

**CRITICAL INCIDENT
&
BUSINESS CONTINUITY PLAN**

for

**HOLY TRINITY C of E
PRIMARY SCHOOL**

September 2016

Detailing arrangements for:

**Critical Incident Management
Business Continuity
Recovery and Resumption of Normal School
Activity**

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1.0 About this Plan

1.1 Document Control

Date	Revision/Amendment Details/Distribution	Author
6/12/14	Policy drafted	Head & Business Manager
Sept 15	Policy Updated	Head
July 16	Policy to include Barnet Guidelines and new DHT	Head
Sept 16	Policy formatting revised	Chair Finance & Buildings

1.2 Plan Purpose

To provide a flexible response so that Holy Trinity C of E Primary can:

Respond to a disruptive incident (critical incident management)

Maintain delivery of critical activities during an incident (business continuity)

Return to 'business as usual' (resumption and recovery)

1.3 Plan Remit

The following School functions are covered by this Plan:

Teaching & learning, school administration, catering, breakfast and after school clubs, school lettings and HTSA events

1.4 Plan Owner

The Governing Body is this plan's owner and responsible for ensuring that it is maintained, exercised and updated in accordance with school policy for reviewing business continuity and emergency response plans.

1.5 Plan Display and Storage

A copy of this plan is displayed on the Headteacher's notice board and stored on the school server and external LGFL server. A copy is also retained in the School Emergency 'Grab Bags'.

1.6 Plan Review Schedule

This plan will be reviewed annually in line with the school's review timetable.

2.0 Plan Activation

2.1 Circumstances

This plan will be activated in response to an incident causing significant disruption to the school.

Examples of circumstances triggering activation of this plan include:

Loss of key staff or skills e.g. above normal levels of absenteeism due to illness or other scenarios such as severe weather, transport disruption

Loss of critical systems e.g. ICT failure, power outage

Denial of access, or damage to, facilities e.g. loss of a building through fire or flood, an external emergency with the School in the Emergency Service's cordon, preventing access, , School facilities in use for General/Local Elections, severe weather scenarios or utilities failure

Loss of a key resource e.g. an external supplier/partner vital to the delivery of a critical school activity such as your catering provider.

2.2 Responsibility for Plan Activation

A member of the School Incident Management Team¹ will normally activate this plan.

2.3 Escalating a Serious Incident

All serious incidents should be reported to the Barnet Local Authority Incident Manager, Business & Performance Team on the helpline number 0208 359 7626 or 7274.

If the incident is deemed to be of a 'critical' nature, the Critical Incident Plan will be activated and other council services and/or the London Diocesan Board for Schools notified to respond as appropriate.

All incidents affecting the physical infrastructure of the school should be reported to Commercial Directorate at the London Borough of Barnet who will then take appropriate action to support the school's response to an incident in terms of activating other council services and partner agencies as required.

¹ See Section 3.1 for the responsibilities your *School Leadership Team*

3.0 Roles and Responsibilities

3.1 School Incident Management Team (SIMT)

Role	Responsibilities	Accountability / Authority
Headteacher	<p>Senior responsible for Business Continuity Management in the School</p> <p>Ensuring the School has capacity within its structure to respond to incidents</p> <p>Determining the School's overall response and recovery strategy</p> <p>Business Continuity Plan development</p> <p>Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc</p> <p>Involving the School community in the planning process as appropriate</p> <p>Plan testing and exercise</p> <p>Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved</p> <p>Training staff within the School on Business Continuity</p> <p>Embedding a culture of resilience within the School, involving stakeholders as required</p>	<p>The Governing Body delegates responsibility to the Headteacher who has overall responsibility for day-to-management of the School, including lead decision-maker in times of crisis.</p>
Senior Leadership Team	<p>Leading the School's initial and ongoing response to an incident</p> <p>Declaring that an 'incident' is taking place</p> <p>Activating the Business Continuity Plan</p> <p>Notifying relevant stakeholders of the incident, plan activation and ongoing response actions</p> <p>Providing direction and leadership for the whole School community</p> <p>Undertaking response and communication actions as agreed in the plan</p> <p>Prioritising the recovery of key activities disrupted by the incident</p> <p>Managing resource deployment</p> <p>Welfare of pupils</p> <p>Staff welfare and employment issues</p>	<p>The Senior Leadership Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.</p>

See Appendix 1 for contact details of the School's Incident Management Team

3.2 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.

Role	Responsibilities	Accountability / Authority
Incident Command (Headteacher)	Ensuring that all key decisions and actions taken in relation to the incident are recorded accurately	Reporting directly to the Governing Body and key partners
Media Coordinator (Headteacher)	Collating information about the incident for dissemination to the Barnet LA Press Office Media Office Number 0208 359 2672	The Media Co-ordinator should assist with providing information to the Press Office but should not undertake direct contact with Media.
Stakeholder Liaison (Headteacher)	Co-ordinating communication with key stakeholders as necessary. This includes (but does not cover all): Governors Parents/carers Key Barnet LA council services London Diocesan Board for Schools External agencies e.g. Emergency services, Health and Safety Executive (HSE) etc	All communications activities should be agreed by the School Leadership Team. Information sharing should be approved by the Headteacher (or Senior Leadership Team if the Headteacher is unavailable).
Caretaker	Undertaking duties as necessary to ensure site security and safety in an incident Liaison with the Senior Leadership Team to advise on any issues relating to the school physical infrastructure Lead point of contact for any contractors who may be involved in incident response	Reporting directly to the Headteacher or Senior Leadership Team.
IT Support	Ensuring the resilience of the School's ICT infrastructure Liaison with Barnet LA ICT service for admin ICT support or external providers if applicable Work with the Headteacher to develop proportionate risk responses	The IT support company reports directly to the Headteacher for plan development issues. In response to an incident, reporting to the Headteacher or Senior Leadership Team
Recovery Coordinator (Headteacher)	Leading and reporting on the School's recovery process Identifying lessons as a result of the incident Liaison with Senior Leadership Team & Governors to ensure lessons are incorporated into the plan development	The Headteacher will remain focussed on leading the recovery and resumption phase.

NB: Deputy Headteacher assumes Headteacher responsibilities in absence of Headteacher
Assistant Headteacher deputises for Deputy.

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

Role	Responsibilities	Accountability/Authority
Office Manager	To provide MIS data and contact details as required and support the Headteacher as required To provide communication with parents and external agencies and support the Headteacher as required	The School Administrator takes instruction from and reports to the Headteacher and Senior Leadership Team

3.3 The Role of Governors

Role	Responsibilities	Accountability / Authority
Governing Body	Working in partnership with the Headteacher to provide strategic direction in planning for and responding to disruptive incidents Undertaking actions as required to support the School's response to a disruptive incident and subsequent recovery Acting as a 'critical friend' to ensure that the School Business Continuity Plan is fit-for-purpose and continuity arrangements are robust and reliable Monitoring and evaluating overall performance in developing School resilience and reporting to parents/carers	Liaison with the Headteacher or Senior Leadership Team in response to a crisis. Reporting progress in developing Business Continuity Plans to parents/carers

4.0 Incident Management

Turn immediately to Section 5.0 for pre-planned incidents or slowly developing scenarios that are not 'no notice' emergencies but have the potential to disrupt School activities e.g. computer virus, flu pandemics, a pre - planned strike, forecast for heavy snow or a power outage etc

4.1 Purpose of the Incident Management Phase

The purpose and priorities for this phase are to:

- Protect the safety and welfare of pupils, 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

4.2 Incident Management Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
	Make a quick initial assessment: Survey the scene Assess (i.e. scale/severity, duration & impact) Disseminate information (to others)	Gather and share information to facilitate decision-making and enhance the response <i>A full impact assessment form can be found in Appendix A</i>	<input type="checkbox"/>
	Call the Emergency Services (as appropriate)	Telephone: 999 Provide as much information about the incident as possible	<input type="checkbox"/>
	Evacuate the School building, if necessary. Consider whether it may be safer or better for the welfare of pupils to stay within the School 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 School activities Notify relevant stakeholders of site evacuation	Use normal fire evacuation procedures for the School Consider arrangements for staff/pupils with special needs If the decision is to stay within the School, ensure the assembly point is safe and take advice from Emergency Services as appropriate	<input type="checkbox"/>
	Ensure all pupils, staff and any School visitors report to the identified assembly point.	The normal assembly points for the School are the playgrounds The off-site assembly point is Park Road Playground	<input type="checkbox"/>
	Check that all pupils, staff, contractors and any visitors have been evacuated from the building in line with fire evacuation procedures		<input type="checkbox"/>
	Ensure appropriate access to site for Emergency Service vehicles	Ensure any required actions are safe by undertaking a dynamic risk assessment	<input type="checkbox"/>
	Establish a contact point for all supporting personnel	Consider the availability of staff and who may be best placed to communicate information	<input type="checkbox"/>

ACTION	FUTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
The Headteacher and Senior Leadership Team will identify staff to undertake specific emergency response roles	<i>Information on roles and responsibilities can be found in Section 3.0</i>	<input type="checkbox"/>
Ensure a log of key decisions and actions is started and maintained throughout the incident	<i>The Log template can be found in Appendix A</i>	<input type="checkbox"/>
Where appropriate, record names and details of any pupils, 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	<input type="checkbox"/>
Take further steps to assess the impact of the incident Agree response / next steps	Continue to record key decisions and actions in the incident log <i>The impact assessment form can be found in Appendix B.</i>	<input type="checkbox"/>
Log details of all items lost by pupils, staff, visitors etc as a result of the incident, if appropriate	<i>A form for recording this information is in Appendix C</i>	<input type="checkbox"/>
Consider the involvement of other teams, services or organisations who may be required to support the management of the incident in terms of providing additional resource, advice and guidance	Depending on the incident, the following teams in Barnet LA Children's Services may be approached to assist with incident management e.g. Learning Network Inspector Health & Safety service Education Psychology service	<input type="checkbox"/>
If appropriate, arrange contact with the Barnet LA Press Office	Establish a media area if necessary.	
Assess the key priorities for the remainder of the working day and take relevant action	Consider actions to ensure the health, safety and well-being of the School community at all times. Consider your business continuity strategies i.e. alternative ways of working, re-location to your recovery site etc to ensure the impact of the disruption is minimised. <i>Business Continuity Strategies are documented in Section 5.3</i> Consider the school's legal duty to provide free school meals and how this will be facilitated, even in the event of emergency school closure.	<input type="checkbox"/>
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	<input type="checkbox"/>
Ensure pupils are kept informed as appropriate to the circumstances of the incident	Consider communication strategies and additional support for pupils with special needs. Consider the notification of parents/carers of pupils not currently in School by telephone or text	<input type="checkbox"/>

ACTION	FUTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
<p>Ensure parents/carers are kept informed as appropriate to the circumstances of the incident.</p> <p>Parents/carers of those immediately affected by the incident will require additional considerations to ensure information is accurate and up-to-date.</p>	<p>Agree arrangements for parents/carers collecting pupils at an appropriate time</p> <p>Consider how emergency communication needs will be established e.g. phone lines, text messages, answer machine message, website update</p>	<input type="checkbox"/>
<p>Ensure governors are kept informed as appropriate to the circumstances of the incident</p>	<p>Inform and update Chair or Vice Chair of Governing Body</p>	<input type="checkbox"/>
<p>Communicate the interim arrangements for delivery of critical School activities</p>	<p>Ensure all stakeholders are kept informed of contingency arrangements as appropriate.</p> <p>Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers</p>	<input type="checkbox"/>
<p>Log all expenditure incurred as a result of the incident</p>	<p>Record all costs incurred as a result of responding to the incident</p> <p><i>The Financial Expenditure Log can be found in Appendix D</i></p>	<input type="checkbox"/>
<p>Seek specific advice/ inform your Insurance Company via the LDBS</p> <p>Telephone 0207 932 1165</p>	<p>Insurance Policy details can be obtained from the LDBS.</p>	<input type="checkbox"/>
<p>Ensure recording process in place for staff/pupils leaving the site</p>	<p>Ensure the safety of staff and pupils before they leave site and identify suitable support and risk control measures as required</p>	<input type="checkbox"/>

5.0 Business Continuity

5.1 Purpose of the Business Continuity Phase

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

5.2 Business Continuity Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? <i>(tick/cross as appropriate)</i>
	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	<input type="checkbox"/>
	Evaluate the impact of the incident	<p>Take time to understand the impact of the incident on 'business as usual' School activities by communicating with key stakeholders to gather information.</p> <p>Consider the following questions: Which School activities are disrupted? What is the impact over time if these activities do not continue? Would the impact be: Manageable? <input type="checkbox"/> Disruptive? <input type="checkbox"/> Critical? <input type="checkbox"/> Disastrous? <input type="checkbox"/> What are current staffing levels? Are there any key milestones or critical activity deadlines approaching? What are your recovery time objectives? What resources are required to recover critical activities?</p>	<input type="checkbox"/>
	Plan how critical activities will be maintained, utilising pre-identified or new business continuity strategies (See Section 5.3)	<p>Consider: Immediate priorities Communication strategies Deployment of resources Finance Monitoring the situation Reporting Stakeholder engagement Produce an action plan for this phase of response.</p>	<input type="checkbox"/>

	ACTION	FUTHER INFO/DETAILS	ACTIONED? <i>(tick/cross as appropriate)</i>
	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. <i>The log template can be found in Appendix A</i>	<input type="checkbox"/>
	Log all financial expenditure incurred	<i>The Financial Expenditure Log can be found in Appendix D</i>	<input type="checkbox"/>
	Allocate specific roles as necessary	Roles allocated will depend on the nature of the incident and availability of staff	<input type="checkbox"/>
	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as staffing, premises, equipment, ICT, welfare issues etc	<input type="checkbox"/>
	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, pupils, parents/carers, governors, suppliers, Local Authority, Central Government agencies etc.	<input type="checkbox"/>

5.3 Business Continuity Strategies

	Arrangements to manage a loss or shortage of Staff or skills	Further Information <i>(e.g. Key contacts, details of arrangements, checklists)</i>
	Use of temporary staff e.g. Agency Supply Teachers and Teaching Assistants, office staff etc	Teachers/TA's: Teachnow Tel: 02083715905
	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	
	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 Assistants, Student Teachers, Learning Mentors etc Virtual Learning Pre-prepared educational materials that allow for independent learning Team activities and sports to accommodate larger numbers of pupils at once	
	Suspending 'non critical' activities and focusing on your priorities	
	Using mutual support agreements with other Schools	
	Ensuring staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc	

Arrangements to manage denial of access to your premises or loss of utilities	Further Information (e.g. Key contacts, details of arrangements, checklists)
Using mutual support agreements with other Schools	
Pre-agreed arrangements with other premises in the community i.e. Libraries, Leisure Centres, Colleges, University premises	
Virtual Learning Environment opportunities	
Localising the incident e.g. isolating the problem and utilising different sites or areas within the School premises portfolio	
Off-site activities e.g. swimming, physical activities, school trips	

Arrangements to manage loss of technology / telephone / data / power	Further Information (e.g. Key contacts, details of arrangements, checklists)
Back-ups of key school data e.g. Cloud, memory stick back-ups	off-site system back-ups LA Finance staff off-site back-ups on encrypted memory sticks
Reverting to paper-based systems e.g. paper registers, whiteboards etc	Class printouts from MIS system
Flexible lesson plans	
Emergency generator e.g. Uninterruptible Power Supply (UPS)	Site Manager
Emergency lighting	Site Manager

Arrangements to mitigate the loss of key suppliers, third parties or partners	Further Information (e.g. Key contacts, details of arrangements, checklists)
Pre-identified alternative suppliers	
Ensuring all external providers have business continuity plans in place as part of contract terms	
Insurance cover	
Using mutual support agreements with other Schools	
Using alternative ways of working to mitigate the loss e.g. suspending activities, adapting to the situation and working around it	

6.0 Recovery and Resumption

6.1 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 School 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.

6.2 Recovery and Resumption Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? <i>(tick/cross as appropriate)</i>
	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. Appendix G	<input type="checkbox"/>
	Respond to any ongoing and long term support needs of Staff and Pupils	Depending on the nature of the incident, the Senior Leadership Team may need to consider the use of Counselling Services	<input type="checkbox"/>
	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all stakeholders are aware that the business continuity plan is no longer in effect. Consider who needs to know that normal working practices have been resumed ie staff, parents/carers and pupils, external services and agencies, Local Authority etc	<input type="checkbox"/>
	Carry out a 'debrief' of the incident with staff (and possibly with pupils). 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 Senior Leadership Team and in particular by the Headteacher to ensure key actions resulting from the incident are implemented within designated timescales. Governors will monitor progress in completing agreed actions to further develop the resilience of the School.	<input type="checkbox"/>
	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 – governors, Senior Leadership Team, office staff, teaching & learning staff, Site Manager, ICT and Finance staff.	<input type="checkbox"/>

7.0 Appendices

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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 pupil casualties or fatalities? (Complete casualty / fatality sheets if needed)		
Have the Emergency Services been called?		
Is the incident currently affecting School activities? If so, which areas?		
What is the estimated duration of the incident?		
What is the actual or threatened loss of workforce?	Over 50%	<input type="checkbox"/>
	20 – 50%	<input type="checkbox"/>
	1 – 20%	<input type="checkbox"/>
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)		

Question	Logged Response
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 School's reputation?	
Other Relevant Information	

Appendix E CONTENTS OF EMERGENCY BOX / 'GRAB BAG'

Holy Trinity C of E Primary

CONTENTS OF EMERGENCY BOX / 'GRAB BAG'

(one held in Headteacher Office and one in School Office)

Section	Details
Business Continuity (Paper copies and encrypted memory sticks)	Business Continuity Plan (plus spare copies of forms in Appendices)
	Key contact details, including: Governors, parents/carers, Local Authority, suppliers etc
Organisational Information (Encrypted memory sticks)	Staff Handbook (policies and procedures)
	School branding material and stationery
	School logo
	Other key documents
Financial Information (via Barnet LA School's Accountancy, Insurance Services, Payroll or details on encrypted memory sticks)	Bank, insurance details, Payroll etc
	Invoices, purchase orders, etc
	Financial procedures
	Assets Register and Insurance Policy
Staff Information (Off-site back-ups of MIS)	Staff contact details
	Staff emergency contact details
IT / Equipment Information (Logix – external provider)	Software licence agreement and key codes
	Office telephone list (for phone divert)
	Back-up rota and data restoration routine
Equipment and other items	First Aid kit
	Back-up tapes (off-site)
	Contact details for taxi/transport providers
	School floor plans
	Whistle
	High visibility jacket

Appendix F IDENTIFYING, EVALUATING & MANAGING RISKS

Holy Trinity C of E Primary
IDENTIFYING, EVALUATING & MANAGING RISKS

GUIDANCE FOR COMPLETING THE RISK MATRIX:

LEGEND	
I	Impact
P	Probability
I x P	Risk Rating

To establish your risk rating, it is necessary to multiply the perceived consequence (or impact) of the risk (score 1 - 5) with the perceived likelihood (or probability) of that risk occurring (score 1-5). Please see tables below for guidance on risk rating scores.

Impact (or Consequence)	
Description	Indicators
5 (Major)	The risk has a <i>major</i> impact if realised
4 (Significant)	The risk has a <i>significant</i> impact if realised
3 (Moderate)	The risk has a <i>moderate</i> impact if realised
2 (Minor)	The risk has a <i>minor</i> impact if realised
1 (No consequence)	The risk has <i>no consequence</i> impact if realised

Probability (or Likelihood)	
Description	Indicators
5 (Very Likely)	The risk <i>will</i> emerge
4 (Likely)	The risk <i>should</i> emerge
3 (Unlikely)	The risk <i>could</i> emerge
2 (Very Unlikely)	The risk is <i>unlikely</i> to emerge
1 (Impossible)	The risk <i>will not</i> emerge

Score	Risk Description	Action Required
25	Extreme Risk	Immediate escalation to Headteacher for risk control activities
20 - 15	High Risk	Risk to be actively managed with appropriate risk control activities
12 - 6	Medium Risk	Take appropriate action to manage the risk
5 and below	Low Risk	Risk to be removed from register with monitoring activity to assess changes in risk rating

Example School Risk Assessment (partially complete)

	Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	Pandemic or epidemic e.g. influenza virus, meningitis	4	3	12	Staff absenteeism policy Use of Supply Teachers	Pre-prepared Teaching packs for Virtual Learning Environment	<i>Ms R Controller</i>
	Severe weather events e.g. high winds, snow, heat wave, drought						
	Power outage						
	Utilities disruption e.g. gas, electricity or water supply						
	Telephony failure						
	Fire affecting the School premises						
	Widespread or localised flooding						
	Mass staff absence e.g. industrial strikes, lottery syndicate						
	Transport disruption						
	Violent extremist activity on School premises						

	Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	Local hazards in the area e.g. School proximity to airport, railway line, tram line, motorways, industrial sites etc						

Appendix H STAFF CONTACT LIST

Holy Trinity C of E Primary
STAFF CONTACT LIST

Staff contact details with information as shown below will be printed from the School MIS database and paper copies held in the two grab bags held in the Headteacher Office and School Office. Back-ups of the data will also be held on encrypted pens.

Name	Role	Contact Details

Appendix I KEY CONTACTS LIST

Holy Trinity C of E Primary KEY CONTACTS LIST

CONTACT	TELEPHONE NUMBER
School Contacts	
Headteacher (RK)	
Deputy Head (KN)	
Senior Teacher (AW)	
Senior Teacher (LH)	
Chair of Governors (MC)	
Vice Chair of Governors	
Site Manager (SR)	
Office Administrator	
Clerical Officer	
ICT Technician	
Catering Manager	
Key Barnet Local Authority Contacts	
Incident Manager	020 8359 7626/7274
Press Office	020 8359 7039
Insurance Service	020 8359 7195
Caterlink	07884 738 256
Capita	020 3471 2514
Other Barnet Local Authority Contacts	
Link Inspector – Katie Dawbarn	07961 081 977
Other Local Contacts	
Police	999 (emergencies) or 101 (general enquiries)
Police – your local station/community officer	Colindale Station
Barnet Fire & Rescue Services	999 (emergencies) or 020 8555 1200 x 53270 (Local Fire Safety Centre)
Finchley Memorial Hospital (A&E)	999 (emergencies) or 020 8349 7500
NHS local clinic	
Central London Community Healthcare NHS Trust	020 7798 1300
Health & Safety Executive	020 7556 2100
Other Useful Contacts	
Foreign Office	020 7270 1500
London Diocesan Board for Schools	020 7932 1100 (Diocesan House main no.)

Appendix J Dealing with a Critical Incident - DRAFT - Barnet Guidelines for Schools

Dealing with a Critical Incident - DRAFT - Barnet Guidelines for Schools

*This document informs schools of the procedure to follow should a critical incident take place, and the support that the local authority will provide. It should be read in conjunction with Barnet's **Emergency Management Plan, Educational Psychology Team Guidance, Health and Safety Guidance and School Safe Guidance** as relevant to the particular incident.*

What is a critical incident?

In a school context, a critical incident is any sudden or unexpected incident or sequence of events which could overwhelm the normal coping mechanisms of the school, such as:

- *A pupil or member of staff has died or suffered a serious injury*
- *Threat of harm to the school community*
- *A natural disaster or severe damage to the school building has occurred*
- *An incident which has generated high media interest*
- *An incident which results in a high number of staff or pupils being unable to attend school and therefore affects the delivery of education and/or safety of pupils*
- *A serious safeguarding incident which may attract media and public interest*

How we will support you?

For all critical incidents, the Local Authority should be contacted before communicating the incident to parents, the local community or the press.

The Head of School Improvement (HOSI) is the first point of contact to request critical incident support and will contact all services required immediately after receiving notification to ensure support is arranged. A Lead Officer will be appointed and the school will be informed.

In the event of school closure due to extreme weather or industrial action, the school should follow Barnet's School Closure Notification Process (see Appendix 1).

The Local Authority will offer:

- *Confidentiality, quick response and regular updates as required*
- *Tailored approach considering the support needs of the incident*
- *Point of communication to access support services e.g. Barnet press office, health and safety, Educational Welfare Team, HR, legal, school safeguarding officer etc*
- *The Educational Psychology (EP) Team will offer support in situations that have the potential to cause disruption and distress to the school when members of the school community are affected by a significant loss, event or on-going situation (see Appendix 3).*

In the event of an emergency or critical incident use the contact details below:

Head of School Improvement: 020 8359 7725 / 07961 081977

*Business Support and Communications Team: 020 8359 7288
Out of hours (including weekends): 07961 081977 or 020 8359 2000*

School Responsibilities

The Governing Body is responsible for ensuring that appropriate policies and procedures are created and maintained.

The Headteacher must have an agreed site emergency plan, which can be put into operation by the school in the event of a critical incident. A deputy or assistant headteacher should be nominated to cover in the absence of the Head. In the case of school trips or other out of school / offsite activities, the adult(s) in charge should be clearly identified in advance to avoid any confusion in the event of an incident.

In the event of a critical incident, the school should ensure they keep accurate records of actions if appropriate.

If the school is not satisfied with the type or quality of support offered they should contact their Learning Network Inspector.

Guidance can be found on the [DfE](#) website.

Information that will be required in the event of a critical incident

It is vital that you contact the Local Authority at the earliest opportunity so that they can support the school throughout the critical incident. The following details will be required from the school when informing the Local Authority of a critical incident:

- *Name and telephone number of the person making the call*
- *Name of school / establishment*
- *Nature, date and time of the incident – onsite or off-site?*
- *Names and telephone numbers of those involved*
- *Action taken so far, including any relevant contact or case numbers of external agencies which have been involved/informed*
- *Telephone number(s) for future communication. For serious accidents where the media are involved, try to identify alternative telephone numbers at 'home' and at an 'offsite' base, as other lines will quickly become jammed.*

Can a school close following a critical incident?

The decision for temporary school closure rests with the Headteacher in consultation with the Chair of Governors (The School Governance - Roles, Procedures and Allowances, England. Regulations 2013. Part 2 Regulation 6). The Local Authority can advise with regards to this decision, however in the event of a temporary closure it is asked that the LA is informed.

What to do if parents are threatening to go to the media, or have used social media to complain?

If this issue arises within the school, it is advised that you contact the Barnet Press Office team on 020 8359 7039.

Critical Incidents – Procedures and the Role of the Local Authority

If a member of staff is directly contacted by a school about a critical incident or If a school contacts you to advise of a critical incident please inform the Head of School Improvement with all relevant details. The Head of School Improvement will then implement the appropriate actions to initiate support required from service areas. This will include notifying the Director of Education and Skills (if necessary) and other relevant LA staff, for example the press office, educational psychologists, Education HR, Safeguarding etc.

*The contact number for the Head of School Improvement is:
Neil Marlow (HOSI): 020 8359 7725 / 07961 081977*

In the event the HOSI is not available and the incident requires an urgent response please use one of the following contacts:

*Learning Network Inspectors (LNI):
Helen Morrison 020 8359 2539 / 07920 139450
Katie Dawbarn 020 8359 2424 / 07920 139460
Charles Rice 020 8359 7751 / 07961 082870
Business Support and Communications Team: 020 8359 7288*

Response by HOSI (or LNI)

The HOSI (or LNI) will send an email to relevant officers in the LA which will include details of the critical incident and the Lead Officer for the incident. The email will state in the subject line: “critical incident notification” and the name of the school. In most cases you will be copied in for information and no further action will be required.

Where you are required to support the school the action to be taken will be indicated in the email, and the HOSI (or LNI) will also attempt verbal communication.

In the case of a major incident your support will naturally be more hands on depending on the nature of the incident. If updates are required regarding the incident, revised emails will be sent out by the Lead Officer as things progress. It is imperative that all services involved update the Lead Officer on developments relating to the incident.

The Role of the Lead Officer

The Lead Officer will coordinate all the support necessary to ensure that the school can return to business as usual, which will include coordinating support across service areas and keeping relevant officers, particularly the LNI, informed.

The Role of the LNI

If the LNI is not the Lead Officer, he/she still has a role in supporting the school as they have the key relationship with the senior leaders in the school. The support given will be dependent on the incident but is likely to require telephone or face to face contact with the head teacher. On-going feedback from the head teacher will be sought throughout the process. All contact between the LNI and the school should be recorded as a Note of Visit (including telephone calls) on Pendulum / Perspective Lite.

Closure of Incidents

The Lead Officer will manage the process until all current actions by service areas are complete and the incident can be closed. This will be when the school has all the necessary support in place to resume business as usual. The Lead Officer will inform all services by email when the critical incident is formally closed.

Review of Process

All critical incidents will be a standing item on the LNI meeting agenda (which are minuted) and actions taken will be reviewed and evaluated to ensure that the processes followed are effective, timely, supportive and robust.

Lessons learned from the incident will inform agenda items on Network Meetings with head teachers and future training.

Appendix J-1 – School Closure Notification Process

If you want advice about whether closure of the school is appropriate please contact your Learning Network Inspector (LNI). Should you decide to close the school, please email Support.Education@barnet.gov.uk immediately in order that all relevant Barnet Officers and other schools are informed. If you don't receive a response to this email please follow up the email with a phone call to the Business Support and Communications Team on 020 8359 7288 or to your LNI.

Please note the following general advice about school closures:

- *schools should stay open for all term dates wherever possible and only consider closure in exceptional circumstances when the health and safety of pupils or staff is at risk*
- *schools should review their critical incident plans to ensure that it identifies foreseeable activities and events that may result in school closure and that appropriate plans are in place to manage the situation*
- *the decision to close the school is taken by the headteacher and chair of governors*
- *in the event of a closure, schools should re-open as soon as possible and have systems in place to communicate with parents*

Appendix J-2 – School Safe Advice (to follow)

Appendix J-3 – Educational Psychology Team Support (to follow)

Appendix J-4 – Critical Incident Flow chart (to follow)