



Business Continuity Plan

Mission Grove Primary School

This Policy has been written for and adopted by the Governing Body of Mission Grove Primary School.

VISION STATEMENT

For the children at Mission Grove to become well rounded individuals who have drive, passion and the confidence to do their best. Who leave with the skills to succeed and flourish in life. Staff have high expectations of themselves and others and are reflective practitioners. Mission Grove provides security, opportunities and enjoyment for all.

Approved by Governing Body

Date:

Review Date :

BUSINESS CONTINUITY PLAN

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Aim and objectives

The aim of this emergency response plan is to mitigate the effects of any major emergency situation on the school, staff and pupils etc.

The supporting objectives are to:

- Prevent / minimise the loss of life and injury to pupils and staff;
- Alert and work with relevant parties as necessary to provide guidance and reassurance e.g. Emergency Services, Parent / Carers, Governors, Children Services Business Support Section etc;
- Manage the situation until the relevant support arrives;
- Minimise disruption to the normal daily routine of staff and pupils;
- Ensure appropriate working with the media; and
- Support staff, pupils, parents / carers in the aftermath of the incident.

This document has been prepared in conjunction with the London Borough of Waltham Forest Major Emergency Response Plan (MERP),

Copies of this plan are held on the school site at the following location

North Site : Head Teacher Office, Deputy Headteacher Office, School Business Manager Office, Main School Office

South Site : Head Teacher Office, Leadership Room, Main School Office

Copies of this plan should be issued to relevant staff and be held at a secure place off site at staff addresses – electronic copies should be kept on a portable usb which is with the staff member at all time.

Staff are informed of the contents of this Emergency Response Plan and relevant updates via email.

Headteacher’s signature

Date.....

Chair of Governor’s signature

Date

The school Emergency Response Team consists of the following personnel:

Headteacher	Kate Jennings
Deputy Headteacher(s)	Pritpal Atwal
Business Manager	Debi Swinhoe
Site Premises Officers	Oscar Rodrigues Roberto Lerebour Mani Kanagaratnam
Educational Visits Co-ordinator	Ben Darling Shae Khan
First Aider(s)	See separate list
Work Experience Co-ordinator	Pritpal Atwal (Deputy Headteacher)
Inclusion Manager	Linda Foxcroft
Other members of staff / Governing Body	Assistant Headteachers Shaesta Khan Ben Darling Chair of Governors Vice Chair of Governors

Individual roles and responsibilities are outlined as below:

ROLE	RESPONSIBILITY	PERSON(S) RESPONSIBLE
Incident Manager Headteacher	<ul style="list-style-type: none"> • Consider the need to alert other colleagues and external agencies • Establish an Emergency Response Team and allocate roles • Collate all relevant information relating to the emergency • Co-ordinate the emergency response strategy, liaising with relevant agencies, eg the emergency services, Children Services Business Support Section, school governors as appropriate • Evacuate buildings / close school as necessary • Monitor the emergency response • Provide regular staff / team briefings • Authorise any additional expenditure 	Headteacher Deputy Headteacher Business Manager Senior Staff Members
Deputy Incident Manager	<ul style="list-style-type: none"> • Assists Incident Manager • Co-ordinates and manages staff in the Emergency Response Team • Monitors staff welfare and organises staff roster 	Deputy Headteacher , Business Manager or Senior Member of staff
Parent / Carer Liaison Officer(s)	<ul style="list-style-type: none"> • Advises parents / carers and provides information • Provides point of contact • Arranges on site co-ordination of visiting parents/ carers • Maintains regular contact with parents / carers where appropriate 	Senior members of staff School Governors
Administrators	<ul style="list-style-type: none"> • Staff the telephone lines • Help to collate information • Relay incoming and outgoing messages by phone, fax, email, etc. in a prompt manner • Provide admin support to the Incident Manager and Deputy Incident Manager • Maintain a log of key events and decisions, including expenses incurred 	Admin Team Teaching Assistants
Communications Officer / Media Spokesperson	<ul style="list-style-type: none"> • Acts as point of contact for media enquiries • Works with Corporate Communications Team to prepare media statements / interviews • Assist with internal communications 	Senior member of staff or School Governor
Teachers	<ul style="list-style-type: none"> • Maintain supervision • Ensure the safety and security of pupils 	Assisted by Teaching Assistants

	<ul style="list-style-type: none"> • Provide information and offer reassurance • Take roll call where necessary • Monitor pupils physical and psychological welfare 	
Facilities Manager	<ul style="list-style-type: none"> • Ensure site security at all times • Provide information about site facilities / layout as necessary • Assist with access / egress to the school 	Site Service Officers
Liaison Officer	<ul style="list-style-type: none"> • Communicate with colleagues at the school on a regular basis and receive updates / progress reports • Relay information to and from the Property Repairs and Maintenance Team Tel: 020 8496 8962/8053. • Also, the Health and Safety Team: 020 8496 3408 / 6932 / 3413. • Children's Support Services – Business Section on Tel: 0208 496 3593. 	Senior member of staff

Major Emergency e.g. Fire or Bomb Treat :

The staff member witnessing or first discovering the emergency situation will be responsible for initiating the immediate response to the threat. This may involve:

- In case of a Fire, activate the Fire Evacuation Procedure, see LCoP guidance document no : 34.
- Summon help / call for the emergency services (dial 999)
- Taking charge of the scene until further support arrives
- Securing immediate welfare of pupils and staff eg through shelter or evacuation
- Alerting Headteacher, Deputy Headteacher or most senior member of staff in their absence
- Logging relevant information eg location and time of emergency, details of persons involved, summary of events, etc.

EMERGENCY PLANNING RESPONSE NUMBERS	
Emergency Services	999
Waltham Forest Direct 24/7 And ask to be put through to the Borough Emergency Control Centre.	020 8496 3000
Premises Helpdesk for R&M Property and Programmes.	020 8523 3221
Children Services Business support Section	020 8496 8962/8053 Email:BuildingsRepairs&MaintainanceGroup@walthamforest.gov.uk
Health and Safety Team	020 8496 3000
	020 8496 3408 / 3413 / 6931 / 3259. Mobile: 07772 141210

Once the initial alert has been made, consideration must be given to who else should be informed eg school governors, parents / carers etc. It is imperative that contact details are maintained (including out of hours) and be readily accessible.

A cascade system of alerting relevant persons should be considered as this allows information to be distributed quickly by several people.

Emergency Telephone / Mobile Phone /Fax / Email / Address list or location where information is held:

TITLE	DETAILS
• List of school staff	Attached
• List of governors	Attached
• List of parents	Attached
• Fire	999
• Police	999
• Ambulance	999
• Bank	0208 520 1583 (Lloyds Bank)
• Building Consultancy	N A
• Catering facilities	
• Church hall/faith groups	
• Coach hire	01708 555 4561 / 0782 818 9061
•	(Barnes Coaches)
•	
• Counselling services	0208 496 3000
• Waltham Forest Direct 24/7	0208 496 3000
• Children Services Business Support Section	0208 496 8962 / 8053
• Electricity supplier	0800 056 6341 (EDF)
• Transco	0800 111 999
• Generators	0208 520 3294 (HSS)
• Glaziers	0208 505 5656 (E W Grace)
• Health & Safety Executive	0151 922 9235 (Duty Manager)
• Insurance & Risk Manager	0208 496 4289 / 0773 028 9151
• Head of Press & Publicity	0208 496 3000
• Other local schools	
• Portable classroom supplier	
• Portable telephones	
• Portable heaters	0208 520 3294 (HSS)
• Plant hire firms	0208 520 3294 (HSS)
• Post Office	0345 611 2970
• Property agents	0208 520 0033
• Pumps	0208 520 3294 (HSS)
• Roofing contractors	
• Salvage specialists	07635 532666 (CCS)
• Security guards	0845 051 7700 (Kingdom)
• Water authority	0800 316 9800
• Other relevant parties	

Grab Pack Information:

School Grab Pack contents (to be issued to relevant staff)

Grab Packs held on school (North Site)
School Business Manager Office
(South Site) Leadership Room

Grab Packs held by following staff off-site:

Contents of Grab Pack include:

Mobile phones / charger
In car phone adaptor
High Visibility vests / ID badges
School Emergency Plan
Pen / Paper/ Clipboard / log sheets
Local map
A4 school plan
List of essential contact numbers
Torch
Whistle
Small radio receiving AM / FM

A small-scale site plan of the school showing :

- Fire call points
- Fire assembly locations
- Fire hydrants
- Chemical stores
- Electricity, gas and water services cut off points

Can be located at : Main offices

Useful information:

ICT servers are located as follows :

North Site
Early Years & Admin Building – Server outside main office
Midwife Room – Server in cupboard
Edwardian Building – Server in Book Resource cupboard
Server in Deputy Headteacher Office
Year Six Block – Server room on ground floor

South Site
Landing (between first and second floor)

ICT systems are backed up daily via remote back up

Relevant back-ups of all computer records are kept off site via:
Joskos

The assets register record is kept off site via:
School Business Manager home address

The school manages Educational Visits via:
Evolve

The school manages Work Experience Placements via:
Waltham Forest College / local schools

Lettings arrangements are organised and managed via:
Internally

The school arrangements for dealing with the threat of flooding are as follows:
As per the guidance given by Thames Water

Off Site Evacuation Plan

Although it may be unprecedented for a whole school site evacuation, Senior Managers and staff should recognise the possibility and have drawn up the following contingency arrangements to implement this scenario:

- Transport details

North Site - Walthamstow Central / Blackhorse Road – nearest locations for tube access

Walthamstow Central – main bus depot

South Site – Queens Road Station

- Alternative location(s) details
 - North Site to go to South Site

South Site

- South Site to go to North Site

- Pupil supervision / registration arrangements

Determine ratio of children to adults – allocate supervision accordingly. Registration to be undertaken manually should computers not be available. Registers available from the grab bags.

- SEN / Medical needs arrangements and support

Current registers of children with SEN and medical needs available from the grab bags. Adults supervising children will be made aware of needs and how they are to met from Senior Management.

- Staff liaison with Children Services Business Support Section

Headteacher to liaise.

- School Grab Pack locations / contents

See above.

- Communications / liaison arrangements with BT / Network supplier

School Business Manager to liaise.

- Contact with Waltham Forest Insurance Sections to arrange mobile classrooms, etc.

Deputy Headteacher to liaise.

School arrangements to supervise pupils beyond normal school hours due to an emergency situation are as follows:

Year Group Leader responsible for their own year group. Staff expected to stay and supervise children. Contact to be made (via the Admin Team) to parents / carers to keep them informed. Senior Management to liaise with appropriate outside agencies.

School arrangements to respond to emergency situations outside working hours are as follows:

Senior Management to meet to discuss action plan. Team to be established based on location of staff members. Roles to be allocated. All information to be collated relating to the emergency and appropriate outside agencies contacted and informed.

Parents / Carers to be contacted and informed.

BOMBS

DEFUSING THE THREAT

Encourage your staff to be alert at all times for suspicious objects and people- both inside and outside your building.

Always ensure that details of the premises key holders are kept up-to-date and are available to the Council's Emergency Service.

Try and reduce the number of places in which a bomb could be concealed. Lock all cupboards and unused rooms. Do not let rubbish accumulate and do not let shrubbery become overgrown.

1. If you find a suspicious package :-

You should evacuate the premises to a predetermined assembly area at least 150 meters from the building and out of its line of sight.

inform the police by dialling 999.

doors and windows should, whenever possible, be left open.

lights should be left on to assist any subsequent search.

the person finding the suspicious object should be available immediately for interview by the police.

2. The Telephone Threat

Obtain as much information from the caller as possible. A checklist of the action to be taken by anyone receiving a threatening call is attached. It should be completed by whoever received the bomb threat. It may assist police to trace the caller as well as locate the bomb.

i) you will need to make an assessment of the call and decide to :-

ii) evacuate the building immediately or search first before considering

evacuation.

iii) notify the Police and Local Authority immediately. They will advise you on searching, evacuation and re-occupation.

3. Re-occupation

i) when you have evacuated without a search and no explosion occurs, you will in due course have to consider re-occupation.

ii) do not allow staff or the public to return before the building has been thoroughly searched (if a time of explosion was given over the phone, you must allow at least 30 minutes to elapse before undertaking a search.

ACTION CHECKLIST FOR ANYONE RECEIVING A TELEPHONE BOMB THREAT

*If possible immediately alert someone else (so that the Site Manager can be informed) But **DO NOT PUT DOWN THE HANDSET OR CUT OFF THE CONVERSATION.***

Obtain as much information as you can.

Try to keep the caller talking (apologise for bad line, ask him to speak up.) Complete this form as you go along, asking questions in sequence as necessary. MESSAGE (exact words)

Where is it ? _____

What time will it go off? _____

What does it look like? _____

What kind of bomb is it?
(type of explosive) _____

Why are you doing this? _____

Who are you ? Name : _____

Address : _____

Time of call : _____

WHEN THE CALL HAS FINISHED GIVE THIS FORM TO THE SITE MANAGER, WHO WILL DECIDE WHAT TO DO. THE MORE INFORMATION YOU GET, THE EASIER IT WILL BE TO DECIDE WHETHER THE WARNING WAS GENUINE OR NOT.

COMPLETE THE FOLLOWING AS SOON AS PRACTICABLE DETAILS OF CALLER

Man ----- Woman ----- Child -----
Old/Young ----- Not known -----

SPEECH

Intoxicated ----- Rational ----- Rambling -----
Speech Impediment ----- Laughing ----- Serious -----
Accent ----- Is the message read or spontaneous ? -----

DISTRACTIONS

Call box pay
Any noise on the line ? ----- tone or coins -----
Operator ----- Interruptions -----
Anyone in background ? -----

OTHER NOTES

Traffic ----- Talk ----- Typing ----- Machinery -----
Aircraft ----- Music ----- Children ----- Other -----
Person receiving call -----

Number of telephone on which call was received.

After the emergency – counselling

The school recognises that the effective management of our emergency response includes the provision of support, where necessary, after the event. The recovery timeline will focus on the individual needs for continuing support.

As the initial response is completed, school senior managers will complete a debrief to allow a review of actions taken. Pupils, parents/carers and staff will be given the opportunity to talk through their experiences with colleagues and counsellors.

Details of Counselling Services, etc:

SERVICE	CONTACT DETAILS
Property Services	Tel: 020 8496 8962/8053
Director of Children & Young People's Services	Tel: 020 8496 3501/3500
Children and Young people's Business Support Service	Tel: 020 8496 3593/4
Health and Safety Unit	Tel: 020 8496 3408/6931/3413
Insurance and Risk Manager	Tel: 020 8496 4289/4698
Press and Publicity	Tel:020 8496 4202/4859
LBWF Occupational Health	Tel:0160487088
LBWF Counselling Service	Tel: 0800 243 458
Community Groups:	
Faith Groups:	

Log of Actions Taken

Time (use 24 hour clock)	Action Point	Person making log entry	Action required	Further comments

Aide-Memoire

ISSUE	YES	NO	COMMENTS/ACTION
Does the school have an Emergency Response Team (ERT)?			
Has the ERT established roles and responsibilities?			
Has the School Emergency Response Plan been implemented after discussions with staff?			
Are procedures established to ensure contact details are maintained and updated for: <ul style="list-style-type: none"> • Parents / Carers • Staff • Pupils 			
Do your ICT systems back-up daily activities?			
Are back-ups of all computer records kept off site?			
Is a copy of the assets register kept off site?			
Is a fireproof safe used for relevant records?			
Do you have site plans showing gas/water/electricity cut-off locations?			
Are details of staff/pupils on Educational visits and work experience known to relevant staff?			
Have risk assessments been undertaken and control measures implemented to reduce the risk (H&S Manual)?			
Have precautions been taken to maintain security and to reduce the threat of arson?			
Are arrangements in place to introduce counselling to pupils, staff, parents and carers as necessary?			

NB: the Health and Safety Unit at Walthamstow Town Hall, Forest Road, London E17 4JF should be notified of any major emergency situation affecting the health and safety of the staff and pupils at the school via Tel: 020 8496 3408/6931/3413.