



Academy Emergency Management (Critical Incident) and Business Continuity Plan (BCP)

Trust Level basic overview

Audience:	All CMAT employees
Approved:	Board – 19/10/2021
Other related policies:	School Level BCP
Policy Owner:	James McGeachie – Chief Executive Officer
Policy Model:	Compliance – all CMAT academies use this policy
Review:	Annually
Version Number:	2.0

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1.0 Introduction

St Thérèse of Lisieux Catholic Multi-Academy Trust Business Continuity Plan (BCP) has been written for those who will be involved in re-establishing the operational delivery of services following a major incident. It should be read in conjunction with:

- The Business Continuity Plan of each individual school within St Thérèse of Lisieux CMAT.
- The schools' fire evacuation plan (the operation of which does not necessarily activate the BCP) within each school.
- The line management lines of communication.
- The Critical Incidents and Emergency Plan.

2.0 Definitions

An emergency is any event which causes, or has the potential to cause injury, loss of life, damage to property or significant business disruption.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

3.0 General Information

3.1 Review and Training

This document should be reviewed annually by the Leadership Teams and the Academy Trust Board.

3.2 Associated Documents/information

Associated Documents for each school within the Trust include:

- Business Continuity Plan
- School Emergency Plan/Critical Incidents Policy
- Fire Evacuation Plans
- Fire Risk assessment
- Snow Procedures

3.3 Emergency Contact Information

An emergency information pack is kept in the main Trust office and includes:

- Copies of this document and BCPs of each school.
- Full Address and Contact Details for all Trust Staff
- Inventory of all equipment belonging to the Trust, its value and location

This information will also be held offsite by the Chair of Directors, CEO and Company Secretary.

4.0 Strategy

If a disaster is declared by a school's Headteacher or their deputy and/or St Thérèse of Lisieux CMAT Chair of Directors/Vice Chair of Directors, both St Thérèse of Lisieux CMAT Business Continuity Plan and the individual school's Business Continuity Plan will be activated.

Staff communication will be via the St Thérèse of Lisieux CMAT email/text/phone and the website if this is operable.

Emergency Contact Details:

Department	Contact Name	Phone Number	Email Address	Notes
STL CMAT Office	Tamer Hodgson	01522 849 620 01522 849 625 01522 849 626 01522 849 631	Tamer.Hodgson@stl-cmat.org.uk / Emily.Harman@stl-cmat.org.uk / Paul.Kiernan@stl-cmat.org.uk / Rachel.Abbott@stl-cmat.org.uk	
LADO	<<School to enter local details>>			
Estates, Facilities and H&S	Emily Harman	01522 849 625	Emily.Harman@stl-cmat.org.uk	
NRCDES	Emily Shorter (Receptionist)	01332 293 833		Please liaise via Tamer Hodgson, Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
IT Support	Mike Jones		Mike.Jones@stl-cmat.org.uk	
Knights/Cummins Solicitors	John Wood	0116 239 1710	jwood@cummins-solicitors.com	Please liaise via Tamer Hodgson, Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
Nottingham City Council	David Thompson, H&S Consultant	01158 764608		Please liaise via Emily Harman, Tamer Hodgson, or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
Estates Projects CPA	Andy Page / Rod Page	01162 2607211		Please liaise via Tamer Hodgson, Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason. CPA handle all STL CMAT SCA funding projects, they have an extensive knowledge of all the school sites and can assist with any rectifications/remedial works required due to an accidental flood/earthquake, etc. They

				will also liaise with any contractors on our school sites on our behalf.
Health and Safety Executive (HSE) Incident Centre		0345 3009923		Please liaise via Tamer Hodgson, Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
Public Health England		0207 654 8000		
Zurich Insurance – Motor Policy Only		Motor Claims: 0800 916 8872		Please liaise via Tamer Hodgson / Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
RPA – All Insurance except motor		Reporting a New Claim Submit via: www.rpaclaimforms.co.uk Urgent Incident Notifications Phone: 0330 058 5566 Overseas Travel Emergencies & Urgent Incidents Phone: 0203 475 5031		
Local Police	<<School to enter local details>>			
Local Fire Service	<<School to enter local details>>			
Press – Diddy Communications	Ben Peck		ben@diddy.co.uk	Please liaise via Tamer Hodgson, Emily Harman or Rachel Abbott unless there is an emergency and the central team cannot liaise on your behalf for any reason.
GDPR	Tamer Hodgson	01522 849620	Tamer.Hodgson@stl-cmat.org.uk	

5.0 Roles and Responsibilities

5.1 Headteacher or their Deputy

The Headteacher is responsible for the implementation and co-ordination of the BCP, including:

- Immediately contacting St Thérèse of Lisieux CMAT Chief Executive Officer and the Estates manager if the disaster relates to the built environment or the ICT infrastructure to establish if the building can be re-occupied and/or service delivery reinstated.
- Co-ordination of status reports/communication for the benefit of all audiences (including Trust, staff, pupils, parents, LA, Academies Team at DFE, press)
- Maintaining the BCP in an up-to-date format.

5.2 Incident Management Team (IMT)

Led by the Headteacher, the Incident Management Team includes all Senior leadership and the Site Supervisor. Additional members of the team will be recruited to match the specific needs of the incident.

The IMT is responsible for acting under the direction of the Headteacher (or their Deputy) to restore normal conditions as soon as possible.

5.3 Staff

Staff are required to co-operate with the IMT in support of the BCP.

In the event that staff are sent home, they should remain available during normal working hours to assist with necessary tasks.

6.0 Procedure for Closing the School

6.1 Closure in advance of a school day

The school can be closed in advance of a normal school day using the following system:

1. Notify the CEO of the plan to close the school.
2. Closure authorised by the Headteacher or their Deputy Headteacher.
3. Notification of a school closure using the Local Authority On-line website.
4. Implementing the school staff 'snow procedures' if applicable (actioned by – Senior / Decision Leadership Team).
5. Recording the closure on the home page of the school website.
6. Notifying HAS or HSE for further health & safety advice.
7. Sending out text messages to all parents.

6.2 Closure during a School Day

It is never a preferred option to close the school during a school day, but it can be done using the following procedures:

1. Notify the CEO of the plan to close the school.
2. Closure authorised by the Headteacher or their Deputy. Pupils will continue to be supervised by staff until parents authorise them to leave or they are collected.
 - a. Parental authorisation can be provided by text message or email from a parental phone number or email address.
 - b. Consider use of Places of Safety (as described below).
3. Notification of the school closure using the website (actioned by – headteacher). If Headteacher and or SLT are unavailable, please contact Emily Harman (Estates Manager) for further advice.
4. Recording the closure on the home page of the school website (actioned by – headteacher). If Headteacher and or SLT are unavailable, please contact Emily Harman (Estates Manager) for further advice.
5. Sending out text messages to all parents.

6.3 Immediate Places of Safety

In the event of a major incident on site requiring the school to be closed, pupils will assemble at the primary assembly points. If these are not useable, staff will escort pupils to the secondary assembly points.

Primary and secondary assembly points are identified within the schools' fire evaluation plan.

6.4 Off-Site Place of Safety

If it becomes necessary to evacuate the site completely, pupils will be escorted to a safe area from where they can be collected or from where they can be released to make their own way home, once parents have been contacted to confirm this is acceptable.

7.0 Lockdown Procedure

It is now possible to envisage circumstances where the school may wish to lock itself in, to secure staff and pupils from an outside threat. This circumstance is described as a 'lockdown'.

If a lockdown is declared:

- The School Site Supervisor will be advised to implement the lockdown.
- The school will be advised by the Headteacher, Deputy Headteacher or SLT that it is in 'lockdown' by word-of-mouth or by the school's usual communication systems.
- All staff will remain in classrooms and keep pupils calm and away from windows.
- All pupils in external PE lessons will be advised to return to the school building.

The lockdown will proceed in the following priority:

- The external gates of the school will be closed and locked ensuring no one can enter or leave the premises.
- The school will then be locked, starting with main entrances:

Monitoring the Site Entrances:

Once the site is secure, staff should return to the building and monitor school entrances via CCTV, if it is in place, or discretely from side windows. The gates should only be opened by the school when visual confirmation of the presence of the Emergency Services can be confirmed.

8.0 Silent Evacuation

If it ever became necessary to complete a silent evacuation, pupils will exit through fire doors following an instruction from the Headteacher, Deputy Headteacher or SLT. Notification of a silent evacuation would be made by word-of-mouth.

9.0 Business Recovery in the Event of a Loss of Buildings or site Space.

9.1 General

Temporary working facilities are the responsibility of the School and Academy Trust for which it holds insurance (see below).

9.2 Insurance

The schools hold insurance for property damage to include all risks and additional business interruption insurance to the value of £4,000,000 over a four-year period.

9.3 Replacement Site Facilities

The size and scope of facilities required for the school will vary according to circumstance. In the first instance contact should be made with Emily Harman who will contact RPA Insurance on 0330 058 5566.

The location of the temporary accommodation will be determined based on the space required and circumstances at the time. Decisions on temporary accommodation will be made in liaison with The Trust, Diocese and Local Authority.

Erecting additional buildings on current sites will always be the preferred solution.

10.0 Pandemic Threat / Mass Staff Unavailability

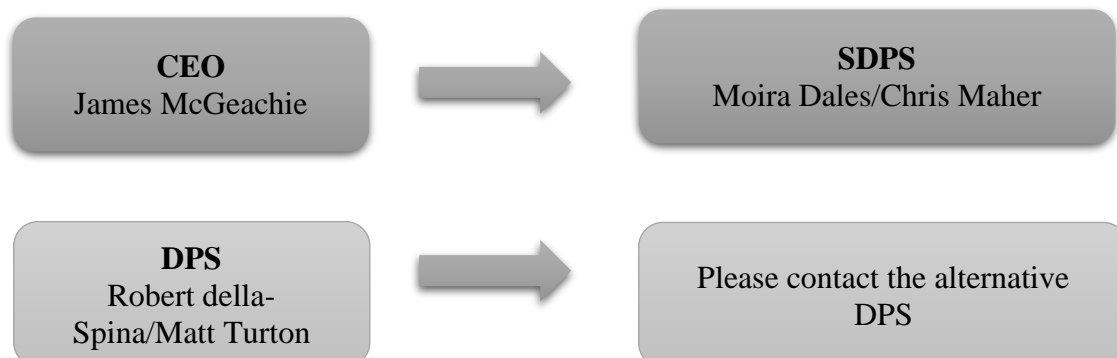
Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now considered genuine and serious.

In the event of mass staff illness, the IMT will shut the school to students using the same procedures described above. The IMT will follow their individual school's risk assessment and advice from Emily Harman the Estates Manager.

11.0 Central Team Emergency Provision:

If for any reason the central office based at The Lawn, Lincoln needs to close, the central team will work from home and will remain contactable on the normal office contact numbers, and by email. Alternative accommodation will be sought as quickly as possible, however immediately working from home will provide continuity whilst alternative accommodation is sought.

If for any reason any department within the Executive Team department is not available, please contact: **(See Appendix one, communication protocol)**



- **If MD or CM is out of action:**
 - They will work remotely, if possible
 - The other will take over the responsibilities of both if one cannot continue to work, with support from JMcG as required,
- **If both MD and CM are out of action:**

- Compliance activities – DPS, working through LLEs and/or strong Trust Headteachers
- Operational visits – external consultants either from within the Diocese (other DPS, LLEs or strong Trust Headteachers), under the guidance of JMcG
- **If MT or RdS is out of action:**
 - They will work remotely, if possible
 - The other will take over the responsibilities of both if one cannot continue to work, with support from SDPS as required, in line with the DPS calendar
- **If both MT and RdS are out of action,** then the following should be undertaken in line with the DPS calendar:
 - Compliance activities – SDPS, working through LLEs and/or strong Trust Headteachers
 - Operational visits – external consultants either from within the Diocese (other DPS, LLEs or strong Trust Headteachers) under the guidance of JMcG

Governance & Compliance Manager
Tamer Hodgson



Please contact Emily Harman or Karen Rich (OLOL CMAT: k.rich@ololcatholicmat.co.uk / 0115 8515454)

- Press enquires please contact Ben Peck at Diddu Communications: ben@diddu.co.uk
Tel:
- Complaints advice please contact Julie Sweeney: julie.sweeney@nottingham-des.org.uk .
- Trust Governor support please contact Geoff Bail: geoff@gcbweb.co.uk
- Hays training support please contact Deborah Henderson: deborah.henderson@hays.com

Estates and H&S
Emily Harman



Rachel Abbott/Tamer Hodgson
or contact Notts CC/CPA directly

If there is a H&S issue and Emily Harman is not available, schools should contact David Thompson, H&S Consultant at Nottingham City Council on: 01158 764608.

Andy Page and Rod Page at CPA Tel:01162 2607211 - handle all STL CMAT SCA funding projects, they have an extensive knowledge of all the school sites and can assist with any rectifications/remedial works required due to an accidental flood/earthquake, etc. They will also liaise with any contractors on our school sites on behalf of the CMAT.

HR
Sue Whitham



Mary Robson, HR Director
mary.robson@nottingham-des.org.uk / 0115 8515454

Finance
Rachel Abbott



Paul Kiernan/Daniel Moore (OLOL CMAT: d.moore@ololcatholicmat.co.uk / 0115 8515454)

If unsure, please contact the main office number: 01522 849 620 and you will be directed to the appropriate person.

For HR, Finance or Payroll queries, please use the generic email address:

HR@stl-cmat.org.uk

Finance@stl-cmat.org.uk

payroll@nottingham-cmats.co.uk

Central Team Contact Details:

Name	Department	Direct Line / Email	Mobile	Internal Extension
James McGeachie	CEO			
Moira Dales	Senior DPS (Primary)			
Chris Maher	Senior DPS (Secondary)			
Daniel Moore	COO			
Robert della-Spina	DPS			
Matt Turton	DPS / Acting Headteacher SSPP			
Rachel Abbott	Senior Finance Manager			
Sue Whitham	HR Manager			
Paul Kiernan	Finance Manager			
Hannah Leech	Lead Lay Chaplain			
Emily Harman	H&S, Premises			
Tamer Hodgson	Governance & Compliance Manager			
Daniel Wagstaff	Finance Assistant			
Charlotte Findlay	HR Officer			
Kimberley Young	HR Officer			
Brandon Mountcastle	Finance Apprentice			
Jo Balchin	Clerk			

12.0 Other Threats

The following other threats have been considered

- Phone and ICT communications Loss
- Finance process breakdown – payments to staff & suppliers fail
- Utilities / energy supply failure
- Service delivery loss of general nature – schools are unable to provide buildings or ICT support
- Key supplier failure
- Evacuation due to nearby incident
- Bad weather prolonged
- Strikes
- Terrorist attack or threat

Appendix One, Communication Protocol:

September 2021

Little Flower News Bulletin

Central Team to send non-urgent communication applicable to all schools to the Governance & Compliance Manager to be included in the monthly Little Flower News Bulletin to reduce the number of emails sent to schools.

Urgent Emails

Central Team and Schools to mark priority emails with the word 'Urgent' in the subject line. Central team members to aim to respond to urgent emails within 24 hours. Non-urgent emails will receive a response (which may be a holding response) within 48 hours.

Email Subject Line

The Central Team will include the following terms within email headers to schools:

- Urgent – Please Respond by [date]
- For action by [date]
- For information only

Weekend/Evening Emergencies

If there is an urgent concern outside of normal office hours, please call either James McGeachie, Moira Dales, Chris Maher, or Robert della-Spina on their mobile phones to ensure an immediate response. The contact numbers are as follows:

- James McGeachie:
- Moira Dales:
- Chris Maher:
- Robert della-Spina:

Shared Mailboxes

When contacting finance please use the finance@stl-cmat.org.uk shared mailbox, and please do not send to members of the finance team individually. Similarly, when contacting HR, please use the hr@stl-cmat.org.uk shared mailbox and do not send to members of the HR team individually to ensure all members of the team are aware of who is dealing with the query; emails to multiple recipients are likely to cause delays.

Simple Queries

If your query is quick to resolve, a phone call rather than an email will speed up the response time; particularly for HR queries due to the volume of emails received to the shared mailbox.