



Business Continuity Plans

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Template

2. Version control

Date	Version	Revision	Owner
20/09/17	1.0	New policy	Future Generation Trust Policy Team
17/09/18	2.0	Annual review of policy	Future Generation Trust Policy Team
24/09/19	3.0	New template as recommended by Staffordshire County Council's Health, Safety & Wellbeing Service	Future Generation Trust Policy Team
29/11/21	4.0	Scheduled review of policy	Future Generation Trust Policy Team

3. Introduction

Future Generation Trust (FGT) recognise the importance of having adequate arrangements in place in order to respond promptly and effectively to a range of incidents that may impact significantly on each academy.

Business Continuity Plans provide an outline of the steps to be taken to assist recovery of operations and continuation of service provision following a major incident or in response to an outbreak of disease, an epidemic or pandemic. This is a generic policy which shall be adopted by all of the academies in FGT.

4. Template for Business Continuity Plans

The FGT template is used by each individual academy to produce its own site specific Business Continuity Plan. The template has been developed in-line with current guidance received from the Trust's Health & Safety Advisor – Staffordshire County Council, and a copy is appended to this document.

The template includes a range of generic information and documents arrangements in place to respond to a major incident or in response to an outbreak of disease, an epidemic or pandemic, which threatens personnel, premises and/or the operational structure of the academy. It also includes emergency contact numbers for key personnel.

Due to the confidential nature of some of the information recorded within the document, it will **not** be published, and will be retained for internal use only.

5. Monitoring and Review

The Future Generation Trust Board has overall responsibility for this policy and for reviewing its implementation and effectiveness. The Headteacher has responsibility for the production and testing of the Business Continuity Plan for their academy.

This policy will be reviewed every two years. However, each academy must review and update their site specific Business Continuity Plan annually.

Policy adopted on: 9 December 2021

Review Date: November 2023

Signed: Fliss Dale

Designation: Chair of Trust Board

Name of Academy
Business Continuity Plan

IN AN EMERGENCY	
1	IF APPROPRIATE, CALL THE EMERGENCY SERVICES ON 999 (OR 112)
2	CONTACT THE HEADTEACHER <i>Name</i> ON <i>Tel No (M); Tel No (H); or Tel No (Academy)</i>
3	ALTERNATIVELY CONTACT ONE OF THE DEPUTY HEADTEACHERS <i>Name</i> <i>Tel No (M); Tel No (H); or Tel No (Academy)</i> <i>Name</i> <i>Tel No (M); Tel No (H); or Tel No (Academy)</i>
4	INFORM THE CHAIR OF THE TRUST BOARD <i>Name</i> ON <i>Tel No (M); Tel No (H)</i>
5	INFORM THE CHAIR OF GOVERNORS <i>Name</i> ON <i>Tel No (M); Tel No (H)</i>
6	INFORM THE CEO <i>Name</i> ON <i>Tel No (M); Tel No (H)</i>
7	<p style="text-align: center;">PAGE THE COUNTY COUNCIL’S DIRECTOR ON CALL ON <i>07623 910065</i></p> <p style="text-align: center;">Leave your name, contact number & any relevant short message.</p> <p>[In the unlikely event that the SCC Director On Call does not get back to you within a reasonable time period, then contact should be made with the Staffordshire Civil Contingencies Unit’s Duty Officer. This can be done by calling <i>08451 213322</i> This number will put you through to Fire Control. Please ask Fire Control to page the CCU Duty Officer, leaving an appropriate message.]</p> <p style="text-align: center;">Please note that both of the above numbers are not public numbers and should only be used in an emergency.</p>

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i: Distribution List

Author(s):		
Owner:	BCP Lead name	Review Date:
Approved by:		Date:

Name	Job Title	Organisation

ii: Version Control

Version	Amendment	Incorporated by whom?	Date

iii: Storage of Business Continuity Plan (BCP)

A hard copy of this Business Continuity Plan (BCP) can be found in the following places:

- On Staff noticeboard (Excluding personal numbers on contact list)
- In grab box/folder/bag (located where?)
- At (alternative location?)

The electronic version of this BCP is located here:

- Network Drive
- Insert as required

1.0 Preface

1.1 Description

This document is the BC Plan for **insert Academy name** and provides an outline of the steps to be taken to effect recovery. This document should be used to assist recovery of operations and continuation of work, following a major incident or in response to an outbreak of disease, an epidemic or pandemic.

The sections in this BC Plan cover functional recovery, BC Plan ownership and the relationship with the major incident management process. In addition, there are key third party and internal contacts specific to Future Generation Trust and the Academy.

The Trust's Incident Management Team (IMT) will oversee and co-ordinate the overall recovery process.

1.2 Document Purpose

It is not intended that this BC Plan should be used for all disruptions at the Academy. Minor disruptions should be resolved using routine management procedures. The IMT will be activated for disruptions that are classified as major incidents (see appendix C for guidance on escalating to the Incident Management Team).

Allocation of resources during the management of a major incident, such as workstations or meeting facilities, is subject to change. The actual requirements will be determined based upon the operational priorities prevailing at the time, and the expected duration of the major incident. This BC Plan outlines the base requirements of **insert Academy name**.

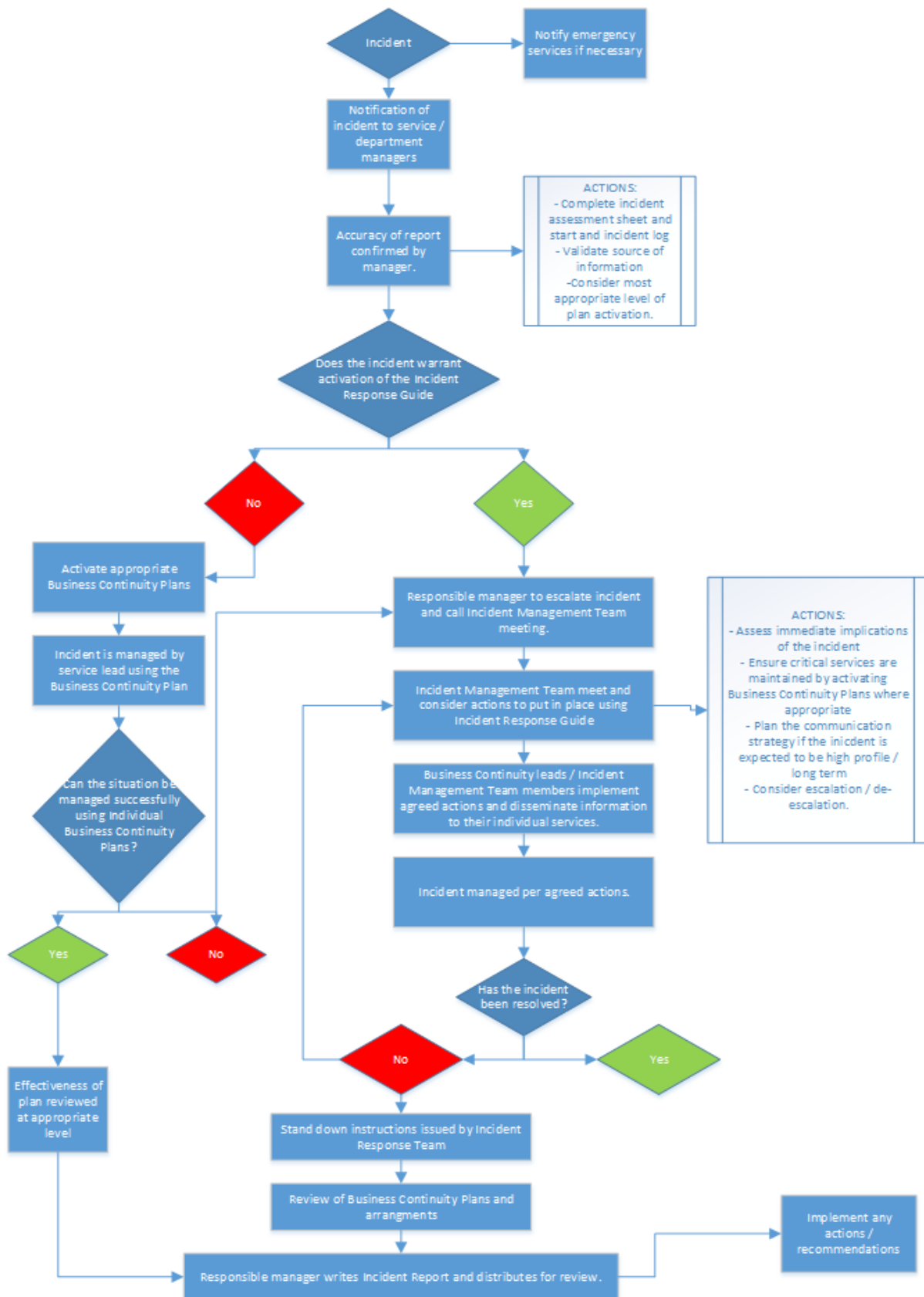
1.3 Definition of Terms

This document uses the following terms and abbreviations, their definitions are below:

Term	Definition
Business as Usual	The normal status of Academy operations.
Incident Management Team (IMT)	The senior management team which will assemble in response to a major incident.
Major incident	A disruption which the IMT will be called out to respond to. See appendix C for escalating to the Incident Management Team.
Maximum Data Loss	The maximum amount of IT data (measured in time) which may be lost between the previous good backup and the point of IT service failure.
Recovery Time Objective (RTO)	The timeframe during which the process or IT service must be recovered to minimal capability, in order to prevent an unacceptable impact on the Academy.
Maximum Acceptable Outage (MAO)	The timeframe during which the process must be recovered to full capability, in order to prevent an unacceptable impact of loss upon the Academy.

2.0 Response Section

2.1 Initial Actions Flow Chart



2.2 Initial Alternative Meeting Point

If the primary location is lost, the Incident Management Team will assemble at the nearest Future Generation Trust Academy in order to manage the incident.

2.3 Business Recovery Team

Role	Name	Job Title	Responsibilities
BCP Lead			
Other Business Recovery Team members:			

3.0: Incident Assessment Sheet

Note: The criteria in the table below should be used as a guide when assessing the incident and some points may not be relevant depending on what has happened.

Date:		Time:	
Major Incident trigger points.			Incident (Tick)
1. Have there been fatalities or multiple serious injuries suffered by any members of staff or third parties on Academy-related activities or is there significant risk of these occurring?			
2. Are there other serious staff or third party welfare implications affecting many people? E.g: <ul style="list-style-type: none"> • Critical illness. • Displacement / Loss of contacts. • Trauma / Kidnap. 			
3. Will Academy operations be significantly interrupted? E.g: <ul style="list-style-type: none"> • Exclusion from site • Failure of key processes. • IT /communications disruption. • Full or partial closure to pupils 			
4. Is the Academy's reputation under serious threat?			
5. Is there intrusive media involvement?			
6. Is a major commissioning relationship or partnership under threat?			
7. Is there a threat of serious liquidated damages or other financial claim?			
8. Is there government or public health guidance which must be complied with?			
Assessment criteria			
1. Expected duration:			
2. Health and safety:			

3. Impact on people (welfare, transport):

4. Impact on buildings and property (security, cordons):

5. Impact on IT and communications (network, telephony):

6. Impact on Academy operations/ frontline services

7. Possible future outcomes:

8. Potential for escalation or spread:

9. Potential for media involvement:

10. Implications for reputational damage:

11. Other

Stakeholder list					

4.0: Incident Log SheetSheet No:

Consider completing the debrief points sheet in section 6.1 with any issues you feel needs to be address.

No	Date	Time	Record	Initials

5.0 Recovery Priorities

5.1 Process recovery

Prioritise your recovery based on process Recovery Time Objectives.

Process	Process Owner	Recovery Time Objective	Maximum Acceptable Outage

5.2 Critical processes recovery strategy

For the processes identified as critical, and which have a recovery time objective that falls within 1 week (3-5 day recovery time objective), a recovery strategy needs to be devised. Complete the table below to specify the recovery strategies for each scenario listed. Action cards can then be developed to assist in achieving the minimum recovery requirements for each critical process, within their recovery time objective timescales (see Appendix B).

Process: Example	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies		RTO			MAO	
What are the key tasks that need to be prioritised?						
Where else can the process be conducted? Examples to consider: <ul style="list-style-type: none"> - An undamaged part of the building (possibly replacing a lower priority service) - Somewhere the process is already conducted (another site) - A temporary alternate site - Work from home 						
What are the key job roles for this process and who else can do the work? Examples to consider: <ul style="list-style-type: none"> - What are the key job roles for this process? (e.g. must have 1 team leader available and 1 technical advisor). - Employees in another location - Employees who have formerly performed the work - Temporary members of staff, contractors or a contract service 						
What can be substituted for normal technology access? Examples to consider: <ul style="list-style-type: none"> - A manual workaround process - Accumulate data for later input - Go where the network is not impacted 						
What if a commissioned service fails to deliver? Examples to consider: <ul style="list-style-type: none"> - Acquire from inventory or alternate supplier - Workarounds - Do work in-house 						

What if critical equipment becomes unavailable?

Examples to consider:

- Outsource to someone else's equipment
- Borrow, rent, lease, purchase
- Go where the equipment is available

What if this process cannot operate?

Examples to consider:

- Alert dependent processes
- Provide assistance (including ETA and updates)
- Divert them to an alternate source.

Process : Communication with Parents / Carers, Governors, Volunteers, Suppliers & Media	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process : Delivery of Curriculum	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process : Catering	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process : Before & After School provision (including clubs)	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process : National Testing of Pupil Performance	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process : Pre-school provision	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

Process Other	Recovery Timescales					
	½ day	1 day	3-5 days	1-2 weeks	3-4 weeks	1 month +
Recovery Strategies						
What are the key tasks that need to be prioritised?						
Where else can the process be conducted?						
What are the key job roles for this process and who else can do the work?						
What can be substituted for normal technology access?						
What if a commissioned service fails to deliver?						
What if critical equipment becomes unavailable?						

5.3 Resource Recovery

Allocation of resources during the management of a major incident, such as space or workstations, is subject to change by the Incident Management Team. The actual requirements will be determined based upon the operational priorities prevailing at the time, and the expected duration of the major incident. The following tables outline a preference model for **insert Academy name**.

The re-provisioning of general space will be managed by the Headteacher. The table below outlines the strategy for providing such space. The actual availability of space may be subject to resource constraints.

Location	Duplicate table as required					
Preferred Recovery Location						
Resource Recovery	Business as Usual (BAU)	½ day	1 day	3 -5 days	1 -2 weeks	3 – 4 weeks
Staff						
Teaching space						
Office workstations (includes pc, desk, phone)						
Remote Working						
Specialist Space						
Other resources						

Documentation						
Specialist IT and Hardware						
Other (e.g. specialist equipment)						

Location						
Preferred Recovery Location						
Resource Recovery	Business as Usual (BAU)	½ day	1 day	3 -5 days	1 -2 weeks	3 – 4 weeks
Staff						
Teaching space						
Office workstations (includes pc, desk, phone)						
Remote Working						
Specialist Space						
Other resources						
Documentation						

Specialist IT and Hardware						

5.4 Dependencies / Suppliers

#	Who do you depend on	Who depends on you
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

5.5 Critical Periods

#	Critical Activity	Months Expected / Scheduled	Processes Affected
1			
2			
3			

5.6 Salvage Priorities

#	Salvage Item and Description	Location	Comments
1			
2			

6.0 De-brief

CONDUCT A DEBRIEF AT AN APPROPRIATE TIME FOLLOWING RESOLUTION OF THE INCIDENT.

Debrief conducted on (date / time)

At (location)

Individuals involved in the Meeting were:

Role	Role Holder	Role	Role Holder

Additional Attendees (if required):

Name	Role	Name	Role

6.1 Debrief Points

The matters listed below should be considered but comment is not necessary under each heading.

Incident detection and escalation:
Call out:
Command:
Information available:
Communications:
Effectiveness:
Decisions made:
Response of staff:
Costs and expenses:

Training implications:

Impact on the Academy:

Other comments:

6.2 Actions Arising from the Debrief

#	Action	Assigned to	Deadline
1			
2			
3			
4			
5			
6			

Annex A: Contact List

Name & Organisation	Job Title	Email Address	During Office Hours	Mobile / Pager	Out of Hours Contact
Internal					

Name & Organisation	Job Title	Email Address	During Office Hours	Mobile / Pager	Out of Hours Contact
External					
Staffordshire County Council	Director On Call	<p style="text-align: center;">Page the Director on Call on 07623 910065 Leave your name, contact numbers & any relevant short message.</p>			

Annex B Plan Maintenance Record

The following form should be maintained by the BC Plan Owner as a status record of maintenance.

Plan updated (dd/mm/yyyy)	Updated by	Next scheduled update (dd/mm/yyyy)