

## BUSINESS CONTINUITY PLAN

### Childhaven Community Nursery School

#### General Statement

This plan has been developed to be used in conjunction with NYCC's School Emergency Response Guide.

#### Objectives

The aim of this plan is to assist the business in dealing with, however unlikely, a number of disasters that could affect the ability of the organisation to operate on a day to day basis.

The most likely scenarios in such an event are:

- Loss of whole premises for an extended period through fire or flood or Storm Damage.
- Partial loss of premises, through fire, flood, Storm Damage i.e. loss of a classroom or Admin Offices.
- Large scale loss of property and equipment through fire, flood or theft, particularly IT equipment.
- Loss of information through a catastrophic IT failure.
- Mass unavailability of staff e.g. pandemic.
- Temporary Closure at Short notice (due to severe weather or loss of utilities etc.)

The School Emergency Response Guide details relevant actions to take and the various people and agencies that school should co-ordinate with in the event of an emergency situation arising, and deals with specific issues such as Bomb Threats, Bereavement, Snow Closures, etc. **The Emergency Response Guide is located in top office top filing cabinet**

This plan aims to demonstrate that all relevant considerations have been made and attempts to illustrate a potential way forward with regard to the organisation's own roles and responsibilities, particularly at a level where matters can be determined by the responsible person themselves.

#### Procedures

In the event of ANY critical incident on site the following steps should be followed:

**Step 1** – Continually assess the situation for the level of impact.

**Step 2** - Ensure that all persons are not in any imminent danger.

### **Step 3 - Call for support:**

- Dial 999, if appropriate OR

### **During office hours**

- Call the NYCC Children and Young People's Service on: 01609 532234 to inform them of the situation and request help, if required. If the main switchboard is out of order use 01609 534375.

### **Out of office hours**

- Call the NYCC Emergency Planning Unit on the confidential number (which can be found in the secure area of the CYPS Info website or within the emergency response guide). Inform them of the situation and request help, if required. They will contact the on-call Assistant Director from the Children and Young People's Service.

***These numbers should only be used in an emergency. Please do not give them to the press, parents or members of the public.***

### **Step 4 - ensure that you:**

- Log all communications and actions as and when required as evidence.
- Assemble the Emergency Management Team and relieve them of their normal duties. (See Appendix 1 below for details).
- Refer to the full list of emergency contact numbers.

Where possible, try to avoid closing and try to maintain normal routines.

Where Adverse Public Interest has arisen, the Headteacher, SLT or SEMT should immediately seek advice from the NYCC Emergency Planning Unit using the numbers shown above.

Governors, Staff and Pupils should not discuss any incident with the media and any media representatives should be referred directly on to the NYCC Press Department on each occasion.

## **1. Loss of Premises through Fire or Flood**

It is anticipated that the organisation would not be able to influence the outcome of this eventuality and that matters would be taken over by the NYCC Emergency Planning Unit. This would probably involve the sourcing and fitting out of alternative temporary premises pending a re-build of the building.

Should there be a need to evacuate the site it is envisaged that following normal evacuation procedures staff would escort their pupils to the pre-arranged destination of Lawrence House Surgery (Belgrave Crescent) – see attached email

## **2. Partial Loss of Premises**

This could be the loss of a single room or area as a result of a fire or a burst pipe, flood etc. It is anticipated that this would put the area in question out of bounds for a considerable length of time but would not, on the whole, severely disrupt the day to day operation of the business.

The organisation would again liaise closely with the NYCC Emergency Planning Unit and their Insurers, but would also anticipate assistance in establishing temporary accommodation arrangements in the short term where possible in conjunction with the NYCC Emergency Planning Unit.

It would be the intention, in the first instance, to designate temporary areas. For example, if an area was temporarily out of use a further area would be used, that has computer access and also visitors can be let in to the building safely and securely.

If the kitchen is temporarily unavailable arrangements will be made to cook at an alternative site and transport meals to site as long as is required.

### **3. Large Scale Property Loss, Particularly IT Equipment**

A significant threat to the satisfactory operation of the business would be a large scale loss of IT equipment, such as whiteboards, projectors, PCs, laptops, tablets and/ or networking or Wi-Fi.

Due to the layout and size of the building it may be that certain areas would still be in use whilst some areas closed and if so maybe utilised in the short to medium term.

In liaison with the NYCC Emergency Planning Unit, their Insurers and ICT Services it is anticipated that being able to re-order and replace lost items as a matter of urgency will be a priority and would expect to be back up and running within at least one month, if not sooner.

A partial loss only of equipment would be accommodated by a re-distribution of remaining resources and loaned items may be made available.

Several electronic copies and a hard copy of the inventory are kept.

Wi-Fi, laptops and iPads / tablets could be used if a loss of hard-wiring is unavailable through a power surge.

### **4. Loss of Information Through Catastrophic IT Failure**

Rather than the loss of actual equipment, this would involve the loss, or destruction, of the Server and all the school data and information that is stored on it.

#### **Backups**

Backups are performed on the network (curriculum server each day as a matter of course).

#### **Covering Critical & Essential Data**

The office computer is a stand-alone machine and backups are taken each week as many programmes are web based and backed up automatically.

### **5. Mass Unavailability of Staff (e.g. Pandemic)**

It is likely that in such a scenario the organisation may not be the only one affected.

In the first instance advice will be available from the on-call Assistant Director, from NYCC Children & Young People's Service or the Health & Safety Risk Manager at NYCC and the local Public Health England, (telephone numbers available in within the emergency response folder.

Once advice had been obtained and passed on to parents as appropriate the organisation will then need to consider the opening/closing arrangements having regard to ensuring the safety of all pupils and existing staff, visitors, contractors on the premises.

In an effort to staff the business, the following procedures would be invoked:

- Existing Supply Staff used by the organisation in the ordinary course of events.
- Recently retired staff still covered by DBS/safer recruitment requirements used as

available.

- Other Supply Agencies

It is recognised, however, that subject to the scale of the pandemic in the locality and the availability of staff from any of the above sources, it may not be possible to fully operate the business and at that point a decision would be taken whether to partially, or fully, close the building and for how long.

At all times the safety of both children and staff would be of paramount importance, although every effort would be made to keep the site open and functioning.

## **6. Closure at Short Notice (due to severe weather, loss of utilities, internal flooding etc.)**

The organisation may decide that in the interests of safety it is appropriate to send pupils home early.

The organisation may also be contacted by one or more operators suggesting that an early departure is advisable where severe weather or road access are perceived to be hazardous. These representations will need to be taken into account to determine the appropriate course of action.

The priority of the organisation will be to inform Staff, Parents and the LA in this order of any closure as soon as is possible.

The following procedure is identified via the **Unavoidable Closure – Checklist – See Appendix 2**

- All staff will be informed verbally if during the day and by personal telephone call if at another time.
- All Parents will be informed by text, or phone.
- The LA will be informed by phone call or email by the Responsible Person (see separate information attached).
- Local Radio will be informed of the circumstances.
- Any transport booked for that day will be informed by the Responsible Person.

# APPENDIX 1

## EMERGENCY MANAGEMENT TEAM & ROLES

Emergency Management Team consists of:

Name	Role
Kathryn Firth	Co-Headteacher
Donna Rose	Administrator
Tracey Anderson	Lead Practitioner

Roles	In School Hours	Out of School Hours
<b>Headteacher</b> <i>Kathryn Firth</i>	<p>Assess and authorise any closure.</p> <p>Concentrate on pupils and staff safety and wellbeing with regard to either a closedown situation or an evacuation of the premises.</p> <p>Accompany pupils and staff to temporary agreed premises</p>	<p>To assess and authorise any closure</p> <p>Contact Emergency Management Team</p> <p>Contact relevant Officers at LA</p> <p>Inform Chair of Governors</p>
<b>Senior Staff</b> <i>Tracey Anderson</i>	Assist the Headteacher or the role of the Headteacher in her absence	Assist the Headteacher or the role of the Headteacher in her absence
<b>Caretaker</b> – <i>Marc Anderton</i>	<p>Ensure premises secure</p> <p>Assist with emergency services access</p>	<p>Ensure premises secure</p> <p>Assist with Emergency Service Access</p> <p>Ensure Head is aware of issue</p>
<b>Admin - Donna Rose</b>	<p>Complete phone calls, text messages and emails for:</p> <ul style="list-style-type: none"> <li>➤ Emergency services</li> <li>➤ Parents</li> <li>➤ Local Authority</li> <li>➤ Radio</li> <li>➤ Transport</li> <li>➤ Contractors</li> <li>➤ Contact Supply Agencies</li> <li>➤ Governors</li> <li>➤ Volunteers</li> <li>➤ Memorial Hall</li> <li>➤ Children's Centre</li> </ul> <p>In the event of a premises issue manage the crisis ensuring procedures are followed.</p>	<p>Complete phone calls, text messages and emails for:</p> <ul style="list-style-type: none"> <li>➤ Emergency services</li> <li>➤ Parents</li> <li>➤ Local Authority</li> <li>➤ Radio</li> <li>➤ Transport</li> <li>➤ Contractors</li> <li>➤ Contact Supply Agencies</li> </ul> <p>In the event of a premises issue manage the crisis ensuring procedures are followed.</p>
<b>Premises Governor</b>	Assist the Headteacher and Business Manager	Assist the Headteacher and Business Manager

## APPENDIX 2

### NYCC CYPS - UNAVOIDABLE CLOSURE CHECKLIST

There will be occasions, for instance due to adverse weather or loss of utilities etc. when you need to take the decision to close your site at short notice. This checklist provides key contact information for you to use.

#### Action 1 – Inform Parents and staff

1.1 Inform parents/staff by you normal channels. This may be by letter (if you have more than 24 hours' notice of a closure), text message, website, telephone and or by the local radio. The following radio stations will make announcements for parents and, in the case of BBC Radio York, will update their webpages throughout the day. Remember you will need to have the password.

Radio Station	Contact Telephone Number
BBC Radio York <b>www.bbc.co.uk/york</b> (updated throughout the day but Radio York prefers schools to call and talk to someone)	Call 01904 622033; a member of the BBC team will ask: 1) Name of caller 2) Full name of school 3) Contact number 4) Password 5) Closure status & details - full closure, partial etc. and any additional details (e.g. Open for year 10 only)  During severe weather these numbers will be manned from 6.00 am until 10.00 pm.
BBC Tees	01642 340666/01642 225511 (lines get very busy in severe weather so email <a href="mailto:tees.news@bbc.co.uk">tees.news@bbc.co.uk</a> )
BBC Leeds	Please email <a href="mailto:radio.leeds@bbc.co.uk">radio.leeds@bbc.co.uk</a>
Capital FM (North East and Yorkshire)	Email <a href="mailto:yorkshire.schools@thisisglobal.com">yorkshire.schools@thisisglobal.com</a>
Star Radio (Alpha Radio)	01325 341801 (from 5.45am) or email <a href="mailto:news@thisisstar.co.uk">news@thisisstar.co.uk</a>
TFM Radio/Magic FM	Log on to <a href="http://www.tfmradio.com/register">www.tfmradio.com/register</a> to post notices
Minster FM	01904 486598
Stray FM	Tel: 01423 520972 or Email <a href="mailto:studio@strayfm.com">studio@strayfm.com</a> or <a href="mailto:patrick.dunlop@strayfm.com">patrick.dunlop@strayfm.com</a>
The Bay FM (Lancaster)	Email <a href="mailto:snow@thebay.co.uk">snow@thebay.co.uk</a> giving DfE number and password
Viking FM	01482 320903
Yorkshire Coast Radio	01723 588999/581700 or email <a href="mailto:studio@yorkshirecoastradio.com">studio@yorkshirecoastradio.com</a>

1.2 Inform staff using staff telephone tree.

## Action 2 –Transport Contractors

2. Inform the transport contractors responsible for children on site. Remember to include all feeder services. Also inform the Integrated Passenger Transport Unit at County Hall, telephone **0845 8727374** is applicable.

## Action 3 – Inform the Local Authority

**3.1 Whilst your priority is to inform parents first, it is also critical that you make us aware of your closure as early as possible** in order that we can publicise this information on the County Council website, which is used by parents, members of the public and the media to check on the status (the site had over 6,000 visitors to the school closures page daily in the winter of 2010) and respond to calls from individual parental enquiries or complaints. We are also often required to provide daily school closure lists to the DfE for the Secretary of State's information.

**3.2 Report a closure by:**

- emailing **marion.sadler@northyorks.gov.uk** (including the words "School Closure" in the subject line; or
- Ringing **01609 532234**.

Please leave a voicemail message, stating your school's name, DfE number and your name/job role, if your call is not answered immediately or the line is engaged.

**3.3 Seek advice/guidance on a possible closure by;**

- going to the school closures page on CYPs info (<http://cyps.northyorks.gov.uk/index.aspx?articleid=13795>)
- Ringing **01609 532218** or **01609 532740**.

Again if the line is engaged, please leave a message and an officer will call you back.

**3.4** In the rare event that the County Hall switchboard is experiencing difficulties please use the Director's Emergency Number **01609 534375**, email **marion.sadler@northyorks.gov.uk**, or fax a message to **01609 773756**. Please note that there is no voicemail facility on this emergency number.

**4 - Request out of Hours Emergency support outside normal office hours (8.30-5.00 pm Monday to Thursday and 8.30 am to 4.30 pm Friday) and weekends/bank holidays.**

**4.1 For non-buildings related out of hours Emergencies please ring Emergency Planning Duty Officer via the number provided in the School Emergency Response Guide.** This is the first point of contact outside normal office hours for the County Council support which you need.

**5 - Emergency Building Repairs – MASS Scheme Contact Numbers.**

**5.1.** For those schools who have joined the MASS Scheme, please use the following contacts:

<b><u>Office Hours</u></b>		
Telephone the NYCC Property Service Centre	<b>Northallerton</b>	01609 532020
<b><u>Outside Office Hours</u></b>		
Emergency repairs not covered specifically by the two providers below AND all major emergency incidents (e.g. flood, storm)	<b>NYCC Property Service Major Emergency out of hours</b>	01609 772062
Fire alarms, emergency lighting, stair lifts & hoists, lifts, security alarms, emergency generators, automatic & roller doors/stage lighting	<b>Express Elevators</b>	0845 130 7373
Oil, gas & solid fuel heating, kitchen extract, thermostatic mixing valves, air conditioning, fan convector waste disposal units, fume cupboards, dust, chip and heat extraction)	<b>HCS Mechanical Services</b>	01609 773 999
If you are unable to contact any of the three providers above for emergency building repairs outside of normal office hours	<b>Message Pad – emergency out of hours</b>	0800 093 0537

***5.2 Schools who are not members of the MASS Scheme should ensure that they have made their own appropriate arrangements to enable them to have maintenance works undertaken outside of normal working hours in the event of an emergency.***

### **General information**

If pupils need to be sent home early:

- **Parents of primary school pupils** should be informed so that they can make arrangements for the collection and supervision of their child. If there is doubt about the arrangements, the child must be kept in school and supervised until collection takes place;
- In the case of **secondary school children**, you need to be satisfied that no child will be put at risk by an early departure.

### **Home to School Transport - checklist for Schools and Contractors:-**

- Note telephone numbers for all Contractors including those operating connecting services.
- All drivers on school transport should carry contact details of the school(s) they operate to/from as well as contact details for Integrated Passenger Transport.
- In no circumstances should children of primary age be left unsupervised.
- If the transport connects with another service you must ensure that the connecting service is operating



