

# **BUSINESS CONTINUITY MANAGEMENT PLAN**

**for**

**OWLS Academy Trust.**

**Kenilworth Drive**

**Leicestershire**

**LE2 5HS**

**September 2018**

**Detailing arrangements for:**

**Incident Management**

**Business Continuity**

**Recovery and Resumption of Normal  
School Activity**

# Table of Contents

Section	Content	Page No.
<b>1.0</b>	<b>About this Plan</b>	
1.1	Document Control	3
1.2	Plan Purpose	3
1.3	Plan Remit	3
1.4	Plan Owner	3
1.5	Plan Distribution	3
1.6	Plan Storage	3
1.7	Plan Review Schedule	3
<b>2.0</b>	<b>Plan Activation</b>	
2.1	Circumstances	4
2.2	Responsibility for Plan Activation	4
2.3	Escalating a Serious Incident to Leicestershire County Council	4
2.4	Activation Process	4
<b>3.0</b>	<b>Roles and Responsibilities</b>	
3.1	School Incident Management Team	6 & 7
3.2	Additional Response and Recovery Roles	7 & 8
3.3	The Role of Governors	8
<b>4.0</b>	<b>Incident Management</b>	
4.1	Purpose of the Incident Management Phase	9
4.2	Incident Management Actions	9 -11
<b>5.0</b>	<b>Business Continuity</b>	
5.1	Purpose of the Business Continuity Phase	13
5.2	Business Continuity Actions	13 -14
5.3	Business Continuity Strategies	14 -15
<b>6.0</b>	<b>Recovery and Resumption</b>	
6.1	Purpose of the Recovery and Resumption Phase	16
6.2	Recovery and Resumption Actions	16
<b>7.0</b>	<b>Appendices</b>	
A	Log Template	17
B	Impact Assessment Form	18 & 19
C	Lost Property Form	20
D	Financial Expenditure Log	21
E	Contents of Emergency Box / 'Grab bag'	22
F	Risk Identification, Evaluation and Management Matrix	23 -25
G	Incident Management Decision-Making Tool	26
H	Staff Contact List	27
I	Key Contacts List	28

## **Introduction and purpose of plan**

OWLS Academy Trust is exposed to a large number of events which have the potential to cause major disruption to our services. Although such events are rare, it is important that we have in place plans to help us manage and recover from these situations as they arise. Not only is this good practice, it is also considered essential for an organisation responsible for delivering high quality education to the community.

One of the problems in planning for a disaster is that it is impossible to predict what that disaster might be or when it might happen. Past experience has identified some potential threats that have caused disruption to education services, including flooding and storm damage, fire, civil unrest, and outbreaks of animal disease in rural areas.

In developing these plans we need to be mindful of any particular vulnerabilities or risks to which our school are exposed.

Rather than developing many plans to deal with every foreseeable eventuality, our plan is structured around the concept of failure or loss of access to the key resources we need to provide our services.

This means, irrespective of the cause, our plan focuses upon the loss of data, IT and communication systems, teaching spaces and equipment, office workspaces and facilities, and our human resources. In this way, regardless of whether the adverse event is a major fire, a bomb, or a flu epidemic, we have plans in place to effectively manage the loss of the affected resource.

The objectives of the plan are to ensure that, should an adverse event occur:

- We continue to protect the health, safety and wellbeing of our staff, students and users of our facilities.
- We continue to provide critical services to our students
- We achieve full, effective and efficient restoration of all services
- We communicate in a clear and timely manner to all our stakeholders
- We protect and enhance the reputation of our school

The plan does not provided a definitive list of all actions needed to be taken during an adverse event affecting our continuity, however, by producing, maintaining, and testing the plan, we will be more prepared, and will enhance our own capabilities in order to protect the school, our students and stakeholders, and recover in a more efficient and effective manner.

The Business Continuity Plan is maintained through the full support and endorsement of the Governors.

## When & how to initiate the BCP

### *What constitutes a serious adverse event?*

A serious adverse event is;

Any event that results in the failure or loss of a key resource and which maintains the potential to cause total loss or severe disruption to the work activity of a section or whole of the school for more than (e.g. 2) working days.

**Note 1:** It may not be apparent at first, how long the serious adverse event or loss of resource will endure. If in doubt, the Crisis Management Team will decide, based on the information available, on the extent to which the BCP needs to be activated.

**Note 2:** Although the full BCP may not be activated, the plan may still help to reduce the disruption to work activities that may be caused by any number of more minor events.

### *Recovery objectives and priorities*

The recovery objectives and priorities of this plan are based upon the nature of our business, and have been developed in direct accordance with the results of a service impact analysis. The service impact analysis was conducted to provide a specific insight into the criticality of the different components of the school, and to ensure that our response to an adverse event which may affect continuity is efficient, effective and is focused entirely in accordance with the needs of the school, its students and our stakeholders.

In the event of the need to invoke the Business Continuity Plan, our recovery strategy will generally be based upon the following priorities:

#### Primary

- Information Technology and Communications
- Teaching activities and classroom accommodation
- School transport

#### Tertiary

- Trips and visits, access to shared facilities e.g. sports.
- Venue hire to community users

(The priority of some areas may be variable depending upon which part of a curriculum cycle an event occurs in e.g. accommodation is most critical during term time).

Recovery is based upon a;

(48 Hour) Short term; Recover, Relocate or Close Plan designed to recover the most critical processes, to temporarily close the school, or to provide alternative temporary accommodation.

(10 Day) Disaster Recovery or Temporary Accommodation Plan which will be invoked on completion of the 48 Hour Plan to recover all other processes.

### ***Plan Initiation – serious adverse events occurring during normal working hours***

The first consideration should be to the welfare of our staff, students and visitors. Existing emergency response and evacuation procedures should be followed for any event requiring building evacuation signalled by an alarm or on instruction by the emergency services.

For other types of adverse event, the person becoming aware of the situation should report their concerns immediately to the head teacher or their nominated deputy.

If the information available indicates that the incident might constitute a serious event resulting in severe disruption of service, then the head teacher or deputy should immediately contact a member of the Crisis Management Team (see below).

A critical service analysis will be prepared by the head teacher to indicate which resources, assets etc. must be maintained or recovered (by when) to allow the Business Continuity Plan to function. This will be maintained and regularly updated by the Governors

### **Plan Initiation – Serious adverse events arising outside of normal working hours**

If the serious adverse event arises outside of normal working hours then it may be discovered by the first employee arriving on site. In these situations, the employee should immediately notify the head teacher or their nominated deputy. If neither is available, then their own line manager should be notified.

Serious adverse events which occur outside of normal working hours may also be notified to e.g. nominated key-holders, who should be instructed to contact the site Manager.

Once notified, if the information available indicates that the serious adverse event might result in the failure or loss of a key resource and which will cause total loss or severe disruption to the work activity of a section or division of the school, then the section head teacher or deputy should contact a member of the Crisis Management Team

### **Incident log.**

A log recording the sequence of events, with times and records of actions taken must be maintained throughout the management process.

## Testing and Maintenance of the Plan

Key components of the plan will be tested on an annual basis, or sooner if significant changes to the school, or its services are made. These tests will range from undertaking simple desk top scenario-based exercises through to more complex simulations involving non-notice activation of the plan.

Records of all tests will be maintained, and the results of the tests routinely analysed and used to make improvements to the plan.

## Recording of Adverse Events

All adverse events which result in, or at least created the potential for, **significant** disruption to service for a period of more than 2 to 3 days will be recorded and reported using the Disruption to Service Record Form. All events will be investigated and analysed, and used to improve the robustness of the organisation and its response to such incidents where possible.

# 1.0 About this Plan

## 1.1 Document Control

Date	Revision/Amendment Details & Reason	Author
01/09/2017	Development for ratification by GB	Peter Merry/Helen Bonser/Sam Conlon
12,10,18	Development for ratification by GB	Peter Merry/Helen Bonser/Sam Conlon

## 1.2 Plan Purpose

To provide a flexible response so that OWLS School can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

## 1.3 Plan Remit

Teaching, school administration, catering, lettings, trips are covered by this Plan.  
All rooms are covered by this Plan.

## 1.4 Plan Owner

The CEO 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 Distribution

This Business Continuity Plan is distributed as follows:

NAME	ROLE	ISSUE DATE
Peter Merry	CEO	Oct 2018
Karen Sobieraj	Chair of Governors	Oct 2018
Helen Bonser	Headteacher	Oct 2018
Sam Conlon	Headteacher	Oct 2018
Krystyna Biddles	Manager/Bursar	Oct 2018
Diane McDonald	Administrative Officer	Oct 2018
Paul Groom	Premises Officer	Oct 2018
Graham Whitmore	Premises Officer	Oct 2018

## 1.6 Plan Storage

All parties on the distribution list, see above, are required to safely and confidentially store a copy of this plan at their regular place of work **and** off-site i.e. at home. Emergency box kept at front of each school.

## 1.7 Plan Review Schedule

This Plan will be updated as required and formally reviewed annually in the autumn term.

## 2.0 Plan Activation

### 2.1 Circumstances

This Plan will be activated in response to an incident causing significant disruption to the School, particularly the delivery of key/critical activities. 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. catering provider, school transport provider

### 2.2 Responsibility for Plan Activation

A member of the nominated **School Incident Management Team**<sup>1</sup> will normally activate and stand down this Plan.

### 2.3 Escalating a Serious Incident

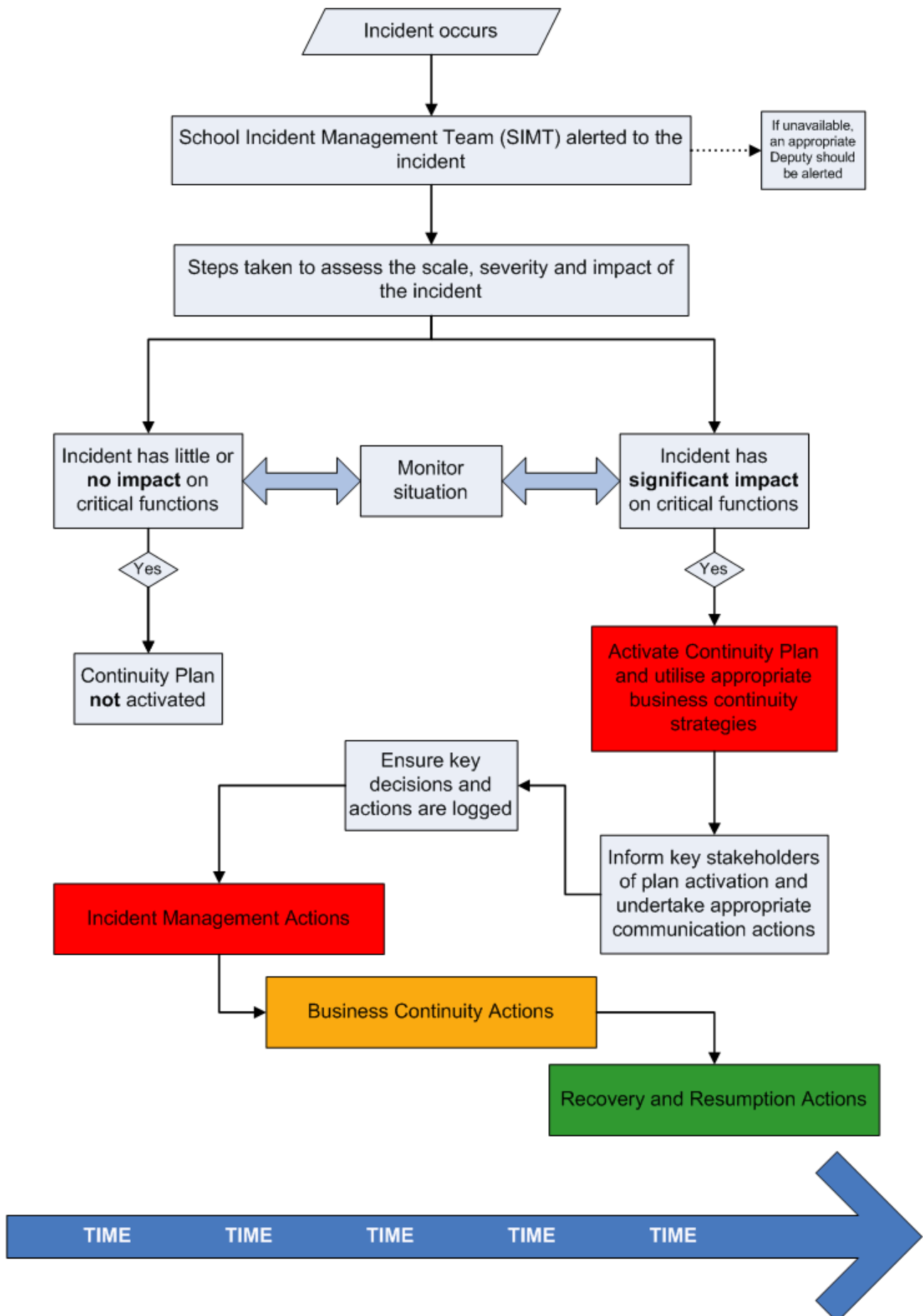
If the incident is deemed to be of a 'critical' nature, the Critical Incident Plan will be activated and emergency services notified to respond as appropriate.

---

<sup>1</sup> See Section 3.1 for the responsibilities of School Incident Management Team



## 2.4 Activation Process



## 3.0 Roles and Responsibilities

### 3.1 School Incident Management Team

Role	Responsibilities	Accountability / Authority
CEO/Headteacher / Business Continuity Coordinator	<ul style="list-style-type: none"> <li>▪ Senior responsible owner of Business Continuity Management in the School</li> <li>▪ Ensuring the School has capacity within it's structure to respond to incidents</li> <li>▪ Determining the School's overall response and recovery strategy</li> <li>▪ Business Continuity Plan development</li> <li>▪ Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc.</li> <li>▪ Involving the School community in the planning process as appropriate</li> <li>▪ Plan testing and exercise</li> <li>▪ Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved</li> <li>▪ Training staff within the School on Business Continuity</li> <li>▪ Embedding a culture of resilience within the School, involving stakeholders as required</li> </ul>	The Headteacher has overall responsibility for day-to-management of the School, including lead decision-maker in times of crisis.
School Incident Management Team <i>(including Business Continuity Coordinator and Headteacher)</i>	<ul style="list-style-type: none"> <li>▪ Leading the School's initial and ongoing response to an incident</li> <li>▪ Declaring that an 'incident' is taking place</li> <li>▪ Activating the Business Continuity Plan</li> <li>▪ Notifying relevant stakeholders of the incident, plan activation and ongoing response actions</li> <li>▪ Providing direction and leadership for the whole School community</li> <li>▪ Undertaking response and communication actions as agreed in the plan</li> <li>▪ Prioritising the recovery of key activities disrupted by the incident</li> <li>▪ Managing resource deployment</li> <li>▪ Welfare of Pupils</li> <li>▪ Staff welfare and employment issues</li> </ul>	The School Incident Management Team has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.

The following Staff have been identified as the School's Incident Management Team:

Name	Role	Contact Details (delete/amend as necessary)
Peter Merry	CEO	Mobile Number: 07746779749 Email Address: ceo@owlsacademytrust.co.uk Out of Hours Contact Details: 01455 550161
Helen Bonser	Headteacher	Mobile Number: 07890940398
Sam Conlon	Headteacher	Mobile Number: 07876507404
Krystyna Biddles	Bursar	Mobile Number: 07974806988

### 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 Loggist (record keeper)	<ul style="list-style-type: none"> <li>▪ Ensuring that all key decisions and actions taken in relation to the incident are recorded accurately</li> </ul>	Reporting directly to the Headteacher or School Incident Management Team.
Media Coordinator	<ul style="list-style-type: none"> <li>▪ Collating information about the incident for dissemination in Press Statements</li> </ul>	The Media Co-ordinator should be a member of the School Incident Management Team. Press release to be approved by the School Incident Management Team.
Stakeholder Liaison	<ul style="list-style-type: none"> <li>▪ Co-ordinating communication with key stakeholders as necessary. This includes (but does not cover all):                             <ul style="list-style-type: none"> <li>○ Governors</li> <li>○ Parents/Carers/carers</li> <li>○ Catering provider</li> <li>○ School Transport Providers</li> <li>○ External agencies e.g. Emergency Services, Health and Safety Executive (HSE) etc</li> </ul> </li> </ul>	All communications activities should be agreed by the School Incident Management Team. Information sharing should be approved by the Headteacher or School Incident Management Team.
Facilities Manager	<ul style="list-style-type: none"> <li>▪ Undertaking duties as necessary to ensure site security and safety in an incident</li> <li>▪ Liaison with the School Incident Management to advise on any issues relating to the school physical infrastructure</li> <li>▪ Lead point of contact for any Contractors who may be involved in incident response</li> </ul>	Report directly to Headteacher or School Incident Management Team.
ICT Coordinator	<ul style="list-style-type: none"> <li>▪ Ensuring the resilience of the School's ICT infrastructure</li> <li>▪ Liaison with ICT support / external</li> </ul>	Already a member of the School Incident Management Team, however will remain focussed on ensuring

	providers <ul style="list-style-type: none"> <li>▪ Work with the Headteacher to develop proportionate risk responses</li> </ul>	resilience of infrastructure.
Recovery Coordinator	<ul style="list-style-type: none"> <li>▪ Leading and reporting on the School's recovery process</li> <li>▪ Identifying lessons as a result of the incident</li> <li>▪ Ensures lessons are incorporated into the plan development</li> </ul>	Already a member of the School Incident Management Team, however will remain focussed on leading the recovery and resumption phase.

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

Name	Role	Contact Details
Paul Groom	Premises Officer (L)	Mobile Number: 07808504020 Email Address: <a href="mailto:paulthecaretaker@gmail.com">paulthecaretaker@gmail.com</a> Out of Hours Contact Details: 07808504020 Home: 0116 2710706
Graham Whitmore	Premises Officer (G)	Mobile Number: 07796605090 Email Address: grahamthecaretaker@btinternet.com Out of Hours Contact Details: 07796605090 Home: 0116 2810189

### 3.3 The Role of Governors

Role	Responsibilities	Accountability / Authority
Governing Body	<ul style="list-style-type: none"> <li>▪ Working in partnership with the Headteacher to provide strategic direction in planning for and responding to disruptive incidents</li> <li>▪ Undertaking actions as required to support the School's response to a disruptive incident and subsequent recovery</li> <li>▪ Acting as a 'critical friend' to monitor, evaluate and ensure that the School Business Continuity Plan is fit-for-purpose and continuity arrangements are robust and reliable</li> </ul>	Liaison with the Headteacher or School Incident Management 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)	
1.	Make a <i>quick</i> initial assessment: <ul style="list-style-type: none"> <li>▪ Survey the scene</li> <li>▪ Assess (i.e. scale/severity, duration &amp; impact)</li> <li>▪ Disseminate information (to others)</li> </ul>	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"/>
2.	Call the Emergency Services (as appropriate)	<b>TEL: 999</b> Provide as much information about the incident as possible	<input type="checkbox"/>
3.	<ul style="list-style-type: none"> <li>▪ Evacuate the School building, if necessary.</li> <li>▪ 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.</li> <li>▪ 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</li> <li>▪ Notify relevant stakeholders of site evacuation</li> </ul>	<ul style="list-style-type: none"> <li>▪ Use normal fire evacuation procedures for the School</li> <li>▪ Consider arrangements for staff/pupils with special needs</li> <li>▪ If the decision is to stay within the School, ensure the assembly point is safe and take advice from Emergency Services as appropriate</li> </ul>	<input type="checkbox"/>
4.	Ensure all Pupils, Staff and any School Visitors report to the identified Assembly Point.	The normal <b>Assembly point</b> for the School is: <b>playground/school field(Glenmere)</b>	<input type="checkbox"/>

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
5.	Check that all Pupils, Staff, Contractors and any Visitors have been evacuated from the building and are present. Consider the safety of all pupils, staff, contractors and Visitors as a priority	Using staff list, class registers and signing in/out /POD/books for School visitors and pupils	<input type="checkbox"/>
6.	Ensure appropriate access to site for Emergency Service vehicles	Ensure any required actions are safe by undertaking a dynamic risk assessment	<input type="checkbox"/>
7.	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"/>
8.	Identify School Incident Management Team to undertake specific emergency response roles	<i>Information on roles and responsibilities can be found in Section 3.0</i>	<input type="checkbox"/>
9.	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"/>
10.	Where appropriate, record names and details of any 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"/>
11.	<ul style="list-style-type: none"> <li>▪ Take further steps to assess the impact of the incident</li> <li>▪ Agree response / next steps</li> </ul>	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"/>
12.	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"/>
13.	If appropriate, arrange contact with Press.	Establish a media area if necessary.	<input type="checkbox"/>

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
14.	Assess the key priorities for the remainder of the working day and take relevant action	<p>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.</p> <p><i>Business Continuity Strategies are documented in Section 5.3</i></p> <p>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.</p>	<input type="checkbox"/>
15.	Ensure Staff are kept informed about what is required of them	<p>Consider:</p> <ul style="list-style-type: none"> <li>▪ what actions are required</li> <li>▪ where staff will be located</li> <li>▪ Notifying Staff who are not currently in work with details of the incident and actions undertaken in response</li> </ul>	<input type="checkbox"/>
16.	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 pupils not currently in School.	<input type="checkbox"/>
17.	Ensure Parents/Carers are kept informed as appropriate to the circumstances of the incident. Parents/carers of those immediately affected by the incident will require additional considerations to ensure information is accurate and up-to-date.	<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, answer machine message, text message, website update.</p>	<input type="checkbox"/>
18.	Ensure Governors are kept informed as appropriate to the circumstances of the incident	Chair of Governors to communicate with other Governors and update as required.	<input type="checkbox"/>
19.	Consider the wider notification process and the key messages to communicate	Local Radios and social media may be useful in broadcasting key messages	<input type="checkbox"/>

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
20.	Communicate the interim arrangements for delivery of critical School activities	Ensure all key stakeholders are kept informed of contingency arrangements as appropriate. Inform using website, text messaging and telephone as appropriate to stakeholder list in 3.2 (include contractors and suppliers).	<input type="checkbox"/>
21.	Log all expenditure incurred as a result of the incident	Record all costs incurred as a result of responding to the incident <i>The Financial Expenditure Log can be found in Appendix D</i>	<input type="checkbox"/>
22.	Seek specific advice/ inform your Insurance Company as appropriate	Insurance Policy details can be found in the main school office. Electronic details available on office PCs, Headteacher laptop and via office / Headteacher.	<input type="checkbox"/>
23.	Ensure recording process in place for staff/pupils leaving the site	Ensure the safety of staff and pupils before they leave site and identify suitable support and risk control measures as required	<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 activation 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

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
1.	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"/>
2.	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:</p> <ul style="list-style-type: none"> <li>▪ Which School activities are disrupted?</li> <li>▪ What is the impact over time if these activities do not continue?</li> <li>▪ Would the impact be: <ul style="list-style-type: none"> <li>○ Manageable? <input type="checkbox"/></li> <li>○ Disruptive? <input type="checkbox"/></li> <li>○ Critical? <input type="checkbox"/></li> <li>○ Disastrous? <input type="checkbox"/></li> </ul> </li> <li>▪ What are current staffing levels?</li> <li>▪ Are there any key milestones or critical activity deadlines approaching?</li> <li>▪ What are your recovery time objectives?</li> <li>▪ What resources are required to recover critical activities?</li> </ul>	<input type="checkbox"/>
3.	Plan how critical activities will be maintained, utilising pre-identified or new business continuity strategies (See Section 5.3)	<p>Consider:</p> <ul style="list-style-type: none"> <li>▪ Immediate priorities</li> <li>▪ Communication strategies</li> <li>▪ Deployment of resources</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> <li>▪ Stakeholder engagement</li> </ul> <p>Produce an action plan for this phase of response.</p>	<input type="checkbox"/>

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
4.	Log <b>all</b> decisions and actions, including what you decide <b>not</b> 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"/>
5.	Log all financial expenditure incurred	<i>The Financial Expenditure Log can be found in Appendix D</i>	<input type="checkbox"/>
6.	Allocate specific roles as necessary	Roles allocated will depend on the nature of the incident and availability of staff	<input type="checkbox"/>
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as staffing, premises, equipment, ICT, welfare issues etc.	<input type="checkbox"/>
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of key stakeholders.	<input type="checkbox"/>

### 5.3 Business Continuity Strategies

	<b>Arrangements to manage a loss or shortage of Staff or skills</b>	<b>Further Information</b> (e.g. Key contacts, details of arrangements, checklists)
1.	Use of temporary staff e.g. Cover Supervisors, Supply Teachers, Office Staff etc.	
2.	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	
3.	Using different ways of working to allow for reduced workforce, this may include: <ul style="list-style-type: none"> <li>• Larger class sizes (subject to adult and child ratios)</li> <li>• Use of Teaching Assistants, Learning Support Assistants</li> <li>• Virtual Learning Environment opportunities</li> <li>• Pre-prepared educational materials that allow for independent learning</li> <li>• Team activities and sports to accommodate larger numbers of pupils at once</li> </ul>	
4.	Suspending 'non critical' activities and focusing on your priorities	
5.	Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc.	

<b>Arrangements to manage denial of access to your premises or loss of utilities</b>		<b>Further Information</b> (e.g. Key contacts, details of arrangements, checklists)
1.	Pre-agreed arrangements with other premises in the community i.e. Pavillion	
2.	Virtual Learning Environment opportunities	
3.	Localising the incident e.g. isolating the problem and utilising different sites or areas within the School premises	
4.	Off-site activities e.g. swimming, physical activities, school trips	

<b>Arrangements to manage loss of technology / telephony / data / power</b>		<b>Further Information</b> (e.g. Key contacts, details of arrangements, checklists)
1.	Back-ups of key school data – daily, held off-site	
2.	Reverting to paper-based systems e.g. paper registers, whiteboards etc.	
3.	Flexible lesson plans	
4.	Emergency lighting	

<b>Arrangements to mitigate the loss of key suppliers, third parties or partners</b>		<b>Further Information</b> (e.g. Key contacts, details of arrangements, checklists)
1.	Ensuring all external providers have business continuity plans in place as part of contract terms	
2.	Insurance cover	
3.	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

	<b>ACTION</b>	<b>FUTHER INFO/DETAILS</b>	<b>ACTIONED? (tick/cross as appropriate)</b>
1.	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.	<input type="checkbox"/>
2.	Respond to any ongoing and long term support needs of Staff and Pupils	Depending on the nature of the incident, the School Incident Management Team may need to consider the use of Counselling Services	<input type="checkbox"/>
3.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff and key stakeholders are aware that the business continuity plan is no longer in effect.	<input type="checkbox"/>
4.	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 School Incident Management Team and in particular by the Headteacher to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the School.	<input type="checkbox"/>
5.	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 of the School Incident Management Team.	<input type="checkbox"/>



Impact Assessment Form			
<b>Completed By</b>		<b>Incident</b>	
<b>Date</b>		<b>Time</b>	

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?		

Question	Logged Response
Are systems and other resources unavailable? (include computer systems, telecoms, other assets)	
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	







## CONTENTS OF EMERGENCY BOX

Section	Details
Business Continuity	Business Continuity Plan (plus spare copies of forms in Appendices)
	Key contact details, including: Governors, Parents/Carers, Staff, School Transport, Catering, Accountants, Suppliers etc.
	Other key documents
Financial Information	Bank, insurance details, Payroll etc.
	Invoices, purchase orders, etc
	Financial procedures
	Assets Register
IT / Equipment Information	Software licence agreement and key codes
	Back-up rota and data restoration routine
Equipment and other items	First Aid Kit
	Portable radio (plus spare batteries)
	Wind up LED torch
	Laptop with wireless connection
	Pay-as-you-go mobile phone and battery powered mobile phone charger
	Stationery including permanent markers, clipboards, pens, blue-tack, pins, pencils and notebook paper
	Disposable camera with film
	Hazard barrier tape
	Emergency cash, a cheque book or spare credit card
	Contact details for taxi / transport providers
	School Floor Plans
	Spare keys
	Whistle / megaphones
High visibility jacket	

End of document



### USEFUL CONTACT NUMBERS GLENMERE

	Telephone No:		Company / Contact	Comments / Notes
Major Incident Line	07786 198283 or 07659 17095		Leicestershire County Council	
Landlords	0116 2323232		Leicestershire County Council	
Insurers	0116 2323232		Leicestershire County Council	
Electricity Suppliers	0870 901 1039		Southern Electric	
Electric Distribution	0800 6783105		Western Power	
Gas Suppliers	0116-2657901		ESPO	
Water Companies	08457 500500		Severn Trent	
Plumbing Blockages	0116 3056999	Out of Hours 3055000	LCC Help Desk	LCC Buy Back
Mail Services	0845 404000		RM Easymail	
Website Support	01482 604706		Kcom/Stephen (school)	
Cleaning Companies	0116 255 1955		Ace Cleaning (windows)	
IT, Telecom and Network Suppliers	0845 302 8635/0845 6006156		The Complete Communications & BT (phone calls & fax)	
Workspace Recovery				
Office Furniture Suppliers	0844 412 0000/0116- 2657901		Viking Direct/ESPO	
Stationery Suppliers	0116- 2657901/01604- 760211/0844 412 0000		ESPO/Halcyon/Viking Direct	
Staff Resource & Welfare	0116 2323232		Leicestershire County Council	

### USEFUL CONTACT NUMBERS LANGMOOR

	Telephone No:		Company / Contact	Comments / Notes
Major Incident Line	07786 198283 or 07659 17095		Leicestershire County Council (LCC)	
Landlords				
Insurers	0116 3056516	James Colford	LCC (LAIS)	
Electricity Suppliers	01737275822		Total Gas	
Elec Distribution	01737275822		Total Gas	
Gas Suppliers	0116 29444040		ESPO	Ref 1005402
Water Companies	03450726072		Waterplus	Account 0908061343
Plumbing Blockages	0116 3055000	Out of Hours 3055000	LCC Help Desk	LCC Buy Back
Mail Services	0845 404000		RM Unify	Opt 4
Website Support	0845 2570224		E4 education	
Cleaning Companies	0116 3055000		LCC Help Desk	LCC Buy Back
IT, Telecom and Network Suppliers	0845 6006156 01162812821		British Telecom The Phone Centre	Account 17214502 Account 13000944
Workspace Recovery	0116 3055000		LCC Help Desk	LCC Buy Back
Office Furniture Suppliers	0116 2657901		Espo	
Stationery Suppliers	0116 2657901		Espo	
Staff Resource & Welfare				Snow Line

# Critical service analysis

Resource / Areas to look at	What is required to provide Minimum Service	If not available <ul style="list-style-type: none"> <li>• How would we get it</li> <li>• What would we do instead</li> </ul>	Who would manage it	Actions needed to enable

## IDENTIFYING, EVALUATING AND MANAGING RISKS

### Langmoor/Glenmere Primary School - 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.

Appendix F

Score	Risk Description	Action Required
25	Extreme Risk	<ul style="list-style-type: none"> <li>Immediate escalation to Headteacher for risk control activities</li> </ul>
20 - 15	High Risk	<ul style="list-style-type: none"> <li>Risk to be actively managed with appropriate risk control activities</li> </ul>
12 - 6	Medium Risk	<ul style="list-style-type: none"> <li>Take appropriate action to manage the risk</li> </ul>
5 and below	Low Risk	<ul style="list-style-type: none"> <li>Risk to be removed from register with monitoring activity to assess changes in risk rating</li> </ul>



Grouped as follows:-

**Strategic Risks**

**Operational Risks**

**Compliance Risks**

**Financial Risks**

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	<b>Strategic Risks</b>				•		
1.	Charity is not operating within its objects	3	3	9	<ul style="list-style-type: none"> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Updated to Include Fernvale Sept 16	Trustees
2.	Charity's objects become out of date / are no longer appropriate	3	3	9	<ul style="list-style-type: none"> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Updated to Include Fernvale Sept 16	Trustees
3.	Charity receives unfavourable Ofsted report	4	3	12	<ul style="list-style-type: none"> <li>School monitoring and evaluation and analysis procedures</li> <li>Reports to governors</li> </ul>	Finance/Curriculum Committee Meetings to be presented to Governors Autumn 16	Headteacher

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>• Raise Online analysis</li> </ul>		
4.	Charity not seen by public to be meeting its objects	3	3	9	<ul style="list-style-type: none"> <li>• Effective communications to stakeholders</li> <li>• Articles of association</li> <li>• Funding agreement</li> </ul>	Website updated And Scheduled Meetings Sept 16	Trustees
5.	Objects of the charity are controversial or may attract a high level of public interest	3	3	9	<ul style="list-style-type: none"> <li>• Effective communications to stakeholders</li> <li>• Articles of association</li> <li>• Funding agreement</li> </ul>	Website updated And Scheduled Meetings Sept 16	Trustees
6.	Risk that charity could lose its charitable status	4	3	12	<ul style="list-style-type: none"> <li>• Articles of association</li> <li>• Funding agreement</li> </ul>	Website updated And Scheduled Meetings Sept 16	Trustees
7.	Insufficient demand for charity's services leaves it unsustainable	5	3	15	<ul style="list-style-type: none"> <li>• Advertise / publicise services / results</li> <li>• Articles of association</li> <li>• Funding agreement</li> </ul>	Website updated And Scheduled Meetings Sept 16	Trustees
8.	Presence of other organisations with similar objects and little scope for differentiation	4	3	12	<ul style="list-style-type: none"> <li>• Advertise / publicise services / results to local and wider community</li> </ul>	Reviewed Sept 16	Headteacher
9.	Other charities / organisations competing for the same sources of donations / income	4	4	16	<ul style="list-style-type: none"> <li>• Ensure applications adhere to specified criteria</li> </ul>	Checked Sept 16	Headteacher Bursar/Business Manager
10.	Risk of Trustees not acting in accordance with their investment powers	4	3	12	<ul style="list-style-type: none"> <li>• Articles of association</li> <li>• Funding agreement</li> </ul>	Updated to Include Fernvale Sept 16	Trustees
11.	Management and administration costs are perceived by the public to be high	4	3	12	<ul style="list-style-type: none"> <li>• Effective performance management systems</li> <li>• Competitive recruitment processes</li> <li>• Effective communications to stakeholders</li> </ul>	Performance Management and Policy Renewal Sept 16	Headteacher Chair of Governors

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
12.	Senior management of the charity are seen by the public to be paid high salaries	4	3	12	<ul style="list-style-type: none"> <li>Effective communications to stakeholders</li> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Reviewed Sept 16	Trustees
13.	Committees not established with delegated authority, e.g. finance, personnel etc.	4	3	12	<ul style="list-style-type: none"> <li>Governing Body committee structure and handbook</li> <li>Policies determine delegated authority</li> </ul>	Subscription to Governor Development Services Renewed Sept 16	Headteacher Chair of Governors
14.	Committee terms of reference not consistent / adequate / sufficiently flexible etc.	4	3	12	<ul style="list-style-type: none"> <li>Terms of reference of committees and full governing body updated annually prior to the first meeting of the academic year</li> </ul>	Subscription to Governor Development Services  Reviewed Sept 16	Headteacher Chair of Governors
15.	Trustees delegate too little / too much to the Principal and/or Finance Director and do not ensure rigorous monitoring	4	3	12	<ul style="list-style-type: none"> <li>Governing Body handbook</li> <li>Governing Body structure / committees / visits and annual schedule of meetings</li> <li>Policies determine delegated authority</li> <li>Terms of reference</li> </ul>	Subscription to Governor Development Services Website Sept 16	Headteacher Chair of Governors
16.	Insufficient experience of charity / education sector	4	3	12	<ul style="list-style-type: none"> <li>Vacancies filled appropriately</li> <li>Access and attendance at training opportunities via subscriptions</li> <li></li> </ul>	Subscription to Governor Development Services Sept 16	Headteacher Chair of Governors
17.	Trustees without required expertise	3	4	12	<ul style="list-style-type: none"> <li>Vacancies advertised appropriately</li> <li>Access and attendance at training opportunities via subscriptions</li> <li>Articles of association</li> </ul>	Subscription to Governor Development Services Sept 16. Vacancy process being followed Sept 16	Chair of Governors

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>Funding agreement</li> <li>Guide to the law for governors of academies</li> </ul>		
18.	Lack of availability / poor attendance at meetings	3	4	12	<ul style="list-style-type: none"> <li>Clerk records attendance at meetings</li> <li>Chair of governors speaks to individual governors if no meetings attended during an academic year</li> <li>Governing Body have right to remove governor for repeated non attendance after above</li> <li>Procedures</li> <li>Guide to the law for governors of academies</li> </ul>	Website Sept 16	Chair of Governors Clerk to Governors
19.	Entrepreneurial risk - risk that trustees / managers are too entrepreneurial	3	4	12	<ul style="list-style-type: none"> <li>Guide to the law for governors of academies</li> <li>Articles of association</li> <li>Funding agreement</li> <li>Individual governors / managers not able to make decision on behalf of the trust – decisions can only be made by committee with delegated authority according to terms of reference</li> </ul>	New Guidance followed Sept 16	Trustees
20.	Risk that activities of the charity could be outside its objects	4	3	12	<ul style="list-style-type: none"> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Updated to Include Fernvale Sept 16	Trustees
21.	Trustees become too involved with management of the charity and are not independent from management	3	3	9	<ul style="list-style-type: none"> <li>Guide to the law for governors of academies</li> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Updated to Include Fernvale Sept 16	Headteacher Chair of Governors
22.	Trustees do not act solely in the interests of the charity but for	4	3	12	<ul style="list-style-type: none"> <li>Declarations of pecuniary interests (register of business</li> </ul>	Trustees to sign code and pecuniary Interest	Trustees

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	their business/other interests etc.				interests) <ul style="list-style-type: none"> <li>• Guide to the law for governors of academies</li> <li>• Articles of association</li> <li>• Funding agreement</li> <li>• Individual governors / managers not able to make decision on behalf of the trust – decisions can only be made by committee with delegated authority according to terms of reference</li> </ul>	First Meeting Sept/Oct 16	
23.	Passive Trustees	3	4	12	<ul style="list-style-type: none"> <li>• Governing Body handbook</li> <li>• Code of conduct for governors</li> <li>• Guide to the law for governors of academies</li> <li>• Induction procedures</li> </ul>	Chair of governors to discuss with relevant trustee	Chair of Governors Trustees
24.	Senior management capability / experience of charity sector risk	4	3	12	<ul style="list-style-type: none"> <li>• Induction and on-going CPD</li> <li>• Subscription to relevant bodies to ensure knowledge up to date</li> </ul>	Subscription School Bus for Policy and information for Senior Leaders Sept 16	Chair of Governors Trustees
25.	Key person loss/succession risk	4	4	16	<ul style="list-style-type: none"> <li>• Succession planning</li> <li>• Subscription to ATSA</li> <li>• Subscription to GDS</li> </ul>	Reviewed	Chair of Governors Trustees
26.	Low morale risk	3	3	9	<ul style="list-style-type: none"> <li>• All HR policies</li> <li>• Relevant CPD</li> <li>• Performance management / appraisal systems</li> </ul>	New HR Policies across the Trust Sept 16	Headteacher
27.	Retention risk	3	4	12	<ul style="list-style-type: none"> <li>• All HR policies</li> <li>• Relevant CPD</li> <li>• Performance management / appraisal systems</li> </ul>	New HR Policies across the Trust Sept 16	Headteacher

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
28.	Recruitment risk (risk of recruiting the wrong person)	4	3	12	<ul style="list-style-type: none"> <li>• Relevant HR policies</li> <li>• Job descriptions</li> <li>• Personnel specifications</li> <li>• Recruitment procedures including references, DBS checks, right to work checks, interviews</li> </ul>	New HR Policies across the Trust Sept 16	Headteacher Bursar/Business Manager
29.	Recruitment risk (recruiting someone unsuitable to work with children)	5	2	10	<ul style="list-style-type: none"> <li>• Relevant HR policies</li> <li>• Job descriptions</li> <li>• Personnel specifications</li> <li>• Recruitment procedures including references, DBS checks, right to work checks, interviews</li> </ul>	Policies in Consultation with Staff Sept 16 Policies to be renewed.	Headteacher Bursar/Business Manager
30.	Supplier connected with either trustees or staff	3	4	12	<ul style="list-style-type: none"> <li>• Up to date register of business (pecuniary) interests</li> <li>• Use of competitive procurement procedures for expensive items / contracts</li> <li>• Access to economies of scale by purchasing in conjunction with other schools (LASA, ATSA)</li> </ul>	Currently reviewing Sept 16	Bursar/Business Manager

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	<b>Operational Risks</b>				Reviewed 18.1.16 Governor's Meeting		
31.	Pandemic or epidemic e.g. influenza virus, meningitis	4	3	12	<ul style="list-style-type: none"> <li>Staff absenteeism policy</li> <li>Use of Cover Supervisors / Supply Teachers</li> </ul>	Pre-prepared Teaching packs for Virtual Learning Environment	Headteacher Chair of Governors
32.	Severe weather events e.g. high winds, snow, heat wave, drought	3	4	12	<ul style="list-style-type: none"> <li>Staff absenteeism</li> <li>Use of Cover Supervisors / Supply Teachers</li> <li>Use of thermometers to check room temperatures</li> <li>Provision of fans / heaters</li> </ul>	Contact with parent / carers / school transport / school meal services / local radio / Smiles if closure of the school required Use of weather forecast for longer term decisions	Headteacher
33.	Utilities disruption e.g. gas, electricity or water supply	4	4	16	<ul style="list-style-type: none"> <li>Contact relevant utility service for immediate and longer term picture</li> <li>Contact with parent / carers / school transport / school meals services if closure of the school required</li> </ul>	Consider relocation as per critical incident policy if required.	Headteacher
34.	Telephone failure	4	4	16	<ul style="list-style-type: none"> <li>Use of mobile phones / text messaging service / email to make contacts required including to service provider</li> </ul>		Bursar/Business Manager Administrative Officer
35.	Fire affecting the School premises	5	3	15	<ul style="list-style-type: none"> <li>Premises management checks</li> <li>School evacuation procedures</li> <li>Use of critical incident policy if required</li> </ul>	Contact with parent / carers / school transport / school meal services / local radio / Smiles if closure of the school required Contact with YMD Boons for long term rectification	Headteacher Fire safety officers Premises Officer
36.	Widespread or localised flooding	5	3	15	<ul style="list-style-type: none"> <li>Relocate to unaffected rooms</li> <li>School evacuation</li> </ul>	Contact with parent / carers / school transport / school	Headteacher Premises Officer

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>procedures</li> <li>Use of critical incident policy if required</li> </ul>	meal services / local radio / Smiles if closure of the school required Contact with YMD Boons for long term rectification	
37.	Mass staff absence e.g. industrial strike	4	3	12	<ul style="list-style-type: none"> <li>Staff absenteeism policy</li> <li>Use of Cover Supervisors</li> </ul>	Contact with parent / carers / school transport / school meal services / local radio / Smiles if closure of the school required	Headteacher Chair of Governors
38.	Transport disruption	2	4	8	<ul style="list-style-type: none"> <li>Contact with parent / carers as required</li> </ul>	Reviewed and updated parental contacts Sept 16	Bursar/Business Manager Administrative Officer
39.	IT Systems out of date/no longer supported.	4	3	12	<ul style="list-style-type: none"> <li>Long term strategic ICT Plan in place and updated annually</li> <li>ICT equipment maintained and replaced according to need.</li> <li>Monitored by Deputy Head and ICT Technical Company</li> </ul>	To be reviewed upon demand of Pupil Numbers.  Sept 16	Head of School
	<b>Compliance Risks</b>						
40.	Information security risk (GDPR)	4	4	16	<ul style="list-style-type: none"> <li>All staff aware of need for confidentiality (contractual / policy)</li> <li>School ICT systems including laptops, netbooks, ipads and memory sticks password protected</li> </ul>	Reviewed and inset given Sept 16  Reviewed in line with GDPR May 2018	Headteacher Bursar/Business Manager



	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>Electronic data transfer to LA is encrypted</li> </ul>		
41.	Virus risk/corruption of data risk	4	4	16	<ul style="list-style-type: none"> <li>All hardware password protected and contain up to date anti virus software</li> <li>Daily remote back –up completed</li> </ul>	Use of password protected hardware and insistence on anti virus protection included induction procedures	Headteacher Bursar/Business Manager
42.	Failure to comply with Health and Safety legislation results in an employee / volunteer / beneficiary of the Charity being injured at work, attracting bad publicity	5	3	15	<ul style="list-style-type: none"> <li>Adherence to Premises Management policy</li> <li>Risk assessments</li> <li>Annual health and safety audit</li> <li>Effective communications to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Subscription to LA health, safety and well-being service</li> </ul>	Headteacher Bursar/Business Manager  LOWER
43.	Failure to comply with employment law- e.g. unfair dismissal of an employee - attracts adverse publicity	4	3	12	<ul style="list-style-type: none"> <li>All HR policies</li> <li>Subscription to LA HR service for up to date knowledge</li> <li>Effective communications to stakeholders</li> </ul>	All HR policies to be renewed Sept 16	
44.	Risk that information produced (financial and non-financial) for trustees and senior management is not available quickly, accurate or not in a format suitable for monitoring the performance of the charity and that information produced is not reviewed / acted upon	4	3	12	<ul style="list-style-type: none"> <li>Governing Body handbook</li> <li>Advice and policies from key services – LA, accountants, EFA</li> <li>Strategic school development plan</li> </ul>	Subscription to Governor Development Services	Headteacher Chair of Governors
45.	No member with responsibility for financial oversight is appointed	4	3	12	<ul style="list-style-type: none"> <li>Election / recruitment procedures</li> <li>Articles of association</li> <li>Funding agreement</li> </ul>	Reviewed Sept 16	Trustees

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
46.	Staff matters not referred to HR professionals, may lead to tribunals	4	3	12	<ul style="list-style-type: none"> <li>Subscription to HR services</li> <li>Adherence to HR policies</li> </ul>	Reviewed Sept 16	Headteacher Bursar/Business Manager
47.	Excessive reliance on volunteers	3	3	9	<ul style="list-style-type: none"> <li>Staffing structure reviewed regularly</li> <li>Adult volunteer policy</li> <li>Risk assessments</li> </ul>	Reviewed Sept 16	Headteacher
48.	Risk that volunteers are not of appropriate quality / vetted / subject to police checks	4	2	8	<ul style="list-style-type: none"> <li>Safeguarding policies</li> <li>Adult volunteer policy</li> <li>Office staff commence DBS checks and update Single Central Record once checks complete – all prior to volunteers commencing placement in school</li> </ul>	Reviewed Sept 16	Bursar/Business Manager
49.	Fatality / injury to pupil / member of staff / third party	4	3	12	<ul style="list-style-type: none"> <li>Premises Management / Health &amp; Safety policy</li> <li>Health and safety / risk management audits</li> <li>First aid and medication policy</li> <li>Critical incident policy</li> </ul>	Reviewed and Updated Sept 16	Headteacher
50.	Risk that legislative requirements are not known or complied with (employment, pension, health & safety, environmental, financial, charity, tax, data protection, child protection, disability, National Curriculum, licensing, GDPR)	5	4	20	<ul style="list-style-type: none"> <li>Up to date – DfE, EFA etc.</li> <li>Subscription to HR and Personnel services</li> <li>Subscription to GDS</li> <li>Subscription to health, safety and well-being service</li> <li>Subscription to LEAMIS</li> <li>All relevant HR and premises management polices and risk</li> </ul>	Reviewed and Renewed Sept 16	Headteacher Bursar/Business Manager

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					assessments <ul style="list-style-type: none"> <li>Governing Body committee structure</li> <li>All monitoring and evaluation procedures and reports</li> <li>DPO appointed – structure available to comply with GDPR</li> </ul>		
	<b>Financial Risks</b>	The Financial Risks have been updated by the finance committee on 18.1.18.					
51.	Grants receivable not used for the purposes for which they were given and reporting requirements not adhered to	3	3	9	<ul style="list-style-type: none"> <li>Check criteria are manageable before applying for grant.</li> <li>Responsibility of Business Management Committee</li> <li>(Not an individual) to monitor and ensure correct use and adherence to requirements</li> </ul>	As required	Headteacher Bursar/Business Manager
52.	Supplier price, financial viability, quality of product, efficiency etc Availability / delivery risk	3	4	12	<ul style="list-style-type: none"> <li>Use of known, reputable, recommended suppliers</li> <li>Use of competitive procurement procedures for expensive items / contracts</li> <li>Access to economies of scale by purchasing in conjunction with other schools</li> </ul>		Bursar/Business Manager
53.		3	4	12	<ul style="list-style-type: none"> <li>Use of known, reputable suppliers</li> </ul>	HMRC Check for Self Employment	Bursar/Business Manager

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>Check availability and delivery date before placing order for purchases required imminently</li> </ul>		
54.	Risk that budget cannot be prepared in accordance with DfE timetable	3	4	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Communications to and from EFA (in respect of pay awards and funding from government)</li> <li>Business Management Committee, accountants and managers to be aware of / adhere to timeline</li> </ul>	Updated (Additional SBM would be able to Support and submit returns)	Bursar/Business Manager Accountants
55.	Risk that budget will be in deficit 18.1.18	4	3	12	<ul style="list-style-type: none"> <li>Actual performance measured against budget (including budget headings) on a regular basis – Business Management Committee</li> <li>Keys costs e.g. staffing forecasted over longer term to enable SSDP to be developed from projected income</li> <li>Bank and other key reconciliations are completed and reviewed regularly</li> <li>Invoices are raised for all transactions</li> <li>All expenditure is authorised</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants Business Management Committee
56.	Risk that financial system will not be maintained by provider in long term Risk that discounts are not secured or price reductions obtained on purchases or services	4	3	12	<ul style="list-style-type: none"> <li>If possible, buy into longer term contract with provider</li> </ul>	Reviewed	Headteacher Bursar/Business Manager

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
	18.1.18						
57.	Risk that financial information cannot be recovered in the event of a disaster (e.g. fire, theft, vandalism) 18.1.18	5	3	15	<ul style="list-style-type: none"> <li>Remote back up taken daily as part of subscription to LEAMIS</li> </ul>	Yes	Bursar/Business Manager
58.	Risk of unauthorised access to financial systems 18.1.18	5	3	15	<ul style="list-style-type: none"> <li>Access confined to key personnel and restricted by password protection</li> <li>Financial regulations policy</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager
59.	Donations in kind or intangibles are not recorded or recognised in the financial statements	3	3	9	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
60.	Income is not identified as restricted on receipt	3	3	9	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA Account requirements</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
61.	Restricted income is used for purposes other than restriction Restricted funds are transferred to unrestricted funds without consent of donor	4	3	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
62.		3	3	9	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
63.	Risk that income is accounted for in the wrong accounting period	3	4	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>• Audit</li> </ul>		
64.	Risk that donations are Misappropriated Link to 54	4	3	12	<ul style="list-style-type: none"> <li>• Accounting policies</li> <li>• Financial regulations policy</li> <li>• EFA requirements</li> <li>• Account returns</li> <li>• Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
65.	Risk that cash flow requirements are not forecast Risk that expenditure is accounted for in the wrong accounting period 18.1.18	3	2	6	<ul style="list-style-type: none"> <li>• Accounting policies</li> <li>• Financial regulations policy</li> <li>• EFA requirements</li> <li>• Account returns</li> <li>• Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
66.	Risk that cash is all tied up in investments and insufficient is readily available to meet short term cash flow needs 18.1.18	3	2	6	<ul style="list-style-type: none"> <li>• Accounting policies</li> <li>• Financial regulations policy</li> <li>• EFA requirements</li> <li>• Account returns</li> <li>• Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
67.	Risk that assets built by contractors do not meet specifications, or actual cost exceeds budget False invoice/payment risk 18.1.18	4	4	16	<ul style="list-style-type: none"> <li>• Contractors vetted and appointed by LGB</li> <li>• Expenditure not incurred until specification complete to required standards</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager
68.	Risk that assets / stock are Misappropriated False invoice/payment risk	4	3	12	<ul style="list-style-type: none"> <li>• Asset management record update each term</li> <li>• Reported to Business Management Committee at each meeting</li> <li>• Stock levels monitored by Business Manager</li> <li>• Account returns</li> <li>• audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
69.	Risk that the return on investments is not being maximised	3	4	12	<ul style="list-style-type: none"> <li>Articles of association</li> <li>Funding agreement</li> <li>Governing Body handbook</li> <li>Decisions can only be made by delegated committee not an individual</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Chair of Governors
70.	Risk that debts are not recovered False invoice/payment risk Risk that debtors are accounted for in the wrong accounting period	3	4	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA Account requirements</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
71.	Risk that charity is liable to tax on non charitable trading activities Risk that profile of aged debtors deteriorates which impacts on cash flow position	3	4	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
72.	Risk that charity has entered into future commitments without having the future funding available to meet them	4	3	12	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> <li>Actual performance measured against budget (including budget headings) on a regular basis – Business Management Committee</li> <li>Keys costs e.g. staffing forecasted over longer term to enable SSDP to be developed from projected income</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants

	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> <li>Bank and other key reconciliations are completed and reviewed regularly</li> <li>Invoices are raised for all transactions</li> <li>All expenditure is authorised</li> </ul>		
73.	Risk that related party transactions / transactions with connected persons are not identified or fully disclosed in the financial statements	3	4	12	<ul style="list-style-type: none"> <li>Up to date register of business (pecuniary) interests</li> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants
74.	Risk that unrestricted funds are in deficit and restricted funds are in surplus 18.1.18	3	3	9	<ul style="list-style-type: none"> <li>Accounting policies</li> <li>Financial regulations policy</li> <li>EFA requirements</li> <li>Account returns</li> <li>Audit</li> <li>Actual performance measured against budget (including budget headings) on a regular basis – Business Management Committee</li> <li>Keys costs e.g. staffing forecasted over longer term to enable SSDP to be developed from projected income</li> <li>Bank and other key reconciliations are completed and reviewed regularly</li> <li>Invoices are raised for all transactions</li> <li>All expenditure is authorised</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants



	• Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
75.	Risk that pension scheme is in significant deficit / contribution rate increases 18.1.18 (check with Trustees rating)	4	4	16	<ul style="list-style-type: none"> <li>Annual updates and newsletters from LGPS</li> <li>Incorporate annual update in budget forecast</li> </ul>	Monitoring and review by Business Management Committee	Headteacher Bursar/Business Manager Accountants

The Risk Register has been reviewed by H Bonser, S Conlon and K.Biddles January 2018 – updated May 2018 in line with GDPR regulations  
Governors/Trustees to review sections throughout the year with relevant committee meetings.

Appendix H

## Staff Contact List

Name	Role	Contact Details
Peter Merry	CEO/Headteacher	Mobile Number: 07746779749 Out of Hours Contact Number: 01455550161

Appendix I

Teaching Staff	Days worked and times	Year Group	Curriculum Responsibility
Peter Merry		CEO of OWLS	
Helen Bonser	FT	Headteacher	Assessment
Kim Mayer-Gibb	FT	Yr 6	Literacy, MFL
Emma Payne	W, T, F	Yr 2	Maths, G&T
Julie Bromell	M, T	Yr 2	PE
Jane Smith	FT	Yr 1	SEND/Music
Joy Chapman	FT	Yr 5	Humanities,
Danielle Shelton	FT	Yr 4	NQT
Nasba Ayub	FT	Yr 3	IT, Science
Sophie Waterfield	FT	EYFS	Art, DT
Liz Redfern	M-T	Yr 3, Yr 1	RE, PSHE - school council
<b>Support Staff</b>			
Katherine James		Nursery Nurse	
Satvir Kaur	FT	LSA	
Dhanna Ghilotti	FT	LSA	Mentor/First Aid/Stock
Joy Masson	M,T,W	LSA	Library/school/Mentor
Grainne Dillion-Hooper	T, W, Th,	LSA	Mentor
Sam Mills	FT	LSA	
Teena Harvey	FT	LSA	
Morgan Macleod	FT	LSA	
James Biddles	M, T, W, Th	Sports Coach	
<b>Office Staff</b>			
Mrs Krystyna Biddles	FT	School Business Manager	
Tim Hassall	FT	Office Staff	
Belinda Forbes	M- F am	Office Staff	
Paul Groom		Site Manager	
Sarah Bull		Cleaner	
Sharon Baggley		Cleaner	
<b>Kids Club</b>			
Paige Smith			Kids Club
Catherine Drury			Kids Club
Sally Harrison			Kids Club
<b>Dining Supervisors</b>			
Helen Whitmore			
Rehana Ghani			
Jan Livesey			
Natalea Marvin			
Sam Mills			
Sharon Baggley			
Debbie Smolinski		Cook	
Joan Cattell		Cook - cover	
<b>Peripatetic Music Teachers</b> - Michael Hadden		<b>Leicestershire Arts Instruments</b>	<b>Day</b>
Teacher provided by Leics Arts		Strings	Tuesday

Teaching Staff	Days worked and times	Year Group	Curriculum Responsibility
Sam Conlon	Mon-Fri		Head of school, Assessment, G&T, EVC, performance management, Pupil premium, DSP Safer handling trained
Mel Muddimer	Mon - Fri	Reception	ICT, PSHE(British values), MFL
Ghislaine Taylor	Mon - Fri	Yr. 2	Maths, R.E
Tash Hartley	Mon Tues, Wed & Thurs (maternity leave till Feb half term)	Yr. 1	P.E, Healthy schools, geography and history
Aysha Pandor	Mon -Fri Y1	Y1	NQT, maternity cover till February half term
Kieran Matthews	Mon - Fri	Yr. 3	P.E, geography and history
Ryan Upfield	Mon-Fri	Yr 6	Science, school Council
Tammi Dorrington	Mon - Fri	Yr. 5	SENCO, support staff line manager, curriculum, Music. Safer handling trained
Caroline Pinnock	Mon-Fri	Y4	Maternity leave cover till May half term.
Emma Carton	Mon-Fri (maternity leave till Easter)	Yr. 6	English, school council, enterprise group, dinner time staff line manager and office. Staff governor (DSP trained and trained in safer recruitment) Safer handling trained
<b>Support Staff</b>			
Alison Burnett	Mon - Fri	Nursery Nurse	
Stephen Chapman	Mon - Fri (Wed Langmoor)	ICT Technician	Teaches ICT across the school
Hazel Lowe	Mon - Fri	Cover Supervisor	
Julia Matthews	Mon, Tues, Wed & Thurs	LSA	Stock orders
Beckie Edney	Tue - Fri	LSA	
Lianne Peake	Mon, Wed, Thurs & Fri	LSA	
Lisa Squires	Mon - Fri	Cover Supervisor	
Kyle Dixon	Mon-Fri	Cover supervisor/sports coach	In charge of various sports teams
Kris Dixon	Mon-Fri	Cover supervisor/sports coach	In charge of various sports teams
Paige Murray	Mon-Fri	Cover supervisor 52	Tutors every night
Graham Whitmore	Mon - Fri	Key Holder	

<b>Office Staff</b>			
Diane McDonald	Mon - Fri	Office manager	
Mrs. Krystna Biddles	Wed a.m (20% of the week)	Bursar	
Justine Pavey	Mon, Tues, & Fri		

<b>Premises officer/cleaning</b>			
Graham Whitmore	Mon-fri	Premises officer	
Helen Whitmore	Mon-fri	cleaner	

<b>Dinner time staff</b>	
Michelle/cook	Mon-Fri
Ronnie /Kitchen support	Mon-Fri
Beckie	Tue-Fri
Diane	Mon and Tue
Paige	Reception Mon-Fri
Lianne	Mon,Wed,Thur,Fri
Kym	Mon-Fri
Jodie	Mon-Fri

## KEY CONTACTS LIST

CONTACT	TELEPHONE NUMBER
<b>Other School Contacts</b>	
Chair of Governors	07803399925
School catering	0116 2323232
School transport	0116 2323232
SMILES	0116 2541298
<b>Other Local Contacts</b>	
Police	0116 2222222 -999
Fire & Rescue Services	0116 2872241 - 999
Ambulance Services	0115 8845000 - 999
Hospital – nearest A&E (Leicester Royal)	0845 045 0411
BBC Radio Leicester	0116 2016672
Primary Care Trust	0116 295 7500
Health Protection Agency	0844 225 4524

