

**Business Continuity**

**Management Plan**

## Detailing arrangements for Recovery and Resumption of Normal Trust Activity

**(Statutory)**

Approved: Autumn 2021

Date of Next Review: Autumn 2023

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| **Equality Impact Assessment - Policy Review**  **In reviewing this policy, we have tried to make a positive impact on equality by considering and reducing or removing inequalities and barriers which already existed. We have ensured that this policy does not impact negatively on the dimensions of equality.** |

**Plan Purpose**

To provide a flexible response so that The Roseland Multi Academy Trust [Trust] can:

* Respond to a disruptive incident (incident management)
* Maintain delivery of critical activities during an incident (business continuity)
* Return to ‘business as usual’ (resumption and recovery)

**Plan Owner**

The Chief Executive Officer (‘CEO’), Headteachers and Chief Financial Officer (‘CFO’) are this Plan’s Owners and responsible for ensuring that it is maintained, exercised and updated in accordance with Trust Policy for reviewing business continuity and emergency response plans.

#### Plan Distribution

This Business Continuity Plan is distributed as follows:

|  |  |
| --- | --- |
| **NAME** | **ROLE** |
| Chris Challis | CEO |
| Kate Douglass  Julie Elvy  Michelle Dunleavy  Brenda De Souza  Richard Clarke  Jodie Winter  Laura Keam | Headteacher, Tregony CP School  Headteacher, Gerrans School  Headteacher, Treviglas Academy  Headteacher, Falmouth School  Headteacher, The Roseland Academy  HR Manager & Executive Assistant  Operations Manager & Company Secretary |
| Josh Toms | CFO |
| Nigel Hyde | Chair of the Trust Board |

#### Plan Storage

All parties on the distribution list, see above, are required to store a copy of this plan safely and confidentially at their regular place of work ***and*** off-site ie at home.

#### Plan Activation

#### Circumstances

This Plan will be activated in response to an incident causing significant disruption to the Trust, particularly the delivery of key/critical activities.

Examples of circumstances triggering activation of this Plan include:

* **Loss of key staff or skills** eg prolonged or above normal levels of absenteeism due to illness, or other scenarios such as severe weather, transport disruption.
* **Loss of critical systems** eg ICT failure, power outage.
* **Denial of access, or critical damage to, facilities** eg loss of a building through fire or flood, an external emergency with the Trust in the Emergency Service’s cordon preventing access, Trust facilities in use for General/Local Elections, severe weather scenarios or utilities failure, national or local disease pandemic forcing closure etc.
* **School based critical incident** eg**.** terrorist attack, student death
* **Nationwide pandemic** eg. Covid-19
* **Loss of a key resource** eg an external supplier/partner vital to the delivery of a critical Trust activity such as a catering provider, or any providers of transport.

**Responsibility for Plan Activation**

A member of the nominated **Trust Incident Management Team**[[1]](#footnote-1)will normally activate and stand down this Plan.

**2.3 Activation Process**

Incident occurs

Trust Incident Management Team alerted to the

incident

Steps taken to assess the scale, severity and impact

of the incident

Incident has little or

**no impact**

on

critical functions

Incident has

**significant impact**

on critical functions

Monitor

situation

Continuity plan

**not**

activated

**Activate**

**continuity**

**plan**

Inform key

stakeholders of plan

activation and

undertake appropriate

communication actions

Ensure key

decisions and

actions are

logged

**Incident Management**

**Actions**

**Business Continuity**

**Actions**

**Recovery and**

**Resumption Actions**

#### Roles and Responsibilities

#### Trust Incident Management Team

|  |  |  |
| --- | --- | --- |
| **Role** | **Responsibilities** | **Accountability / Authority** |
| CEO | * Senior responsible owner of Business Continuity Management in the Trust. * Ensuring the Trust has capacity within its structure to respond to incidents. * Determining the Trust’s overall response and recovery strategy. | The CEO has overall responsibility for day-to day management of the Trust, including lead decision-maker in times of crisis.  Deputised by the CFO if unavailable |
| CFO, Headteachers,  Deputy Headteachers, Assistant Headteachers, HR Manager, Operations Manager | * Business Continuity Plan development. * Developing continuity arrangements and strategies eg alternative relocation site, use of temporary staff etc. * Involving the Trust community in the planning process as appropriate. * Plan testing and exercise. * Conducting ‘debriefs’ following an incident, test or exercise to identify lessons and ways in which the plan can be improved. * Training staff within the Trust on Business Continuity. * Embedding a culture of resilience within the Trust, involving stakeholders as required. | Reports directly to the CEO and will usually be a member of the Trust Incident Management Team. |
| Trust  Incident  Management Team  *(including*  *above staff)* | * Leading the Trust’s initial and ongoing response to an incident. * Declaring that an ‘incident’ is taking place. * Activating the Business Continuity Plan. * Notifying relevant stakeholders of the incident, plan activation and ongoing response actions. * Providing direction and leadership for the whole Trust community. * Undertaking response and communication actions as agreed in the plan. * Prioritising the recovery of key activities disrupted by the incident. * Managing resource deployment. * Welfare of students. * Staff welfare and employment issues. | The Trust Incident Management Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident. |

The following Staff have been identified as leaders of the Trust’s Incident Management Team:

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Contact Details** |
| Chris Challis | CEO | Mobile Number: 07885 504454  Home number: 01726 430169  Email Address: cchallis@theroseland.co.uk |
| Josh Toms | Chief Financial Officer | Mobile Number: 07971 345442  Email Address: jtoms@theroseland.co.uk |

#### Additional Response and Recovery Roles

Depending on the circumstances of the incident, it may be necessary to activate one or all of the roles described below.

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| **Role** | **Responsibilities** | **Accountability / Authority** |
| Incident Record  Keeper | * Ensuring that all key decisions and actions taken in relation to the incident are recorded accurately. | Reporting directly to the  Trust Incident Management Team. |
| Media Coordinator | * Collating information about the incident for dissemination in press statements. * Liaison with external publicity partner (if required) to inform media strategy. | The CEO should assist with providing information to publicity partners but should not undertake direct contact with media. |
| Stakeholder Liaison | * Coordinating communication with key stakeholders as necessary. This includes (but does not cover all):   + Trustees   + Parents/Carers   + CEO   + Trust Transport Providers   + External agencies e.g. Emergency Services, Health and Safety Executive (HSE) etc.   + Department for Education   + Regional Schools Commissioner   + Local Authority | All communications activities should be agreed by the Trust Incident Management Team.  Information sharing should be approved by the CEO (or Trust  Incident Management Team if the CEO is unavailable). |
| Site Staff | * Undertaking duties as necessary to ensure site security and safety in an incident. * Liaison with the Trust Incident Management to advise on any issues relating to the Trust physical infrastructure. * Lead point of contact for any Contractors who may be involved in incident response. | Reporting directly to the  Trust Incident Management Team. |
| ICT Coordinator | * Ensuring the resilience of the Trust’s ICT infrastructure. * Liaison with the Trust’s ICT Lead and external providers. * Work with the Trust Incident Management Team to develop proportionate risk responses. | ICT Coordinator reports directly to the Business Continuity Coordinator for plan development issues.  In response to an incident, reporting to the Trust Incident Management Team. |
| Recovery  Coordinator | * Leading and reporting on the Trust’s recovery process. * Identifying lessons as a result of the incident. * Liaison with Business Continuity Coordinator to ensure lessons are incorporated into the plan development. | Likely to already be a member of the Trust Incident Management Team; however, will remain focussed on leading the recovery and resumption phase. Reports directly to CEO. |

The following Trust staff have been identified as people who may be able to undertake additional roles in the response to an incident:

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| **Name** | **Role** | **Contact Details** |
| Kate Douglass | Headteacher  Tregony Community Primary School | Mobile Number: 07891 381789  Home number: 01872 530788  Email Address: [head@tregony.cornwall.sch.uk](mailto:head@tregony.cornwall.sch.uk) |
| Julie Elvy | Headteacher  Gerrans School | Mobile Number: 07969 152936  Home number: 01726 884337  Email Address: [head@gerrans.cornwall.sch.uk](mailto:head@gerrans.cornwall.sch.uk) |
| Michelle Dunleavy | Headteacher  Treviglas Academy | Mobile Number: 07766 778181  Home number: 01872 222552  Email Address: head@treviglas.cornwall.sch.uk |
| Brenda de Souza | Headteacher  Falmouth School | Mobile Number: 07794 450778  Email Address: BDeSousa@falmouthschool.net |
| Richard Clarke | Headteacher, The Roseland Academy | Mobile Number: 07484 755033  Home Number: 01208 873950  Email Address: rclarke@theroseland.co.uk |

#### The Role of Trustees

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| **Role** | **Responsibilities** | **Accountability / Authority** |
| Board of  Trustees | * Working in partnership with the CEO to provide strategic direction in planning for and responding to disruptive incidents. * Undertaking actions as required to support the Trust’s response to a disruptive incident and subsequent recovery. * Acting as a ‘critical friend’ to ensure that the Trust Business   Continuity Plan is fit-for-purpose and continuity arrangements are robust and reliable.   * Monitoring and evaluating overall performance in developing Trust   resilience and reporting to  Parents/Carers. | Liaison with the CEO and Trust Incident Management Team in response to a crisis.  Reporting progress in developing Business Continuity Plans to  Parents/Carers. |

#### Purpose of the Incident Management Phase

The purpose and priorities for this phase are to:

* Protect the safety and welfare of students, staff, visitors and the wider community.
* Protect vital assets e.g. equipment, data, reputation.
* Ensure urgent and necessary communication takes place.
* Support the Business Continuity phase.
* Support the Recovery and Resumption phase.

#### Incident Management Actions

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| --- | --- | --- | --- |
|  | **ACTION** | **FURTHER INFORMATION/DETAILS** | **ACTIONED?**  ***(tick/cross as appropriate)*** |
| 1. | Make a *quick* initial assessment:   * Survey the scene * Assess (ie scale/severity, duration and impact) * Disseminate information (to others) | Gather and share information to facilitate decision-making and enhance the response  *A full impact assessment form can be found in Appendix A* |  |
| 2. | Call the Emergency Services  (if appropriate) | **TELEPHONE 999**  Provide as much information about the incident as possible. |  |
| 3. | * Evacuate the Trust building(s), if necessary. * Consider whether it may be safer or better for the welfare of students to stay within Trust premises and congregate at a relative place of safety indoors. * If there is time and it is safe to do so, consider the recovery of vital assets/equipment to enable delivery of critical Trust activities. * Notify relevant stakeholders of site evacuation. | * Use normal fireevacuation or critical incident procedures for the Academy Site(s). * Consider arrangements for staff/students with specialist needs or Personal Emergency Evacuation Plans (‘PEEPs’). * If the decision is to stay within Academy buildings, ensure the assembly point is safe and take advice from Emergency Services as appropriate. |  |
| 4. | Ensure all students, staff and any visitors report to the identified Assembly Point. | The normal Assembly Point for Trust Academies is the Playground, but may differ from site to site.  More details are given in the Trust’s Health & Safety Policy document. |  |
| 5. | Check that all students, staff, contractors and any visitors have been evacuated from the building and are present.  Consider the safety of all students, staff, contactors and visitors as a priority**.** | Use Staff Lists, Teacher registers and Visitor signing in/out sheets. |  |
| 6. | Ensure appropriate access to site for Emergency Service vehicles. | Ensure any required actions are safe by undertaking a dynamic risk assessment. |  |
| 7. | Establish a contact point for all supporting personnel. | Consider the availability of staff and who may be best placed to communicate information. |  |
| 8. | Identify and/or notify the Trust Incident Management Team to undertake specific emergency response roles. | *Information on roles and responsibilities can be found in Section 3.* |  |
| 9. | Ensure a log of key decisions and actions is started and maintained throughout the incident. | *The Log template can be found in Appendix A* |  |

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| 10. | Where appropriate, record names and details of any staff, contractors or visitors who may have been injured or affected by the incident as part of your incident record keeping. | This information should be held securely as it may be required by Emergency Services or other agencies either during or following the incident. |  |
| 11. | Take further steps to assess the impact of the incident and then agree response / next steps. | Continue to record key decisions and actions in the incident log.  *The impact assessment form can be found in Appendix B.* |  |
| 12. | Log details of all items lost by students, staff, visitors etc as a result of the incident, if appropriate. | *A form for recording this information is in Appendix C.* |  |
| 13. | Consider the involvement of Local  Authority Teams, Services or Organisations who may be required to support the management of the incident in terms of providing additional resource, advice and guidance (eg. Educational Director, LFS Team, Accountants/Auditors, LA Safeguarding Lead etc). | Depending on the incident, the Trust’s service suppliers may be able to  provide relevant support. |  |
| 14. | If appropriate, arrange contact with  the media. Consider the use of external publicity partners where necessary. | Establish a media area if necessary. |  |
| 15. | Assess the key priorities for the remainder of the day and  take relevant action. | Consider actions to ensure the health, safety and well-being of the Trust community at all times.  Consider your business continuity strategies ie alternative ways of working, relocation to your recovery site etc to ensure the impact of the disruption is minimised.  Consider the Trust’s legal duty to provide free school meals and how this will be facilitated, even in the event of emergency closure. |  |
| 16. | Ensure staff are kept informed about what is required of them. | Consider:   * what actions are required; * where staff will be located; * notifying staff who are not currently in work with details of the incident and actions undertaken in response. |  |
| 17. | Ensure students are kept informed as appropriate to the circumstances of the incident. | Consider communication strategies and additional support for students with special needs. Consider the notification of students not currently in school. |  |
| 18. | Ensure parents/carers are kept informed as appropriate to the circumstances of the incident. Parents/carers of those immediately affected by the incident will require additional considerations to ensure information is accurate and up-to-date. | Agree arrangements for parents/carers collecting students at an appropriate time.  Consider how emergency communication needs will be  established e.g. phone lines, answer machine message, website update. |  |

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| 19. | Ensure Trustees are kept informed as appropriate to the circumstances of the incident. | Agree how the Trust will communicate with Trustees and the frequency of situation reports. |  |
| 20. | Consider the wider notification process and the key messages to communicate. | Local radio stations may be useful in broadcasting key messages. |  |
| 21. | Communicate the interim  arrangements for delivery of critical Trust activities. | Ensure all stakeholders are kept informed of contingency arrangements as appropriate, including putting details on the website. |  |
| 22. | Log all expenditure incurred as a result of the incident. | Record all costs incurred as a result of responding to the incident  *The Financial Expenditure Log can be found in Appendix D* |  |
| 23. | Seek specific advice/ inform the  Insurance Company as appropriate. | Insurance Policy details can be obtained from the Trust’s Finance Department. |  |
| 24. | Ensure recording process in place for staff/students leaving the site. | Ensure the safety of staff and students before they leave site and identify suitable support and risk control measures, as required. |  |

#### Continued…

#### Business Continuity

#### Purpose of the Business Continuity Phase

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

#### Business Continuity Actions

|  |  |  |  |
| --- | --- | --- | --- |
|  | **ACTION** | **FURTHER INFO/DETAILS** | **ACTIONED?**  ***(tick as appropriate)*** |
| 1. | Identify any other stakeholders required to be involved in the Business Continuity response. | Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities, this may require the involvement of external partners. |  |
| 2. | Evaluate the impact of the incident. | Take time to understand the impact of the incident on ‘business as usual’ Trust activities by communicating with key stakeholders to gather information.    Consider the following questions:   * What Trust activities are disrupted? * What is the impact over time if these activities do not continue? * Would the impact be: * Manageable? * Disruptive? * Critical? * Disastrous? * What are current staffing levels? * Are there any key milestones or critical activity deadlines approaching? * What are the recovery time objectives? * What resources are required to recover critical activities? |  |
| 3. | Plan how critical activities will be maintained, utilising pre-identified or new business continuity strategies (see below). | Consider:   * Immediate priorities * Communication strategies * Deployment of resources * Finance * Monitoring the situation * Reporting * Stakeholder engagement   Produce an action plan for this phase of response. |  |
| 4. | Log **all** decisions and actions, including what you decide **not** to do and include your decision making rationale. | Use the Decision and Action Log to do this.  *The log template can be found in Appendix A* |  |
| 5. | Log all financial expenditure incurred. | *The Financial Expenditure Log can be found in Appendix D* |  |
| 6. | Allocate specific roles as necessary. | Roles allocated will depend on the nature of the incident and availability of staff. |  |
| 7. | Secure resources to enable  critical activities to  continue/be recovered. | Consider requirements such as staffing, premises, equipment, ICT, welfare issues etc. |  |
| 8. | Deliver appropriate communication actions as required. | Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. Staff, Parents/Carers, Trustees, Suppliers, Local Authority, Central Government Agencies etc. |  |

#### Continued…

#### Business Continuity Strategies

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|  | **Arrangements to manage a loss or shortage of Staff or skills** | **Further Guidance/Information** |
| 1. | Use of temporary staff e.g. Supply Teachers, Office Staff etc. | Existing Trust Staff to be utilized in the event of localised shortage.  Existing Teacher Agency contacts *eg. OPUS, Teaching Personnel, Concorde etc*  *(check with Academy Cover Supervisors or Headteachers).*  Use of external service provider for support services *eg. Griffin, LFS Team*  Support from other Schools or Trusts in the local area. |
| 2. | Multi-skilling and cross-training to 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. | Executive Leadership Team to identify deputies for specific roles.  Utilization of shared knowledge/access across teams within the Trust *eg. MIS, ICT, Reception, Finance, Operations etc*  Use of generic, multi-user email addresses where appropriate *eg. payroll@, finance@*  Use of temporary maternity cover contracts where appropriate.  Use of Apprenticeships and Apprenticeship Levy. |
| 3. | Using different ways of working to allow for reduced workforce. This may include:   * Larger class sizes (subject to adult and child ratios); * Use of Teaching Practitioners, 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. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Use of Google Classroom and online tools to be retained with ongoing CPD provided to staff on best use.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |
| 4. | Suspending ‘non-critical’ activities and focusing on your priorities. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |
| 5. | Using mutual support agreements with other Academies/Organisations. | Seek support from other local MATs/SATs/Schools  Use of existing membership agreements eg. CACE, CASH, CAPH for support |
| 6. | Ensuring staff management issues are considered.  managing attendance policies, job description flexibility and contractual requirements etc. | Ongoing policy updates  Ongoing CPD and training for all staff including Support/Central Services personnel  Regular reviews of best practice  Consideration of job role and requirements for every vacancy. |

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|  | **Arrangements to manage denial of access to your premises or loss of utilities** | **Further Guidance/Information** |
| 1. | Using mutual support agreements with other Academies. | Seek support from other local MATs/SATs/Schools  Use of existing membership agreements eg. CACE, CASH, CAPH for support |
| 2. | Pre-agreed arrangements with other premises in the community ie, Schools, Village Halls, Colleges. | Local Parish Council  Local Authority  Other local MATs/SATs/Schools  Private Venues |
| 3. | Virtual Learning Environment opportunities. | Use of Google Classroom and online tools to be retained with ongoing CPD provided to staff on best use. |
| 4. | Localising the incident e.g. isolating the problem and utilising different sites or areas within the Trust premises portfolio. | Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |
| 5. | Off-site activities e.g. swimming, physical activities, School or Trust trips. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |

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|  | **Arrangements to manage loss of technology / telephony / data / power** | **Further Guidance/Information** |
| 1. | Back–ups of key Trust data e.g. Cloud, CD or Memory Stick back–ups, photocopies stored on and off site, mirrored servers etc. | Trust Network Manager to identify suitable arrangements, to include both Cloud and Local arrangements.  Network Teams of Individual Academies to ensure backups carried out and test periodically.  Ongoing, regular reviews of best practice  Ongoing CPD for Network Staff and Line Managers |
| 2. | Reverting to paper-based systems e.g. paper registers, whiteboards etc. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |
| 3. | Flexible lesson plans. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |
| 4. | Emergency generators and uninterruptible power supplies. | Trust Site Supervisor and Academy Site Supervisors to assess requirements during period of normal operation.  Use of external recovery services or insurer eg. Richfords, Zurich  Consideration on capital investment projects for improvements to redundancy and failsafe mechanisms |
| 5. | Emergency lighting. | Trust Site Supervisor and Academy Site Supervisors to assess requirements during period of normal operation.  Regular maintenance and monthly checks to be carried out by Site Teams.  Risk assessments to be implemented and maintained.  Emergency Lighting and Fire Compartmentation projects to be prioritised for CIF applications  Health & Safety advisor to be consulted during site visits.  Use of external recovery services or insurer in the event of failure e.g. Richfords, Zurich etc. |

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|  | **Arrangements to mitigate the loss of key suppliers, third parties or partners** | **Further Information**  (e.g. key contacts, details of arrangements, checklists) |
| 1. | Pre-identified alternative suppliers. | Central Services Team to be consulted.  Useful Contacts detailed within Annex E of this document to be maintained on an ongoing basis. |
| 2. | Ensuring all material external providers have business continuity plans in place as part of contract terms. | Plans to be requested and reviewed as part of due diligence process for new contracts and renewals. |
| 3. | Insurance cover. | Zurich plc Policy currently in place, documentation available with local hard copy or within shared drive for Central Services. |
| 4. | Using mutual support agreements with other Academies. | Seek support from other local MATs/SATs/Schools  Use of existing membership agreements eg. CACE, CASH, CAPH for support |
| 5. | Using alternative ways of working to mitigate the loss  e.g. suspending activities, adapting to the situation and working around it. | Headteachers and Leadership Teams within each Academy to assess requirements during normal operation.  Trust Incident Management Team to assess impact in event of Continuity Plan being actioned and respond accordingly. |

#### Recovery and Resumption

#### Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume ‘business as usual’ working practises for the Trust 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.

#### Recovery and Resumption Actions

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|  | **ACTION** | **FUTHER INFO/DETAILS** | **ACTIONED?**  ***(tick as appropriate)*** |
| 1. | Agree and plan the actions required to enable recovery and resumption of normal working practises. | Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated. |  |
| 2. | Respond to any ongoing and long term support needs of staff and students. | Depending on the nature of the incident, the Trust Incident Management Team may need to consider the use of Counselling Services. |  |
| 3. | Once recovery and resumption  actions are complete, communicate the return to ‘business as usual’. | Ensure all staff are aware that the business  continuity plan is no longer in effect, using email and the Trust website. |  |
| 4. | Carry out a ‘debrief’ of the incident with staff and the Student Leadership Teams. Complete a report to document opportunities for improvement and any lessons identified. | The incident de-brief report should be reviewed by all members of the Trust Incident Management Team and in particular by the Business Continuity Coordinator to ensure key actions resulting from the incident are implemented within designated timescales. Trustees may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the Trust. |  |
| 5. | Review this Continuity Plan in light of lessons learned from incident and the response to it. | Implement recommendations for improvement and update this Plan. Ensure any revised versions of the Plan is read by all members of the Business Continuity Team. |  |

**Appendices**

**Appendix A**

|  |  |  |  |
| --- | --- | --- | --- |
| **Log of Events, Decisions and Actions** | | |  |
| **Completed by** |  | **Sheet Number** |  |
| **Incident** |  | **Date** |  |
| **Time**  **24hr clock** | **Log Details** | | |
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**Appendix B**

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|  | **Impact Assessment Form** | | |
| **Completed By** |  | **Incident** |  |
| **Date** |  | **Time** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Logged Response** | | | |
| How were you made aware of the incident? |  | | | |
| What is the nature of the incident?  (e.g. type, location & severity) |  | | | |
| Are there any staff or student casualties or fatalities? (Complete  casualty / fatality sheets if needed) |  | | | |
| Have the Emergency Services been called? |  | | | |
| Is the incident currently affecting Trust activities?  If so, which areas? |  | | | |
| What is the estimated duration of the incident? |  | | | |
| What is the actual or threatened loss of workforce? | Over 50% |  |  |  |
|  |
| 20 – 50% |  |  |  |
|  |
| 1 – 20% |  |  |  |
|  |
| Has access to the whole site been denied? If so, for how long? (provide estimate if not known) |  | | | |
| Which work areas have been destroyed, damaged or made unusable? |  | | | |
| Is there evidence of structural damage? |  | | | |
| Which work areas are inaccessible but intact? |  | | | |
| Are systems and other resources unavailable?  (include computer systems, telecoms, other assets) |  | | | |
| If so, which staff are affected by the ICT disruption and how? |  | | | |
| Have any utilities (gas, electricity or water) been affected? |  | | | |
| Is there media interest in the incident? (likely or actual) |  | | | |
| Does the incident have the potential to damage the Trust’s reputation? |  | | | |
| Other Relevant Information |  | | | |

**Appendix C**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Lost Property Form** | | | | | | | |
| **Completed By** | |  | | | **Incident** |  | |
| **Date** | |  | | | **Time** |  | |
| **No.** | **Name** | | **Status**  **(e.g. staff, student visitor)** | **Details of possessions lost/left behind** | | | |
| **What** | | | **Where left/lost** |
| 1 |  | |  |  | | |  |
| 2 |  | |  |  | | |  |
| 3 |  | |  |  | | |  |
| 4 |  | |  |  | | |  |
| 5 |  | |  |  | | |  |
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| 10 |  | |  |  | | |  |
| 11 |  | |  |  | | |  |
| 12 |  | |  |  | | |  |
| 13 |  | |  |  | | |  |
| 14 |  | |  |  | | |  |
| 15 |  | |  |  | | |  |
| 16 |  | |  |  | | |  |

**Appendix D**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Financial Expenditure Log** | | | | | | | |
| **Completed By** | |  |  | **Incident** | |  | |
| **Date** | |  |  | **Time** | |  | |
|  | **Expenditure Details**  ***(what, for whom etc)*** | | **Cost** | | **Payment Method** |  | **Transaction made by** |
| 1 |  | |  | |  |  |  |
| 2 |  | |  | |  |  |  |
| 3 |  | |  | |  |  |  |
| 4 |  | |  | |  |  |  |
| 5 |  | |  | |  |  |  |
| 6 |  | |  | |  |  |  |
| 7 |  | |  | |  |  |  |
| 8 |  | |  | |  |  |  |
| 9 |  | |  | |  |  |  |
| 10 |  | |  | |  |  |  |
| 11 |  | |  | |  |  |  |
| 12 |  | |  | |  |  |  |
| 13 |  | |  | |  |  |  |

**Appendix E: Useful Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Contact Name** | **Contact Details** | **Other Information** |
| Education | Cornwall Association of Chief Executives (CACE) | Dan Buckley Interim Chair [dbuckley@smart-trust.net](mailto:dbuckley@smart-trust.net)  Donna Bryant Former Chair [dbryant@southerlypoint.co](mailto:dbryant@southerlypoint.co) | No website |
| Education | Cornwall Association of Primary Heads (CAPH) | **Ian Bruce -** 07860 146774,[ian@caph.org.uk](mailto:ian@caph.org.uk)  **Michelle Renowden** – 07736 891610, [michelle@caph.org.uk](mailto:michelle@caph.org.uk)  **Annette Crocker** – 07736 891612, [annette@caph.org.uk](mailto:annette@caph.org.uk) | <https://www.caph.org.uk/web> |
| Education | Cornwall Association of Secondary Headteachers  (CASH) | Email: [dbarton@cornwallsecondaryheads.co.uk](mailto:dbarton@cornwallsecondaryheads.co.uk)  Tel: 07980 719597 | <https://cornwallsecondaryheads.co.uk/> |
| Education | Department for Education | General enquiries Telephone  0370 000 2288 | <https://www.gov.uk/government/organisations/department-for-education> |
| Education | Justine Hocking Consultancy Ltd  Education Consultant/School Improvement Partner (Secondary) | [hockingjustine@hotmail.com](mailto:hockingjustine@hotmail.com) | Secondary School’s SIP |
| Education | Regional Schools Commissioner’s Office | [rsc.sw@education.gov.uk](mailto:rsc.sw@education.gov.uk) | <https://www.gov.uk/government/organisations/regional-schools-commissioners/about> |
| Education | Tamsin Lamb | [Tamsin.Lamb@croftymat.org](mailto:Tamsin.Lamb@croftymat.org) | Primary School’s SIP |
| Estates | JNC Safety Services Ltd | 01872 262 261  [safety@jncsafetyservices.co.uk](mailto:safety@jncsafetyservices.co.uk) | TRMAT’s appointed Health & Safety Advisor  <http://www.jncsafetyservices.co.uk/> |
| Estates | Richfords  *Fire and Flood Recovery Service* | 24hr Phoneline 01209 722 522  [rffenquiry@richfords.com](mailto:rffenquiry@richfords.com) | <https://richfords.com/> |
| Estates | Western Power Distribution | Emergency information 24/7  0800 6783 105 or call 105 | <https://www.westernpower.co.uk/> |
| Estates | Zurich plc  *TRMAT’s Insurers* | 0800 232 1901  01252 387043  [zmsalesops@uk.zurich.com](mailto:zmsalesops@uk.zurich.com) | <https://www.zurich.co.uk/municipal/education-insurance> |
| Finance | Cornwall Council LFS Team  *(Finance & Assurance Support)* | 01872 323480  Email: [lfsteam@cornwall.gov.uk](mailto:lfsteam@cornwall.gov.uk)  Email: [gaynor.edwards@cornwall.gov.uk](mailto:gaynor.edwards@cornwall.gov.uk)  Email: [zparris@cornwall.gov.uk](mailto:zparris@cornwall.gov.uk)  Email: [dawn.robinson@cornwall.gov.uk](mailto:dawn.robinson@cornwall.gov.uk) | The LFS (Local Financial Services) team provide financial support and advice to schools (both maintained and academy) and Multi Academy Trusts. |
| Finance/Payroll | Cornwall Council Payroll Services  *(TRMAT’s Payroll Bureau)* | The First Point main number is **01872 323500 Option 2** for Payroll services  Email: [Sue.Couch-Pollard@Cornwall.gov.uk](mailto:Sue.Couch-Pollard@Cornwall.gov.uk)  Email: [Lynsey.Dennis@Cornwall.gov.uk](mailto:Lynsey.Dennis@Cornwall.gov.uk) | Employment and Payroll Services are specialists in delivering payroll services. We provide this service to a wide range of settings across Cornwall and Devon. |
| Finance | Griffin Chartered Accountancy  *(TRMAT’s Accountants & Auditors)* | 01392 241228 / [office@griffinaccountancy.co.uk](mailto:office@griffinaccountancy.co.uk) | <https://www.griffinaccountancy.co.uk/> |
| Finance/ICT/Data | TIAA  *(TRMAT’s Internal Assurance/Internal Auditors, who also cover ICT & Data)* | 0845 300 3333  [enquiries@tiaa.co.uk](mailto:enquiries@tiaa.co.uk) | <https://www.tiaa.co.uk/> |
| ICT | iCT4 | 01209 311344 | https://www.ict4.co.uk/ |
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1. [↑](#footnote-ref-1)