exam issues). 			
2.10.5	Allocate staff at set locations to meet students returning to academy.				
2.11	ONGOING INCIDENT CHECKLIST – PREMISES				
2.11.1	Premises check list.	<ul style="list-style-type: none"> Obtain building plans; Walk through the buildings to amend and then mark on them the areas which have been affected by the incident; Note any relevant amendments (obstacles, toilets, fire escapes etc.); Communicate to staff and students. 			
2.11.2	Reallocate space – e.g.:	<ul style="list-style-type: none"> Parking; student areas, etc. 			
2.11.3	Review procedures for:	<ul style="list-style-type: none"> Site Security; Health & Safety; Fire Prevention. 			
2.11.4	Review lettings and joint use arrangements.	Discuss changes.			
2.11.5	Liaise with diocesan authorities where appropriate				

STAGE 2 – FIRST 24 HOURS

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
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2.12	ONGOING INCIDENT CHECKLIST – STUDENTS / STUDENTS				
2.12.1	Notification.	Hold Assembly to pass on information, maps and timetables.			
2.13	ONGOING INCIDENT CHECKLIST – PARENTS/GUARDIANS				
2.13.1	Hold parents/teachers meetings.	<ul style="list-style-type: none"> • Issue information sheet; • Letters issued via students; • Update web site. 			
2.13.2	Change the message on the academy answer-phone regarding changes to student attendance, etc.				
2.13.3	Provide notices around the academy perimeter regarding progress.				
2.13.4	Update information to academy users and local community.	<ul style="list-style-type: none"> • Students, staff, parents and trustees; 			

STAGE 3 – 24 HOURS TO 2 WEEKS

Serial	Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
3.1	Review Stages 1 and 2.				
3.2	Identify most urgent issues.	The academy will need to focus particularly on key educational needs.			
3.3	Identify useable facilities on site.				
3.5	Review welfare support for students, parents and staff.				
3.7	Establish supply cover for teaching/support staff.				
3.8	Check/reschedule examination arrangements.				
3.9	Update information to academy users and local community.	<ul style="list-style-type: none"> Students, staff, parents and governors; 			
3.10	Formalise the revised transport arrangements.				
3.11	Review services/deliveries to site.				
3.12	Prepare inventory to furnish alternative accommodation.				
3.13	Organise a briefing for the full board of trustees.				

STAGE 3 – 24 HOURS TO 2 WEEKS

Action	Contacts/Comments	Person/Group Responsible	Date/Time Completed	Initials
4.1	Once the incident is nearing closure, when circumstances permit, plan for its stand down.			
4.2	Consider a phased process with the acknowledgement that certain activities may have to continue for some time e.g. media relations and long term clean up.			
4.3	Notify all contacted officers that the incident is closed.			
4.4	Ensure that all personnel are accounted for.			
4.5	Arrange de-briefs for all staff involved including the members of the trustees, as necessary.	<ul style="list-style-type: none"> • Hot debrief immediately; • Internal structured de-brief within two weeks; • Inter-Agency structured de-brief as required. 		
4.7	Complete and retain all documentation related to the incident.	<ul style="list-style-type: none"> • Incident Notification Forms; • Incident Log Sheets; • All completed Action Cards; • All other paperwork/associated documentation relevant to the incident including electronic records. 		

.....(Biddulph High School)..... – EMERGENCY CONTACT NUMBERS

Service	Tel (Work)	Out of hours	Fax (F) / Mobile(M)	Time & Date Contacted	Initials
Academy Incident Management Team:					
Head Teacher					
Deputy Head Teacher					
Deputy Head Teacher					
Assistant Headteacher (s)					
School Business Director					
Chair of Trustees					
Other Alternative Premises:					
None identified –					
Emergency Services:	999 / 112				
Staffordshire Police Area Control Room	08453 30 20 10	0300 123 44 55			
Staffordshire Fire & Rescue Service	08451 22 11 55	08451 21 33 22	01785 89 83 95 (F)		
West Midlands Ambulance Service	01785 253521		01785 246238 (F)		
Staffordshire County Council:	Emergencies Number – 01785 278499				
Director On-Call	Thro' Emergencies Number				
Incident Management Team (when activated)	01785 85 4352 / 53 / 56 / 57		01785 854355 (F)		
Maintenance Emergency – Surveyor On-Call		01782 749910			

STAFFORDSHIRE COUNTY COUNCIL INCIDENT NOTIFICATION SHEET					
1) CALL RECEIVED BY:		EMERGENCY SERVICES INCIDENT NUMBER:			
2) CALL RECEIVED FROM:					
3) DATE:		4) TIME:			
5) WHAT HAS HAPPENED?					
6) LOCATION:					
7) GRID REF:					
8) SERVICES INVOLVED:		FIRE >>>>		POLICE >>>>	AMBULANCE >>>>
OTHERS:					
9) WHAT IS REQUESTED?					
10) SPECIALIST ADVICE REQUIRED:					
11) WHO IS OUR CONTACT POINT?		NAME:			
		TEL NO:			
12) ANY OTHER INFORMATION:					

[illegible]

“Working together to achieve our personal best”