Name of School: Woodlands Primary School

Business Continuity Plan	
Headteacher: Dr Victoria Carr	**Chair of Governors: Chris Marchant & Hannah Mather**
Date of Completion: November 2023	**Version No: 1**
Date of Last Review: November 2022	**Date of Next Review: November 2024**

Contents

Section 1: Scope of the Plan

What is the purpose of this document?

This document is designed to help schools to work though the thinking of how prepared they are for an incident and what they would need to continue to deliver their activities in the event of an incident.

The document is a guide and is not comprehensive; if additional information is required it can be added. It is important that the plan works for the school. It sits alongside school's Critical Incident Plan.

The plan includes:

- Who to contact in the event of an incident
- Decision making process
- Checklist to aid decision making
- Prioritisation of activities (priority 1,2 or 3)
- Links to BC plans at an activity level

What is classed as a significant incident which could require the invocation of the plan?

A significant incident is seen in terms of the loss of a key resource. For the purpose of planning it is useful to concentrate on four main scenarios:

- loss of **staff** – key individuals, high percentage of the workforce and/or critical third parties)
- loss of use of **systems and infrastructure** – IT applications, communications
- loss of use of a **building** - including loss of utilities
- loss of a **major provider** – temporarily or permanently

A partial or total loss of any of these could make it difficult for the school to operate effectively. Refer to Section 6.

How any of these key resources become unavailable is often not important and is frequently for others to worry about. For a school the important consideration is how they will cope, maintain or suspend their activities and how they will recover to normal operations as quickly as possible.

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Section 2: Prioritisation of Activities Delivered
Remember to consider if there are any critical dates which may affect activities e.g. pay run
N.B. This prioritisation is not set in stone and may require revision during an incident.

Normal Activity or Additional during Incident	Activities Delivered	By Whom (Teams, groups of staff and no's)	Location (Where is the activity delivered from)	Impact if not carried out (Will assist in the prioritisation)
Priority 1 Activities – Critical (0-24 hours) *"Life and Limb" or High Reputation Impact*				
1	Communication with staff and parents	Admin Team	School Office	Communicating essential, urgent information to staff and parents will be impacted
2	Maintaining child:adult supervision ratios Maintaining Safeguarding/Leadership presence	SLT Teachers Teaching Assistants MDAs	Whole School	Supervision of children not safe Teaching cannot happen Decision making jeopardised
3	IT systems in place Internet/phones	SLT/IT Lead	Whole School	No access to school database, entry system, no phones/no internet Impacts safeguarding procedures /teaching /communication
Priority 2 Activities – Serious – to be reinstated within 2-5 days				
1	Starters/leavers and contractual changes	Bursar/ HT/Admin team	School Office	New starters, Leavers and any staff contractual changes will not be processed meaning staff could be paid incorrectly
2	Payroll	Bursar/HT/Admin team	School Office	Staff overtime payments, general expenses payments or supply staff payments not processed in time for the monthly pay run, again staff could be paid incorrectly
3	Absence forms	Bursar/HT/Admin team	School Office	Sickness/absence form not completed, pay could be affected
4	Purchasing systems not available	Bursar/HT/Admin team	School Office	Supplies not ordered for school in time, impact on premises/lesson delivery
Priority 3 Activities – Non-urgent – can be suspended up to 14 days				
1	Unit 4 system – invoices actioned	Bursar/HT	School Office	Invoice payment delayed, leading to possible service delivery issues and legal action
2	School Fund reconciliation	Bursar	School Office	No banking or reconciliation
3	Budget reports not reconciled	Bursar	School Office	Budget is not monitored closely

Section 3: Resource Requirements for Delivery of Activities

This section is designed to help you consider the resources you need to deliver your services and once complete you should complete the appropriate appendix; C, D and E; with more detail.

The appendices will be used corporately to help allocate scarce resources during an incident for example: *staff levels, classroom space, IT services, essential supplies etc.*

Employees - For each group of staff identify the posts and think about the skills provided to deliver the activity during normal conditions. Then identify those that you would require as a minimum to continue the activity (essential staff). **Complete Appendix D**

Job Title	Normal Staffing levels	During an Incident - Min Req	Particular skills/role required
- Head Teacher - Deputy Head - Safeguarding Lead/SENDCo - SLT - Teachers - HLTAs - Teaching Assistants - Bursar - Admin team - MDAs - SMOs - Kitchen team - Cleaners	*1* *1* *1* *7* *19* *6* *22* *1* *4* *10* *2* *5* *5*	*1 Either HT or DHT* *1 Either HT or DHT* *1 or Deputy* *3* *13* *3* *15* *1 or ANO* *2* *5* *1* *3* *3*	*Management of school/ Leadership skills or experience* *Qualified Teacher/supply/HLTA* *HLTA qualification* *TA experience* *Management of school office, knowledge of financial procedures and school systems* *Other staff will step in* *Knowledge of school building* *Catering knowledge (external* *Knowledge of school building*

IT Systems – What are the IT applications/systems required to run the school in normal conditions? Summarise the systems here and capture more detail in **Appendix E,** highlighting the key systems required without which the school cannot operate. Also consider recording staff access details for the key systems – **Appendix G.**

Key Specialist Systems e.g. SIMS,	How are these accessed? Via the internet or on a Council server?
SIMS Unit 4 DCal Entrysign Parentpay CPOMS	CWAC/school server/Internet Internet Internet School Server Internet Internet

Key Finance Systems

Unit 4, DCal , ParentPay, Excel

The IT Shared Service holds a list of priority applications/systems and the timeframes in which they are able to recover them during normal business. However if more than one system is affected the timescales for recovery may increase. You need to consider how you will operate without IT systems for at least several days. **See Section 6,** specific incidents, and **Section 8,** planning for the recovery phase.

Essential Supplies - Identify any essential supplies/equipment you require to deliver your activity. Compile the suppliers contact details in **Appendix C.**
Are you aware of other schools that use the same supplies/equipment?

Key Items	Minimum stock levels held and location.
Main Office Computers **Internet** **Server** **Admin Laptops**	**5** **n/a** **1** **1**
What arrangements do you have with key suppliers? E.g. stopping orders, increasing orders, redirecting orders. What are <u>their</u> BC arrangements & what priority are you to them?	
Most suppliers would continue with their services in the event of an incident at school. Would liaise with contractors/suppliers directly if required. Good relationships with these companies are formed, so would be flexible.	

Section 4: Interdependencies – both internal & external. Collate Full Contact Details in **Appendix C**
Internal – Consider which other teams which have a link into this critical activity, before, after or during your process. What interdependencies are involved?   Do you need to speak to anyone to confirm their arrangements? Seek agreements from them / what are their priorities? Do you have a critical activity that relies upon a priority 3 activity?
All listed in Appendix C
External - Consider suppliers, third parties which have a link into this critical activity, before, after or during your process. What interdependencies are involved?   Do you need to speak to anyone to confirm their arrangements? Seek agreements from them / what are their priorities?
Listed in Appendix C

SECTION 5: Communications   At the point when an incident is declared think about who you need to communicate with to either advise them of the incident, putting them on notice, or asking for assistance. Complete **Appendix C.**
Consider who you need to communicate the changes in operations to; staff, parents, governors, suppliers, Local Authority?   How you would manage this normally / if systems were down / if no telephones?
(Dependant on type of incident)   **Communicate with CWAC, Governors, staff and contracted staff, parents.**   **Head Teacher, Deputy Head, SENCo and Bursar can all work from home.**   **HT, DH, SENCo, Bursar and Admin team all have access to email communication with parents and internet access at home.**   **Bursar has complete access to all her normal day to day computer programmes, via the server from home via a school laptop linked to her main admin computer.**   **All staff have access to mobile phones and/or laptops.**

Section 6: Response to Different Scenarios

In **Sections 3 & 4** you will have considered the resources you require normally and the minimum levels of service you need to deliver. **Section 5** considered how you communicate the situation to parents / staff.

You now need to bring all this together and consider your response in different scenarios. **Appendix J** (amend as appropriate) will help you work through an incident providing a check list on the day but there will be some areas which you should already have considered and information which is required in advance. It is also helpful to consider any potential single points of failure or weaknesses in your resilience, **Appendix F**.

♦ Loss of IT - key database systems, communication systems, telephony, network

How would you cope if IT systems or the network were unavailable?

It is important to consider an IT Outage which could mean the TOTAL loss of IT for at least a week i.e. no email, no telephones and no network access.

- **How will you communicate with people – staff/parents?**
- **How long can you operate for without the application/system?**
- **Do you have manual processes you can introduce?**
- **How will you decide to introduce manual systems? What is the trigger?**
- **Will you need to revert to paper records? Do templates already exist?**
- **What changes will you make to the way decisions are made and recorded?**
- **Who are the people you are dependant upon and what are they able to supply you with?**
- **Consider the end to end process and their priorities; where do you fit in to their priorities?**
- **What 3rd parties are you going to engage with and how?**

What arrangements are already in place? Information may be held elsewhere, simply reference its location and ensure it is available in the event of an incident.	Identify further actions and timescales / information required
All key documents are backed up daily with the support of Cheshire East IT services and our IT technician	
IT support available for problems with server, internet, phones etc	
Key staff have access to our website and Parentpay system in order to communicate with parents form home	**Parents will be asked to communicate via email if there are no phones or contact us via other local primary schools.**
Key staff can work from home or an alternative venue with access to all main computer programmes	
Contact with Parents via Parentpay	
Access to CPOM safeguarding system from home	

♦ **Loss of Use of a Building** - due to site evacuation or loss of utilities (loss of power, water, heating)	
How would you cope if you were unable to use your normal office location? • Who would you need to advise immediately? • Who are the people with key skills that you need to re-house immediately? (those who deliver priority 1 activities) • Could staff operate from home? • Have they tested this? • What are you going to have to stop doing? • Who do you need to communicate with and what do you need to tell them? • Do you need key items of equipment / files to be salvaged?	

What arrangements are already in place? Information may be held elsewhere, simply reference its location and ensure it is available in the event of an incident.	**Identify further actions and timescales / information required**
Bursar can work from home or an alternative venue on a school Laptop with access to all main computer programmes	**Immediate**
Leadership team can work from home.	**Immediate**
Parents can be communicated with via email, staff can access from home	**Immediate**
Staff can be communicated with via email **Teachers can teach via Google Classrooms**	**Immediate**
Children can learn from home, via Google Classrooms	

♦ **Loss of Staff – key individuals or large percentage of workforce –** due to illness, bad weather, road network problems	
How would you cope if a large number of staff or key individuals were unavailable to work? • Do you know possible single points of failure? One person carrying out a critical activity. • Can you identify what key posts/skills are missing? • Can you identify staff who can step in to help in areas suffering a skills shortage? • Are there issues with access / permission levels to address? • Who do you need to communicate with and how?	

What arrangements are already in place? Information may be held elsewhere, simply reference its location and ensure it is available in the event of an incident.	**Identify further actions and timescales / information required**
Bursar can work from home with links to all main computer programmes.	
If the Bursar is unavailable, support can be provided by office team. **Additional support from from CWAC Finance Team, local primary schools, Payments team, Transactional services and Cheshire East IT.**	**Additional training with admin team to support in absence of bursar.**
Deputy head can cover if HT unavailable to work	
HLTAs/Supply Teachers can cover teachers	
Supply Tas can be used or 1:1 TAs can double up.	

♦ **Loss of a key provider** – contractor or supplier has their own incident, goes out of business

How would you cope if a major provider of critical services was temporarily or permanently unavailable at potentially short notice? • How will you know if a contractor is experiencing difficulties? • Where does your school sit on their priority list? • Do you have agreements for them to notify you or provide early warnings? • How long are they likely to be unavailable? • Are you able to revert to alternative suppliers? Do you have up to date details of potential alternatives? • Do you have agreements, costings, and funds available? • What is the trigger for going elsewhere? • How will you communicate with people – staff/parents?

What arrangements are already in place? Information may be held elsewhere, simply reference its location and ensure it is available in the event of an incident.	**Identify further actions and timescales / information required**
The Bursar and/or SMO would source an alternative provider.	**Local schools would be contacted to ask if they use a suitable provider.**

Section 7: Recovery and Reinstatement of Activities
The recovery phase of an incident frequently lasts longer than the incident itself. It is important to develop a recovery plan now to cover how you will phase your recovery i.e. what will you bring back in the first, second and third stages? What are the interdependencies within the activity / process?
1st stage recovery: Teaching & Safeguarding vulnerable children 2nd stage recovery: Teaching & Safeguarding all children 3rd stage recovery: Database and Finance systems Unit 4, ParentPay, SIMs
What do you need to do before the school can re-open e.g. safety check of buildings, cleaning, certain processing of information in a certain order / time frame etc? Communications to staff / parents / public - backlog may take some time to recover
Communications to staff and Parents is ongoing via emails and Parentpay. Head Teacher (and other staff) will keep parents updated. SMO would arrange a site check and necessary cleaning etc before school reopens (all reported in a timely manner to Parents).
Are there any long term recovery issues i.e. anything that will take a long time to return to normal?
Any issues would be assessed and recovery periods kept to a minimum as much as possible depending on the incident.

Section 8: Maintenance of Plan		
This plan must be regularly reviewed and updated (at least every six months) to ensure that it fully reflects current working practices and technology. Record in **Appendix I** offsite locations of plans and staff members who hold copies.		
	Date of last	**Date of next**
Plan Review	**November 2023**	**November 2024**
Test – full exercise / desk top	**Tested during Covid lockdowns over 3 years, bouts of high numbers of illness in staff, flood on junior site and last year, extended absence of Bursar and DHT**	
Training	**As required**	
Staff Briefings	**Each week**	**Each week**
Details of any recent Incidents or Plan activations	**Date and brief description**	**Lessons learnt/what worked**
3 week absence of Bursar 6 month absence of SMO 3 month absence of DHT	September 2022 Aug 22-Jan 23 Other SMO stepped up Sept-Nov 22 - SLT covered	A member of the admin team stepped in HT supported/some 2 man jobs postponed SLT stepped up. Jobs delegated