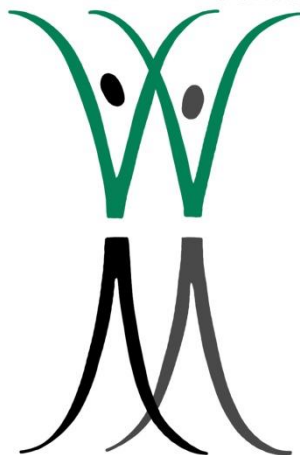


WE GROW SUCCESS!



Wavendon Gate School

Business Continuity Plan

Date of last review:	March2025
Date of next review:	March 2026
Type of policy:	Statutory/WGS
Frequency of review:	1 year
Governor Committee:	Business Committee

Introduction

Purpose

This Business Continuity Plan is intended to provide Wavendon Gate School with an overall framework for managing the repercussions of serious incidents affecting the school. It identifies resource requirements, lists of contact names and addresses, and actions they need to consider and take, in the event of a serious disruption to their normal operation.

Objectives

The objectives of the Continuity Plan are:

- To enable normal working to be resumed in the shortest possible time following an unexpected disruption to normal working.
- To minimise educational and administrative disruption within the school,
- To determine the resources requirements to maintain a minimum acceptable service to the community.
- To ensure control is established at a senior level within the school at the critical early stages of a disaster situation.
- To provide Milton Keynes Council (MKC) and the School Incident Management Team (SIMT) with a detailed list of actions to cover the initial period following a disaster up and until the stage of returning to the normal operations.
- To ensure quick and suitable responses to major incidents in respect of school's premises, wellbeing of pupils / students, staff and visitors.
- To ensure sufficient resources for the recovery processes are made available.
- To ensure clear communication with the school's stakeholders and other interested parties.
- To support the review of crisis management in order to learn from experience and improve procedures.

DEFINITIONS OF INCIDENTS

Three levels of incident have been defined (See Appendix A for examples):

Level 1 incident – Local incident; not an emergency, does not cause serious physical threat to people or property.

Level 2 incident - Minor incident; incidents that could pose an actual threat to people or property, but not seriously affect the overall functioning of the School. They may have legal ramifications or threaten the reputation of the School, and might include the isolation or evacuation of part of a building or buildings.

Level 3 incident – Major incident; incidents causing significant disruption to School operations which may affect entire buildings and affect students and staff, with the potential to escalate and will involve external Emergency Services who would probably take operational control of the incident. Existing operational procedures will not cover the actions necessary to manage the repercussions of such incidents and necessitate the invocation of this Business Continuity Plan.

IN AN EMERGENCY

- 1. CALL THE EMERGENCY SERVICES ON 999**
- 2. CONTACT THE HEAD TEACHER (KERRY JARMAN) ON 07866728425, ALTERNATIVELY THE DEPUTY HEADTEACHER (SALLY SHERIDAN) ON 01908 281731 OR 07540139160)**
- 3. CONTACT AEGIS ALARM SYSTEMS ON 03300 50 10 10 or 01234714803 (OUT OF HOURS)**
- 4. IMPLEMENT THIS BUSINESS CONTINUITY PLAN; GO TO THE IMMEDIATE INCIDENT CHECKLIST AND ACTION Plan COMMENCING ON PAGE 3**
- 5. IN THE EVENT OF MAJOR EMERGENCY NECESSITATING CLOSURE WHILST PUPILS ARE IN OCCUPATION IMMEDIATELY:**
 - **Vacate the school and assemble on KS2 playground.**
 - **Call the emergency services.**
 - **Admin staff to take out folders with contact details.**
 - **Decide whether it is necessary to evacuate the premises altogether.**
- 6. IN THE EVENT OF THE NEED FOR TOTAL EVACUATION OF SITE, PUPILS AND STAFF WILL PROCEED TO WALTON HIGH SCHOOL FOR SHELTER.**
- 7. HEADTEACHER AND ADMIN STAFF WILL INFORM PARENTS.**

The School Incident Management Team will manage incidents and emergencies. The team comprises of; Headteacher, Deputy Headteacher, Assistant Headteacher, Business Manager, Site Manager, Chair and Vice Chair of Governors.

ACTIONS / CHECKLIST FOR THE SCHOOL INCIDENT MANAGEMENT TEAM (SIMT)

1. Immediately inform Chair of Governors Joey Cattigan on 07825131239
2. If the incident is a major one necessitating school closure e.g. Fire, Flood, Building Failure the team will follow guidance given in the MK Emergency School Closure Procedure a copy of which is held members of the SIMT.
3. If the school needs closing the Business Manager will log on to the Council Website and close the school according to the instructions given on the Emergency School Closure Procedure.
4. Inform Capital Development Team on 01908254722, Chloe.Parlor@milton-keynes.gov.uk

IMMEDIATE INCIDENT CHECKLIST

Staff who become aware of an actual or potential major incident or issue should follow guidance on page 2 of this plan.

The following checklist should then be followed:

ACTIVITY	COMPLETED
Call emergency services	<input type="checkbox"/>
Evacuate the premises: Pupils, staff and visitors assembled in the designated area and supervised	<input type="checkbox"/>
Roll call	<input type="checkbox"/>
Everyone safe (including joint users)	<input type="checkbox"/>
Restrict access to the affected areas	<input type="checkbox"/>
Ensure a copy of students, staff and their families contact lists is available	<input type="checkbox"/>
Liaise with emergency services incident officers at the scene	<input type="checkbox"/>
INJURIES	
Record the details of any casualties:- <ul style="list-style-type: none"> Names Injuries Location Where they will be moved to Whether next of kin have been informed 	<input type="checkbox"/>
Note who is accompanying injured person(s) to hospital	<input type="checkbox"/>
Provide accommodation which is restricted to next of kin, pupils and staff, as appropriate	<input type="checkbox"/>
Provide transport, assistance, and counselling as appropriate	<input type="checkbox"/>
INCIDENT IN SCHOOL TIME	
Decide whether to keep other pupils in school	<input type="checkbox"/>
Decide whether to send pupils home (all or some)	<input type="checkbox"/>
Arrange transport and make arrangements to manage those pupils who remain	<input type="checkbox"/>
A communication will be sent home to parents via ParentMail as well as a letter for children to take home to their parents, explaining what has happened and the actions that the school are taking.	<input type="checkbox"/>
INCIDENT OUTSIDE SCHOOL TIME	
Decide how to contact parents to inform them of the incident and taken course of actions; for bad news avoid phone chains	<input type="checkbox"/>
Consider announcements via the local radio stations and MKC Website	<input type="checkbox"/>

CHECKLIST FOR CONSIDERATION BY THE SIMT IN THE FIRST 24 HOURS FOLLOWING MAJOR INCIDENT

	Action	Contacts / Comments
1	Activate School Incident Management Team	Identify a suitable meeting area for the recovery teams
2	Declare an emergency situation exists	
3	Establish an Incident Centre: <u>On or off</u> school's premises	Location 1 (Primary): Headteachers Office emergency permitting Location 2 if school building unavailable: Saxon Court Education Offices 01908 691691
4	Update Chair of Governors.	
5	Ensure notification of the Capital Development Team on 01908 254722	Phoning the number will alert the L.A. of the problem and allow for them to instigate their emergency procedures.
6	For Health and medical emergencies call 999 or 111	They will advise on action.
7	Follow agreed procedures to notify all staff (Appendix B)	
8	Ensure Emergency Closure Procedure is accessible to all your recovery team and school has been "closed" on MK Council website.	This will allow the communication of the Help Line number to all interested parties. The <u>LA IMT</u> will ensure its functionality
9	Provide current incident information to staff dealing with calls	See Appendix C
10	Activate procedure for informing parents	Close school on MK Website, place notice on school website, ensure information given out on local radio. This procedure could also inform other relevant people such as trades people, out of hours users, support staff, etc.
11	Actively manage pupils	Dependent on timing of critical incident.
12	Establish media communication via the LA Press Officer	Craig Barton 01908 252009
13	Establish priorities for salvage and advise emergency services and recovery team	To include equipment, records, registers, chequebooks etc
14	Assess disruption to education process	
15	Record Financial expenditure	To be communicated to the Capital and Development Team
16	Emergency Building Works	

MAJOR INCIDENTS CHECKLIST FOR CONSIDERATION BY SIMT FROM 24 HOURS TO 2 WEEKS

	Action	Comments
1	Review Previous stages and actions	
2	Identify most urgent issues	Focus on key educational needs
3	Identify useable facilities on site	
4	Review health & safety and Security/fire prevention on site	
5	Review welfare support for pupils and staff	
6	Establish alternative teaching platforms/timetables	
7	Establish supply cover for teaching/non teaching staff as needed	
8	Update information to school users and local community via ParentMail and school website.	Use of website, local press, noticeboards
9	Formalise the revised transport arrangements	
10	Review services/deliveries to site	e.g. catering, deliveries
11	Prepare inventory to furnish alternative accommodation	
12	Maintain information update to staff	
13	Update governors, parent groups, users etc.	

Copies of this Plan are held by the following persons or kept in the following locations:-

Headteacher – at home and in office

Deputy Headteacher – at home and in office

Site Manager – at home and in office

Business Manager – at home and in office

Chair of Governors – at home

Vice Chair of Governors – at home

Electronic copy is kept on the 'O' drive or can be accessed on Governorhub.

Date Policy agreed:

Date Agreed:	
Signed:	
Review Date:	March 2026

Appendix A

Types of Incident “Level” Benchmarks

This list is intended to give examples of the different levels of incidents and to indicate the likely management levels required. It is not an exhaustive list, but provides some examples of where the Continuity Plan will be required to deal with level 3 incidents at school and away from school, including school trips.

Type of incident	Level 1 (Local)	Level 2 (Minor)	Level 3 (Major)
Natural Emergencies causing building damage/ collapse	Minor structural damage. No evacuation necessary	Minor structural damage. Evacuation and limited relocation necessary	Major structural damage. Evacuation and relocation necessary
Severe weather conditions e.g. excessive rain, snow, wind, ice, extreme cold or heat	No building damage. Some staff absence. Minor disruption to normal services.	Minor building damage/ serious disruption to normal services. Significant staff absence.	Serious building damage. Serious disruption to critical services. Significant staff absence. Relocation necessary.
Fires	Minor damage to rooms, no relocation necessary. Little / no information loss. Room(s) out of use temporarily.	Medium damage, loss of some accommodation – can reorganise to cover internally. Little loss of information.	Major damage to the School’s infrastructure. Significant information loss. Relocation necessary.
Flooding	Minor damage to rooms, No loss of equipment or documents. Little or no disruption	Medium damage to rooms and equipment. Some damage to documents. Remedial work and relocation necessary.	Major damage to rooms, equipment and information sources. Serious disruption to facilities.
Civil Disorder	Disruption to normal Authority services. Some staff absence.	Serious disruption to normal services. Significant staff absence/ inability to use facilities.	Prolonged serious disruption to normal services and significant number of staff unable to use facilities.
Water, Gas or Electricity Supply failure - > 1 working day	Affecting <5% School’s Property. Little or no disruption.	Affecting 10-30% of School’s premises, but no sensitive Service areas/ sites. Minor disruption.	Affecting > 30% of the School’s premises and sensitive Service areas/ sites. Serious disruption.
Explosions	Small localised blast – Can be isolated.	Small to medium blast, minor damage. No release of toxic/ flammable substances.	Medium/ major blast Major damage and disruption.

Gas Leaks	Minor leak in small/ large building. Evacuation.	Major leak in small/ large building. Evacuation.	
Bomb Threats	Suspicious parcels. Isolate and inform Head of Service. Evacuation may be required	Following serious threats by known activists. Isolate and evacuate. Involves police.	
Medical Epidemics	Disruption to normal services. Some staff absence.	Serious disruption to normal services. Significant staff absence.	Legionella, Pandemic Flu/COVID outbreaks.
Adverse public Interest	Interest by local press only.	Significant local interest – Press and other media.	Extensive Regional/ National interest – Press and other media.
Computer system failure Greater than one day (See Appendix G)	Affecting <5% of the School.	Affecting 10-30% of the School but no sensitive Service/ sites affected.	Affecting >30% School and sensitive Service/ sites.
Death of staff, pupils / students or multiple serious injuries.		1 death/ several injured. Local press interest, Regulatory investigation, Possible prosecution.	Multiple deaths or injuries. Regulatory investigation. Significant adverse media interest. Possible prosecution.

Appendix B

INCIDENT COMMUNICATIONS GUIDELINES

Introduction

Until the incident occurs we won't know what it is. So this plan is generic, clear and easy to follow in a real emergency.

Our major communications objectives are:

- To effectively manage the communications process rather than responding to enquiries in an ad hoc way.
- To respond and inform in a timely, credible, caring and socially responsible way - exemplifying the School's ethos.
- To safeguard the long-term reputation of the School - by behaving and being seen to behave in a professional and compassionate manner.
- To avoid unprepared or damaging responses such as disbelief, frustration, siege mentality or a defensive economy with the truth.

The SIMT will co-ordinate all communications, working with MKC Officers, School Health Service and the NHS Trust to make the best use of all channels available.

Internal briefing

The Head Teacher / Deputy Head Teacher will determine whether to declare a Level 3 incident. They will activate the Business Continuity Plan.

External Agencies

Designated staff involved in the management of the incident will ensure appropriate external agencies are informed. The top communications priority is to agree channels of communication between MKC Officers, those at the incident site, and other relevant individuals within the school.

The SIMT will liaise with the Council and with the benefit of legal advice, agree messages being given out to the Press / Media by the School and respective organisations, to minimise confusion, unwarranted public alarm and harmful media speculation.

If the police are involved, the Council Press Officer will liaise on external communications with the Milton Keynes Police press office and, where the police set up an incident room, its commanding officer.

The SIMT and Council Officers will also liaise as appropriate with the external relations arm of any other party involved (for example, in the event of a meningitis outbreak or other serious health alert, the local Health Authority).

All phone communication, both internal and with outside agencies must be recorded in writing at the time. **This could be vitally important in case of an inquiry or legal action. The details should include the caller's name, their phone number, the date, the time, and a summary of the conversation.**

The Media

In the immediate period following an incident no comments will be made to the Media prior to the arrival of the Headteacher, the nomination of a School Spokesperson by the SIMT and

advice from a MKC Press Officer. The spokesperson is likely to be the Headteacher, or Deputy or Chair of Governors. A representative of the Council may also be appointed to speak on their behalf.

The spokesperson will:

- **Have a colleague with them** to take notes of what is said.
- **Tell the truth** – the school's long-term credibility depends on it.
- **Focus on the facts** of the incident.
- **Avoid being drawn into speculation** about causes or blame. The School must be seen to be taking every course of action that could reasonably be expected of it to discover causes, eliminate further risk and investigate possible causal weaknesses. The spokesperson should therefore be fully briefed on all action being taken or urgently planned, *but the outcome of any investigations must on no account be prejudged.*
- **Be fully informed** and clear about what may and may not be said publicly at any given time.
- **Be consistent** all media enquiries and interviews will be handled by the spokesperson, with full support from the team and in liaison with any outside agencies involved.
- **Respect the privacy and personal security of individuals** and will not divulge personal details of students or staff.
- **Emphasise the School's commitment to co-operate** with the emergency services, investigators to minimise any damage caused.
- **Not use jargon**

Media Briefings and News Releases

In the case of a major ongoing incident attracting intense news interest (e.g. an epidemic), media briefings may be held, in co-operation with any external organisations involved, to update the media on the latest situation. These will be agreed between the SIMT and Council Officers and fronted by the School's spokesperson.

Factual news releases may also be issued to support the process of informing members of the public who have a direct interest.

Monitoring Coverage

News coverage will be monitored, and any seriously inaccurate reporting immediately challenged.

Communications with Families.

A number of phone enquiries can be expected from the concerned families of students or staff who may or may not be involved in the incident. Dealing with these effectively and sensitively is an important part of the communications process.

The SIMT will set up a call centre as part of establishing the Incident Control Centre and will initially deal with the parents /relatives enquiries. If necessary MKC Officers can arrange for helpline numbers to be publicised through television, radio and other means.

Consistency of information is vital so it is best to avoid using a chain of communication. If a parent cannot be contacted by telephone it may be necessary to leave a message, on an answerphone, through their door or via a neighbour, asking them to telephone a given number.

Families should be kept informed of current information and assurances of appropriate action being taken.

It is likely in such circumstances that some people may need immediate emotional support. It is therefore sensible for schools to consider who they might want to provide such support.

Support is often available from agencies such as social services, local religious communities,

health services and voluntary organisations.

In some circumstances it may be sufficient to inform parents via a letter. A prepared statement can provide necessary facts, expression of sympathy/concern and possibly a message for the community. In other cases it will be appropriate to call a meeting at school. If the School's web site is still working, this will be used for up-dates.

Communicating with Staff

It is important to avoid rumour and speculation, and to respect colleagues' right to be kept as well informed as possible. In the case of an ongoing incident or issue, all Team Leaders will be contacted and asked to disseminate information to their own staff. Staff should be cautioned against talking to the media or responding to questions from reporters.

E-mail will be used where possible but if computer systems are down or inaccessible, paper-based bulletins will be generated and circulated to those sites or parts of sites still occupied.

Appendix C

INFORMATION FOR STAFF:

CALL HANDLING PROCEDURES FOR DEALING WITH INCOMING CALLS DURING MAJOR INCIDENTS

When taking calls from the public in relation to an incident: -

- Use the Emergency website updates as your basis for informing the caller what is happening at that time. If the School computer system is not operational then the pertinent information to be supplied to external callers will be written on a whiteboard or paper.
- If you have no information, tell the caller that no information is currently available but that the emergency services are at the scene and that the School is doing everything it can to assist staff and students affected by the incident.
- If the caller asks about a specific person say that you have no information about that person at present.
- If the caller is from the Press or Media, transfer the caller to the Headteacher or MKC Press Officer.
- Try to log all callers' names, telephone numbers, location called from and questions if possible.
- If the caller does not speak English or cannot be understood in English, seek advice from the Queensway Centre 01908 375072 who will be able to assist with organising interpreting services.

Do Not:

- Promise to call the caller back with information
- Offer any information that does not appear on the Emergency Incident web pages or other official press releases.
- Offer any information that does not appear on the Emergency Incident web page.
- Give callers any other School telephone numbers

Appendix D

REFERENCE CONTACT NUMBERS

Organisation	Contact Name & Address	Title	Contact Telephone Number(s)
Key External Stakeholders			
Intruder Alarm and Fire Alarm	Aegis Support Services Surety House Unit A Kingsway, Luton LU1 1LP		01908 613403
Utilities	Gas – Total Gas & Power Ltd Bridge Gate, 55-57 High Street Redhill, Surrey RH1 1RX A/c No: 3002998152 Electricity – N Power, PO Box 8007, Oldbury B69 2AL A/C No: B374227X Water – Anglian Water PO Box10642, Harlow CM20 9HA A/c No: 251098001		Emg Hot Line: 0800 111 999 01737 275800 0845 070 9494 Leakage:08009175901 03457 145 145 0800 771 881
Telephone	Blackbox		01732795453
Internet	Talk Straight		0113 3222333
Local Authority	Milton Keynes Council Civic Offices, 1 Saxon Gate East MK9 3EJ		01908 691691
In event of invoking your business continuity plan, all contact with the Council should be directed through the Milton Keynes Council Community Alarm Service	Milton Keynes Community Alarm Centre		Out of hours emergency: 01908 311773 24hr no: 01908 226699 (Children's Services Incident Management Team)
Business Continuity Planning Support	MKC- Civic Offices	businessresilience@milton-keynes.gov.uk	01908 253312

Health & Safety Team	MKC		Office: 07788364785
Emergency Services			
Fire / Police / Ambulance	MK Police Station 302 North Row Witan Gate East Milton Keynes MK9 2DS MK Fire & Rescue		0845 8 505 505 999
MK Hospital Accident and Emergency	Milton Keynes General Hospital Eaglestone MK6 5LD		01908 660 033
Locksmith	Brinnicks Locksmiths 58 High Street NEWPORT PAGNELL MK16 8AQ		01908 617575
Professional Services			
Caterers	Fresh Start 1 Oxford Court, St James Road, Brackley, Northants NN13 7XY		01280 360653
Grounds Maintenance	Landscape Avenue Clarks Lodge Unit 1, Bugbrooke Rd, Kislingbury, Northampton NN7 3SB		01908 849000
Wrap around club	Rising Stars Unit 7 Weston Barns, Hitchen Road, Weston SG4 7AX		01462 790152
Extra-curricular clubs	iRock Smart Raspberry Sewing Love art and craft	Paula Ritschel	0330 174 2655 07999118098 07570809866 07967332068
Other	Youth Café – Marco WMKFC – Spencer (Chairman) AGFC – Mike (Chairman)		07845 580331 07557 025029 07730 320725
Insurances			
Zurich	Policy No. KSC-242102-2243		0800 2321927

Appendix E

REFERENCE DOCUMENTATION

Copies of the documents below are held in the following locations:

<i>Document</i>	<i>Where</i>
1 Health and Safety Policy	Copy in Headteacher's room
2 Employer's Liability Certificate	Reprographics room
3 Emergency Evacuation Procedure	School Business Manager's room and on notices around school
4 Emergency School Closure	Held by headteacher, deputy headteacher and school business manager
5 Accident / Incident Reporting	Rainbow Room
6 Violent Incident Reporting	Headteacher's room
7 Bomb threat procedure	Staff Handbook
8 Staff lists	Staff handbook
9 Student Lists	Admin Centre
10 Inventories	On office computer
11 Dangerous chemicals Guide	Site Manager
12 Site Plans	Site Manager
13 Asbestos Handbook	Site Manager

Appendix F

Specimen letter to Parents following closure or major emergency

Dear Parents

You will be aware of the recent incident that has affected our school. We are currently working closely with the Local Authority to ensure that disruption is kept to the minimum possible. However, as you will appreciate, it will be a while before we are back to normal. For the immediate future we have made the following arrangements, which will come into effect from

*As from today we will be using as the school office: Please
note that our contact numbers are:*

You will, no doubt, hear all sorts of information from various sources. Any information not provided by the school or Milton Keynes Council must be treated with considerable caution. We will provide updated information as frequently as possible via our web-site, on the board at the entrance to the school and a weekly update letter to every family.

Thank you for your support and understanding in what has been a difficult time for all of us.

Yours sincerely, etc.

Appendix G

GUIDANCE ON RE-ORGANISATION / RE-LOCATION

STAFF AND PUPILS

- Hold a staff briefing session as soon as possible
- Provide written information regarding the incident and how it will affect the school
- Hold assemblies to keep pupils informed and re-assured
- Ensure all health & safety risks have been identified and are being managed
- Provide staff at set points to meet pupils returning to school
- Alteration to duty rotas
- Review timetabling, issue new timetables
- Hold a fire drill as soon as possible, so pupils and staff will know their exit routes and assembly points. You may feel it appropriate to talk the pupils through the practice first.
- Set up communications: Internal and External
- Check for obstacles to pupils' movements

BUILDINGS AND PREMISES

- Obtain plans of the building. Mark on them the parts which have been affected by the incident
- Walk through the buildings to amend (and then transfer to the plan).
- Review entrances/exits
- Identify new routes
- Check fire escape requirements (consult with the Fire Service)
- Check/re allocate toilet facilities
- Issue maps showing restricted areas etc
- Review Health & Safety
- Issue new fire notices and procedures and record in the Fire Log Book
- Review site security
- Review lettings / joint use arrangements and hold meetings to discuss changes
- Reallocate space e.g. parking, pupil areas etc
- Walk through the site and establish areas where there will be restricted access for contractors and their vehicles

Appendix H

ICT RECOVERY

Level 1 – Local

Server issue:-

- maintenance contract in place
- server image held to apply to a replacement server within 24 hours

Curriculum Data issue:-

- all data is backed up daily
- data on Google Drive so doesn't need back up

Admin Office Data issue:-

- Remote off site daily backup service provided
- Remote service can re-establish the office data

Laptop issue:-

- Older laptops available for interim use
- Pupil laptops available for interim use

Level 2 – Minor

As per Level 1 plus:-

Other hardware issues:-

- Staff could adjust to work without if necessary until replacement sought
- PC image held to build new machines effectively

Level 3 – Major

- The school office and curriculum data could be established at another school / server location as required.