

**CAEDMON COLLEGE WHITBY POLICY DOCUMENT: Business Continuity &
Critical Incident Recovery Plan Procedures**

**Business Continuity and Disaster/Critical Incident Recovery Plan
(incorporating Lockdown Procedures)**

This plan has been developed to be used in conjunction with NYCC's School Emergency Response Guide and Emergency Management Procedures. Lockdown procedures were added to this policy in 2017. The College also has a Winter Management Policy for the event of severe weather and a Health & Safety Policy which may also need to be referred to in conjunction with these procedures.

Document Status			
Date of next review	Autumn Term, annually	Responsibility	Governing Body
Date of Policy Creation:	Feb 2014	Responsibility	Principal Chair of Governors Business Manager College Emergency Response Team
Method of communication (eg, website, noticeboard, etc)		Signed:	
Staff intranet, notices in the staff bulletin and hard copies in the staff room, both sites' reception desks, Principal's office and Site Manager and the Site Team's Offices (both sites).		Principal <u>Simon Riley</u>	
		Chair <u>Den Cruz</u>	

Date reviewed	By	Date of formal adoption
September 2015	Staff and Governors	21.09.2015
September 2016	Staff and Governors	26.09.2016
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The aim of this plan is to assist the College in dealing with, however unlikely, a number of disasters that could affect the ability of the College to operate on a day-to-day basis.

The most likely scenarios in such an event are:

- Loss of whole-College premises for an extended period through fire or flood or storm damage.
- Partial loss of College premises, through fire, flood, storm damage, ie, loss of a classroom or administrative offices.

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- Large scale loss of property and equipment through fire, flood or theft, particularly IT equipment.
- Loss of information through a catastrophic IT failure.
- Mass unavailability of staff, eg, pandemic.
- Temporary closure of the College at short notice (due to severe weather or loss of utilities, etc).
- A 'lockdown' situation.

The School Emergency Response Guide details relevant actions to take and the various people and agencies that the College should co-ordinate with in the event of an emergency situation arising; it deals with specific issues such as bomb threats, bereavement, closures due to snow, etc. **The SER Guide is located in the Staff Read Only/College Policies/Health & Safety area of the College network and paper copies are held by staff who form part of the College Emergency Response Team.**

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

In the event of ANY critical incident at the College, the following steps should be followed:

Step 1 - assess the situation for level of impact.

Step 2 - ensure that staff and students are not in imminent danger.

Step 3 - call for support:

- Dial 999, if appropriate **OR**

During office hours

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

Out of office hours

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

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

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Step 4 - ensure that you:

- Log all communications and actions.
- Assemble the College Emergency Management Team from pre-identified staff and relieve them of their normal duties. (See Appendix 1 for details.)
- Refer to the list of emergency contact numbers in appendix 20 of the School Emergency Response Guide, for additional support, if required.

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

Where adverse public interest has arisen, the Principal, Strategic Team member or College Emergency Management Team should immediately seek advice from the Local Authority using the numbers shown above.

Governors, staff and students should not discuss any incident with the media and any media representatives should be referred directly on to the NYCC Press Department.

1. Loss of whole College premises through fire or flood

It is anticipated that the College would not be able to influence the outcome of this eventuality and that matters would be taken over by the Local Authority. This would probably involve the sourcing and fitting out of alternative premises pending a re-build of the college.

Should there be a need to evacuate a College site, it is envisaged that, following normal evacuation procedures, teachers would escort their students to the hall on the opposite site, following all of the processes and guidance for moving students between the sites. Examinations could be relocated to either site.

2. Partial loss of College premises

This could be the loss of a single classroom or the main College office as a result of a fire or a burst pipe, flood, etc. It is anticipated that this would put the area in question out of bounds for a considerable length of time but would not, on the whole, severely disrupt the day to day operation of the College. The College would again be liaising closely with the Local Authority and its insurers, but would also anticipate making covering accommodation arrangements in the short term where possible.

Administration offices on either site would become the sole location for the administration team whilst their host locations were repaired/made good.

Telephone and ICT systems on either site are able to work independently. Visitors to the site will be restricted and managed by the administrative team. The College owns a set of charged mobile phones in the event of telephone system failure.

Visitors to the site are restricted and would be managed via the administration team.

3. Large scale property loss, particularly IT equipment

A significant threat to the satisfactory operation of the College would be a large scale loss of IT equipment, such as whiteboards and projectors, PCs and laptops and/or networking or the Wi-Fi system. Although this would have an impact on teaching and

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learning in the short term, it is expected that the staff would simply revert to the 'old fashioned' methods of blackboard and chalk and paper and pens to ensure the continuity of teaching and learning.

In liaison with the Local Authority, its insurers and Schools ICT Services, we would anticipate being able to re-order and replace lost items as a matter of urgency and would expect to return to normal operations within at least one month.

ICT systems and facilities for students are replicated across both sites. A partial loss only of equipment would be accommodated by a re-distribution of the remaining resources to meet the highest needs/priorities.

4. Loss of information through a catastrophic IT failure

Rather than the loss of actual equipment, this would involve the loss, or destruction, of the server and all the electronic College data and information that is stored on them (the College has 4 data servers).

Backups

Two data servers per site (Normanby and Scoresby) take daily snapshots creating instant restore 'Previous Version' backups using Windows 2008 R2 and Windows 2012. A dedicated backup server is located on the Normanby Site, in an ICT suite in a different building to the main servers which providing integrity to all data.

Disk backups are being used, configured in a RAID 5 setup running on Symantec Backup Exec 15. A Distributed File System (Windows DFS) is also used per data server, replicating data to both sites.

Covering Critical and Essential Data

The College operates a Distributed File System (Windows DFS) used per data server replicating data to both sites and this creates a complete backup of all College data on both sites. The College will utilise its asset management system (School Asset Manager) to provide further data resilience.

5. Mass unavailability of staff (eg, a pandemic)

It is likely that in such a scenario we would not be the only school affected. In the first instance, staff would seek advice from the on-call Assistant Director, from NYCC Children & Young People's Service and/or from the Health & Safety Risk Manager at NYCC and the local Health Protection Agency. Once advice has been obtained and passed on to parents, as appropriate, the College would then consider opening/closing with regard to ensuring the safety of all students and existing staff on the premises.

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

- Existing supply staff would be used by the College in the ordinary course of events.
- Recently retired staff still covered by DBS/safer recruitment requirements would be used as available.
- Other supply agencies would be contacted should there be the need for additional staffing.

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

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

6. Closure of the College at short notice (due to severe weather, loss of utilities, internal flooding, etc)

The College may decide that, in the interests of safety, it is appropriate to send students home early. The College may also be contacted by one or more operators suggesting that an early departure is advisable where severe weather or road access is perceived to be hazardous. These representations will need to be taken into account to determine the appropriate course of action.

The priority of the College will be to inform staff, parents and the Local Authority, in this order, of any closure, as soon as possible.

The following procedure is identified via the **Unavoidable Closure of College – Checklist (See Appendix 2):**

- All staff and parents will be informed by a text message
- The Local Authority will be informed by phone call (password required)
- Local radio stations will be informed (password required)
- Any transport booked for that day (inc. taxis/private coaches, etc) will be telephoned.

7. A Lockdown Situation

In such cases, the following procedures would be carried out.

Lockdown procedures may be in response to any external or internal incident which has the potential to pose a threat to the safety of staff and students in College. The College is using an online video ([link here](#)) to help students to understand the three basic principles of keeping safe in a lockdown situation, particularly if they are outside the main buildings at the time: **Run - Hide - Tell.**

Lockdown procedures may be activated in response to any number of situations, but some of the more typical might be:

- a reported incident/disturbance in the local community (with the potential to pose a risk to staff and students in College)
- an intruder on the College site (with the potential to pose a risk to staff and students)
- a warning being received regarding a risk occurring locally, such as of air pollution (smoke plume, gas cloud, etc)
- a major fire in the vicinity of one or both of the College sites

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- the close proximity of a dangerous dog roaming loose.

The following should be followed in the case of 'lockdown':

- Staff and students to be alerted to the activation of the plan by the sounding of the College bell six long rings if during lesson time (by office staff at the Normanby Site and a member of senior staff, site staff or office staff at the Scoresby Site). The code word to be used among staff in such cases will be "lockdown". For students/staff outside, the alarm must be raised by those outside who have heard the sounding of the College bell, by passing this on to others so that, by word of mouth, the word 'Lockdown' gets around and everyone receiving this information should then 'Run' and 'Hide'.
- As appropriate, the Principal or the designated person should establish communication with the Emergency Services as soon as possible. Those inside the building should remain in the room they are in.
- Principal or designated member of the Strategic Team to notify the LA.
- Once all students and staff in the vicinity are inside, windows should be closed and secured/locked if possible and internal classroom doors closed (by the member of staff in each room). If possible, furniture/door stoppers could be used to barricade the door(s) if felt necessary to protect those inside. Blinds/curtains should be closed where possible and everyone needs to keep away from windows and doors and hide under/behind furniture.
- Teachers, invigilators and other staff who are with students in any room at the time of a lockdown situation should remain with those students in that location - providing the location appears to be safe and everyone must keep out of sight of doors and windows.
- Once in lockdown mode, staff should take a register of staff and students inside their room and send an email to the office if possible, without putting anyone in danger (no phone calls to be made as the phone lines need to be kept free).
- Staff should encourage the students to keep calm, remain out of sight and not to access the internet or use their mobile phones.
- If necessary, parents should be notified as soon as it is practicable to do so via text/email and the College website (as appropriate); parents should be asked not to contact the College or go there until the emergency is over.
- Students will not be released to parents during a lockdown; everyone will need to remain inside until the emergency is over.
- Staff and students remain in lockdown until it has been lifted by a senior member of staff/emergency services.
- During a lockdown, staff will keep lines of communication open but must not make unnecessary calls to the College office as this could delay more important communications. If appropriate, ST members will make use of the internal email system and instructions will also be passed on via text message in an emergency.

It is of vital importance that the lockdown procedures are familiar to members of the strategic team, the site team, administrators, teaching staff and non-teaching staff. To achieve this, a lockdown drill should be undertaken at least once a year. Parents should also know that the College has a lockdown plan, and a copy should be placed on the College website.

Communication between parents and the College

College lockdown procedures, especially arrangements for communicating with parents, will be routinely shared with parents either by newsletter or via the College website. In

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the event of an actual lockdown, the incident or development will be communicated to parents as soon as is practicable. Parents will be given enough information about what will happen so that they:

- are reassured that the College understands their concern for their son/daughter's welfare, and that it is doing everything possible to ensure their safety
- do not need to contact the College because in doing so, this could tie up telephone lines that are needed for contacting emergency providers
- do not come to the College as this could interfere with the emergency services' access and may put themselves and others in danger
- wait for the College to contact them about when it is safe for them to come for their son/daughter and where to collect them from.

Message to be placed on the incoming College call system and to be communicated via the College webpage in the event of the need for lockdown procedures: *'The College is in a lockdown situation. During this period the switchboard and entrances will be un-manned and no-one should enter or leave the College until further notice. We will keep in touch with parents as far as is possible; please do not try to phone again as this will tie up College phone lines and possibly prevent messages getting through to or from the emergency services'.*

Emergency Services

It is important to keep lines of communication open with Emergency Services as they are best placed to offer advice as a situation unfolds. The College site may or may not be cordoned off by the emergency services, depending on the severity of the incident that has triggered a lockdown. Emergency services will support the decision of the Principal with regard to communications to parents.

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Appendix 1

College Emergency Response Team consisting of:

Principal	-	Simon Riley
Assistant Principal: Standards & Welfare	-	Jonathan Bond
Assistant Principal: SAIL and Personal Development	-	Steve Graham
SENCO	-	Hazel Kirk
Senior Teacher: Progress & Achievement	-	Kate Mallender
Senior Teacher: Digital Learning	-	Andrew Whelan
Senior Teacher: Curriculum	-	Susan Boyd
Sixth Form Co-ordinator	-	Vicki Verrill
Business Manager	-	Jackie Hunter
Site Manager (Normanby)	-	James Gilpin
Site Manager (Scoresby)	-	David Orton
Senior Office Administrator	-	Julie Roebuck

Roles	In College Hours	Out of College Hours
Principal and the Strategic Team	<ul style="list-style-type: none"> • Assess and authorise any closure. • Concentrate on students and staff safety and wellbeing with regard to either a closedown situation or an evacuation of the premises. • Accompany students and staff to temporary agreed premises 	<ul style="list-style-type: none"> • To assess and authorise any closure • Contact relevant senior staff • Contact relevant Officers at the Local Authority (LA)
Site Managers & Caretakers	<ul style="list-style-type: none"> • Ensure premises are secure • Assist with emergency services' access 	<ul style="list-style-type: none"> • Ensure premises are secure • Assist with Emergency Service access • Ensure Principal is aware of issue
Business Manager and office staff	<ul style="list-style-type: none"> • Complete phone calls, text messages and emails for: <ul style="list-style-type: none"> ➢ Emergency services ➢ Parents ➢ Local Authority ➢ Radio ➢ Transport ➢ Contractors • collect registers for normal evacuation procedures 	<ul style="list-style-type: none"> • Complete phone calls, text messages and emails as necessary for: <ul style="list-style-type: none"> ➢ Emergency services ➢ Parents ➢ Local Authority ➢ Radio ➢ Transport ➢ Contractors
Administrative Team	<ul style="list-style-type: none"> • Contact Supply Agencies • Assist Office Managers with phone calls, texts and emails. 	<ul style="list-style-type: none"> • Contact Supply Agencies

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Appendix 2

NYCC CYPS – Unavoidable closure of schools checklist

There will be occasions, for instance, due to adverse weather or loss of utilities, etc, when it will be necessary to take the decision to close the College at short notice. This checklist provides key contact information to be used in such cases.

Action 1 – Inform parents and staff

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

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

1.2 If staff need to be informed “out of hours”, a news feed message will be sent out via Twitter and the College website and Facebook page. Team leaders may also contact their team members by telephone. A text message will also be sent to staff where possible.

Action 2 – Home to School Transport Contractors

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

Transport Contractors:

<u>Provider</u>	<u>Number</u>
Coastal and Country	01947 602922
Discovery Minibus and Private Hire	01947 605705
Chandos Mini coaches	01287 641383/644075
Nippy Cars	01723 500574
Whitby Taxis (2012) Ltd	01947 820157
Arriva Tees & District	0191 5204200
White Rose Taxis (2000) Ltd	01947 604604
M J & J R Blacklock	07792 838771
Train – Piers Elias	01947 601987/www.eskvalleyrailway.co.uk
Esk Valley Coaches	01947 600604/07814 582066

Action 3 – Inform the Local Authority

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

3.2 Report a closure by:

- **emailing marion.sadler@northyorks.gov.uk (including the words “School Closure” in the subject line; or by telephoning 01609 532234.**

A voicemail message should be left, stating the College’s name, DfE number and the person telephoning’s name/job role - if the call is not answered immediately or the line is engaged.

3.3 Seek advice/guidance on a possible closure by:

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

Again if the line is engaged, a message should be left and an officer will call back.

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

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

4.1 For non-buildings related Out of hours Emergencies please ring 0845 0349437. This is the first point of contact outside normal office hours for the County Council support which you need.

This is the Emergency Planning contact number is for real emergencies or incidents only and MUST NOT BE DISCLOSED to members of the public. It should not be used for minor issues, to report a school closure due to extreme weather or for buildings related emergencies.

5 - Emergency Building Repairs

5.1. For **schools in the MASS Scheme**, the following contacts can be used:

<u>Office Hours</u>		
Telephone the contractor helpdesk	Northallerton/Scarborough	01609 532020
<u>Outside Office Hours</u>		
Emergency repairs not covered specifically by the two providers below AND all major emergency incidents (eg flood, storm)	Tom Willoughby	01609 772062
Fire alarms, emergency lighting, stairlifts & hoists, lifts, security alarms, emergency generators, automatic & roller doors/stage lighting	Express Elevators	0845 130 7373
Oil, gas & solid fuel heating, kitchen extract, thermostatic mixing valves, air conditioning, fan convector waste disposal units, fume cupboards, dust, chip	HCS Mechanical Services	01609 773 999

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and heat extraction)		
If you are unable to contact any of the three providers above for emergency building repairs outside of normal office hours	Message Pad – emergency out of hours	0800 093 0537

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

General information

If students need to be sent home early:

Parents of primary school students should be informed so that they can make arrangements for the collection and supervision of their child. If there is doubt about the arrangements, the child must be kept in school and supervised;

- In the case of **secondary school children**, you need to be satisfied that no child will be put at risk by an early departure.

Home to School Transport - checklist for schools and contractors:

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