Issue date:	Revision number:
17.09.26	Issue 1.0

The Cornerstone Academy

Business Continuity Plan (BCP)

2026-27

Annual Review and Sign-Off - This Plan must be reviewed on an annual basis by all parties listed below. Interim updates will be updated in the event of a major change.

Approved By	Name (Print)	Signature	Date
Academy:	C Phillips		18.09.2026
Governing Body:	M Harris-Bridge		

Issue date: 17.09.26	Revision number: Issue 1.0

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Section 1 – Actions to Take when Invoking the BCP

1.1 In an emergency contact:

- **Emergency Services** 999
  (Police, Ambulance, Fire)
- **United Learning** **01832 864444**
- **Chris Phillips - Principal** **07771 255103**
- **Sharon Pullen - Exec Business Mgr.** **07813 133669**
- **Jamie Bennett - Cluster Operations Mgr.** **07809 717326**
- **Ben Hutchins - Cluster IT Mgr.** **07955 277961**
- **Steve Murphy - Site Manager** **07771 560928**

Provide the following information: (building plans attached)

Address	No. of contract Staff	No. of Academy Staff	No. of Pupils
The Cornerstone Academy Blandford close Hamworthy Pool BH15 4BQ	0	129	664

1.1.1 To Invoke the Major Incident Procedure		Tel. No.
United Learning Head Office		01832 864444/864500
BCP	Between 08:00 – 17:00 hours	01202 454657
	Between 17:00 – 08:00 hours	01202 451145

1.2 Incident Management Team Members (IMT)			
Name	**Organisation**	**Contact Number**	**Alternative Number**
Chris Phillips	Cornerstone	07771 255103	
Sharon Pullen	EBM Bournemouth and Poole Cluster	07813 133669	
Sam Kendall	UL (H&S)	07702 513397	
Stuart Ingram	UL (RD)	07500 301954	

Other Useful Numbers

Security		
Water	0345 600 4600	Wessex water
Gas Leak	0800 111 999	National leak number
Energy	0800 3163 105	National grid emergency
Fire Alarm	020 876 639 998	Secom
Flood Line	0345 988 1188	
Heart Radio Dorset	0345 481 1111	
Wave 105	01489 481050	

1.3. Academy Incident Management Team Members (AIMT)

The Academy Incident Management team detailed below will be responsible for working together with CO in the recovering process. Their role will be specific to school business whilst CO will be responsible for all building related issues.

Name	Position	Mobile Tel. No.	Email Address:
Chris Phillips	Principal	07771 255103	phillipc@cornerstoneacademy.org.uk
Nicola Pitman	Senior Vice Principal	07815 411367	pitmann@cornerstoneacademy.org.uk
Sharon Pullen	EBM	07813 133669	Sharon.Pullen@unitedlearning.org.uk
Additional Resources			
Rose Cowan	PA / Office manager	07843 371632	mailto:Alison.hawkins@avonbourneacademy.org.uk cowanr@cornerstoneacademy.org.uk

Section 2 – Academy BCP Checklists

2.1	STAGE 1 - Academy BCP Check List (During Core Hours) – Immediate	
Incident Description	**Completed By:**	
	Date & Time:	
During Core Hours	**Title**	**Tick Box**
Assess the situation	Principal or VP	
Depending on action required notify Emergency Services/CO and/or IMT	Principal or VP	
Evacuate as per the Fire Evacuation Procedure if necessary and if safe to do	Principal or VP	
At assembly point: (or if unsafe at the front of the Academy) - conduct a roll call and supervise students	All Staff	
Record details of casualties to include staff, students, visitors, contractors – see Appendix A	First Aiders	
Obtain copy of Student/Staff next-of-kin contact details (if necessary)	Data Manager	
Review initial assessment - to be undertaken jointly by Academy/UL to assess key priorities for the remainder of the day and take relevant action e.g. decide whether Academy can open to Staff/Students – all or some, alternative ways of working, relocation	Principal or VP With Regional Director	
All media communication must be channelled through UL - liaise with named contact to determine media communication and announcements via local radio stations Arrange diversion of voice calls (answer phone message), text parents and update website	Principal or VP With Regional Director Office manager/IT	
In conjunction with CO review H&S and security/fire procedures – amend as necessary – no staff, pupils, visitor's, or contractors (unless dealing with the immediate problem) to be allowed on-site until this has been completed	EBM/Site Manager	
Activate AIMT to undertake specific emergency response roles	Principal or SVP	
Identify individual to log key decisions and actions throughout the incident	PA to Principal	

Record the names of staff/pupils leaving the site and ensure suitable support and risk control measures are in place	Reception/ Attendance Team	
Arrange Academy transport (if sending home) - provide instruction re: pick-up point	Principal or SVP	
Consider the Academies legal duty to provide free Academy meals and discuss with Principal	EBM	
Make arrangements to manage those pupils remaining at the Academy (if appropriate)	Principal or SVP	
Provide current incident information to staff dealing with calls	Principal	
Delegate individual(s) to activate procedure to notify staff/students/ parents etc. using electronic communications, 'Call Parent'. Use student data held on Arbour	PA to Principal	
Delegate individual(s) to notify specialist service provider's/key external organisations/partners engaged by Academy expected to visit that day	PA to Principal	
Log details of all items lost by pupils, staff, visitors, contractors etc. – Appendix C	PA to Principal	

2.2	STAGE 1 – Academy BCP Check List (Out of Core Hours) – Immediate		
Incident Description		**Completed By:**	
		Date & Time:	
Outside Core Hours		**Title**	**Tick Box**
IMT to assemble at an agreed meeting point for briefing – the briefing may be via a conference call/TEAMS		Principal or SVP	
Following an initial assessment of damage by CO, IMT members briefed by CO and/or Emergency Services (as appropriate)		Principal or SVP	
Review initial assessment - to be undertaken jointly by IMT/ Academy to assess key priorities for the remainder of the day and take relevant action e.g. decide whether the Academy can open to Staff/Students – all or some, alternative ways of working, relocation		IMT/AIMT	
All media communication must be channelled through CO. Central team to determine media communication and announcements via local radio stations Arrange diversion of voice calls (answer phone message), text parents and update website		IMT/CO	
In conjunction with CO review H&S and security/fire procedures – amend as necessary – no staff, pupils, visitor's, or contractors (unless dealing with the immediate problem) to be allowed on-site until this has been completed		AIMT/Site Manager	
Make arrangements to manage those pupils being allowed into the Academy (if appropriate)		AIMT	
Provide current incident information to Academy staff dealing with calls		AIMT	
Delegate individual(s) to activate procedure to notify staff/students/parents etc. using electronic communications, 'CALL PARENT'. Use student data held on Arbour		AIMT	
Delegate individual(s) to notify specialist service provider's / key external organisations / partners engaged by the Academy expected to visit that day		AIMT	
Contact Academy transport, (cancel / delay etc.)		AIMT	
Agree lines and frequency of reporting with CO		IMT	
Ensure Governors are kept informed of initial incident and developments – liaise daily via phone or email		Principal or SVP	

2.3	STAGE 2 - Academy BCP Check List – within first 24 hours		
Task Description		**Completed By**	
		Title	**Tick Box**
Review information provided by CO/emergency services and assess disruption to education process		Principal or SVP	
Discuss alternative arrangements for exams with CO/cluster (if relevant)		Principal or SVP	
Agree staffing levels and inform on where to concentrate initial efforts		Principal or SVP	
Establish priorities for salvage and inform CO of requirements		Site Manager/EBM	
Update Chair of Governor's / Parent Group etc.		Principal	
Record Financial Expenditure (Appendix D)		EBM	
Agree lines and frequency of reporting with CO		Principal	
Open H&S log, record accidents/incidents – share with CO		EBM/PA to Principal	
Prioritise staff availability and work schedules		SVP/EBM/HR	
Notify insurance company/brokers (for Academy related equipment only) via United Learning		EBM	
Establish IT requirements		EBM/Network Manager	
Arrange re-direction of incoming mail (if necessary)		PA to Principal/Office Manager	
Secure emergency funding arrangements		EBM	
Provide emergency cash for affected staff		EBM	
Get approval for high value expenditure items		EBM	
Consider introduction of contemplation area to enable students / staff have opportunity to talk through / express their emotion		Pastoral (through VPs)	

2.4	STAGE 3 - School BCP Check List – 24 hours to 2 weeks		
Task Description		**Completed By**	
		Title	**Tick Box**
Review Stages 1 & 2		Principal	
Review welfare support for staff and pupils		Pastoral through VPs	
Establish alternative timetables		VPs	
Establish supply cover for Academy staff (teaching and non-teaching)		SVP/EBM	
Check / reschedule exam arrangements		Exam Officer	
Update media information in conjunction with CO		Principal	
Provide updated information to staff dealing with calls – staff/parents/ specialist services provider's/key external organisations and partners engaged by the Academy		Principal through PA	
Formalise revised transport arrangements		PA to Principal	
Prepare inventory to furnish alternative accommodation		EBM	
Update Chair of Governor's / Parent Group etc.		Principal	
Update H&S log, record accidents/incidents – share with CO		EBM/Site Manager/Lead First Aider	
Notify insurance company/brokers (Academy owned equipment only) via United Learning		EBM	
Contact loss adjusters (Academy owned equipment only) via United Learning		EBM	
Establish IT requirements and inform CO of infrastructure requirements		EBM/Network Manager	
In conjunction with CO draw up plan for return to primary site		EBM/Operations/Network Manager	
Under the direction of the Principal inform Parents of arrangements to return to primary site		PA to Principal	

2.5 Non-Emergency Contact List

Transport	Telephone No.
Taxis Poole Radio cabs	01202 666333
Human resources – UL (Rachel Aitkin)	07568 127770

2.7 Contingency Plans

2.7.1	Fire Contingency Plan	
Scenario:	Fire	**Actions:**
Triggers / Escalation:	Notification of a fire	In the event of a Fire alarm being activated Academy staff will: • Evacuate the building via the nearest fire exit • Follow the School Emergency Fire Procedures • Await instruction from Site staff and or Emergency Services as appropriate • Re-enter building when directed by the Principal
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal and Academy staff
Criteria for returning to normal service:		False alarm, alarm checked and reset Minor incident – approval from Fire Brigade that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by Site Team that the system has been reset and is fully operational
Protocol references:		School Fire Procedures

2.7.2	Gas Leak Contingency Plan	
Scenario:	Gas Leak	**Actions:**
Triggers / Escalation:	Notification of a suspected gas leak	• If possible open windows and doors to allow air to circulate • Do not operate electrical equipment or switch on/off lights • Do not operate mobile phones • Evacuate as per the Fire Procedures as directed by Operations staff • Await instruction from Site staff and or Emergency Services as appropriate • Re-enter building when directed by Site staff **If problem cannot be resolved within a reasonable timescale:** • Activate the school procedure for sending children home
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or Academy Staff
Criteria for returning to normal service:		Confirmation that the leak has been repaired by the gas supplier
Procedure for returning to normal service:		Operation Team advise Academy IMT that system that service has been restored
Protocol references:		N/A

2.7.3	Major Flood / Water Leak Contingency Plan	
Scenario:	Major Flood / Water Leak	**Actions:**
Triggers / Escalation:	Notification of a major flood / water leak	• Evacuate as per the Fire Procedures (partially or fully) as directed by Operations • Await instruction from Site staff and or Emergency Services as appropriate • Re-enter building when directed by Site staff
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or Academy Staff
Criteria for returning to normal service:		Confirmation that the leak has been repaired and services restored
Procedure for returning to normal service:		Operations staff inform Academy Staff that service has been restored
Protocol references:		N/A

2.7.4	Loss of Utilities Contingency Plan	
Scenario:	Loss of electricity, water, gas	**Actions:**
Triggers / Escalation:	Loss of Utility supply	**During normal working hours -** • Determine whether school can continue to operate as normal **If problem cannot be resolved within a reasonable timescale:** Activate the Academy procedure for sending children home **Outside normal working hours –** If problem cannot be resolved within a reasonable timescale: • In consultation with CO to determine whether Academy can open, if not: • Activate the Academy procedure for notifying parents/guardians/carers • Activate procedure for notifying Academy transport of situation • Liaise with CO to establish the likely rectification period and nature of fault.
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal
Criteria for returning to normal service:		Confirmation from the supply Company that repairs completed and services permanently restored
Procedure for returning to normal service:		Site Staff confirm that service(s) has been restored
Protocol references:		N/A

2.7.5	Pandemic / Epidemic Contingency Plan	
Scenario:	Pandemic /Epidemic	**Actions:**
Triggers / Escalation:	Notification of pandemic / epidemic	• Advice must be sought from Public Health England through the helpline. • Send out the appropriate letter template provided by the LA/PHE to inform parents/guardians/ carers aware of situation • Initiating e-learning/blended learning procedures
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal under delegated authority from the Governing Body and LA
Criteria for returning to normal service:		• Advice from the Public Health England that infection rate is down to an acceptable level • Partial re-opening may be advised
Procedure for returning to normal service:		PHE advises LA/Academy that normal service can be restored
Protocol references:		N/A

2.7.6	Physical Attack Contingency Plan	
Scenario:	Physical Attack	**Actions:**
Triggers / Escalation:	Notification or awareness of unauthorised access / threat of physical violence	• Advise CO of threat / incident / unauthorised access • Determine best course of action depending on situation i.e. remain in-situ or evacuate • Initiate Lockdown Protocol • Alert emergency services if necessary
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or his/her Deputy
Criteria for returning to normal service:		Threat has been removed and/or authorisation from the Emergency Services.
Procedure for returning to normal service:		Academy advised by Site Staff that normal service has been restored
Protocol references:		N/A

2.7.7	Loss of Catering Contingency Plan	
Scenario:	Loss of Catering	**Actions:**
Triggers / Escalation:	• Food poisoning • Equipment failure • Absence of Catering staff	• Liaise with CO to determine how school meals are going to be delivered on the day and on-going until the issue has been resolved • Notify Academy of revised menus and likely rectification time • If necessary, alert parents to service disruption and request all pupils be provided with packed lunch
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or his/her deputy
Criteria for returning to normal service:		• All equipment operational • Clearance from Environmental Health Agency • Adequately trained staff available
Procedure for returning to normal service:		Academy advised by Site Staff that normal service has been restored
Protocol references:		N/A

2.7.8	Bomb Threat Contingency Plan	
Scenario:	Bomb Threat	**Actions:**
Triggers / Escalation:	Notification of a bomb threat	In the event of a bomb threat notified to Academy staff, they will: • Obtain as much information as possible as detailed in the CO/School Joint Bomb Emergency Procedure • Contact emergency services and relay information • If not already aware inform CO of the threat and decide necessary action based on recommendation from Emergency Services • If recommended to evacuate follow the fire evacuation procedure as outlined in the Academy Fire Procedures
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal and Academy staff
Criteria for returning to normal service:		• Hoax - all areas checked and approval from Emergency Services that building can be re-occupied • If bomb found – following detonation or removal from site approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by CO/Principal that the Academy is fully operational
Protocol references:		CO/School Joint Bomb and Fire Evacuation Procedure

2.7.9	Hostage Situation Contingency Plan	
Scenario:	Hostage Situation	**Actions:**
Triggers / Escalation:	Notification of a hostage situation	In the event of a hostage situation being notified to Academy staff, they will: • Contact emergency services, relay information obtained and seek advice on actions to be taken • If not already aware inform CO of the threat and decide necessary action based on recommendation from Emergency Services
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal and Academy staff
Criteria for returning to normal service:		• Hostage situation resolved and unauthorised persons removed from site • Approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by CO/Principal that the Academy is fully operational
Protocol references:		N/A

2.7.10	Release of Air-borne Hazardous Substance Contingency Plan	
Scenario:	Release of Air-borne Hazardous Substance	**Actions:**
Triggers / Escalation:	Notification of release of air-borne hazardous substance	If an air-borne hazardous substance has been released Academy staff will: • Inform all staff • Obtain copies of COSHH data sheets for applicable substance • If necessary, contact Emergency Services and evacuate the site as per the School Fire Procedures • If advised to do so by the Emergency Services invoke the Major Incident procedure. Principal to contact RD, 8HWE and Chair. • If required undertake a deep clean
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal and Academy staff
Criteria for returning to normal service:		• All presence of hazardous substance removed from site • Approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by CO/Principal Team that the Academy is fully operational
Protocol references:		N/A

2.7.11	Telephone System / Infrastructure Failure – landline Contingency Plan	
Scenario:	Telephone system / infrastructure failure (landline)	**Actions:**
Triggers / Escalation:	Notification of telephone system failure (landline)	In the event of a telephone failure being notified to Academy Staff, they will: • Check with the Academy Network Manager to determine whether PABX has been tampered with • Check with Academy Admin. staff that there are no outstanding bills which could result in disconnection of service by the provider • Contact CO via email or mobile phones to notify them of the fault • Inform parents/guardian/carers of the disruption and provide an alternative method of communication • Ensure that adequate mobile phone provision is available to staff in the event of an emergency • Notify parents/guardian/carers that the system has been restored
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal and Academy staff
Criteria for returning to normal service:		System infrastructure recovered
Procedure for returning to normal service:		Academy staff advised by Network Manager that the system is fully operational
Protocol references:		N/A

2.7.12	Adverse Weather Conditions Contingency Plan	
Scenario:	Adverse Weather Conditions	**Actions:**
Triggers / Escalation:	Notification of severe weather conditions – e.g. high winds, snow, ice, extreme storms	In the event of adverse weather conditions Academy Staff will: • Make every effort to attend school and advise the Principal if they are unable to do so • The Principal or his/her deputy will make a decision as to whether the school should remain open, partially open or whether to send pupils home • If a decision is made to close the school partially or fully, then the procedure for sending pupils home should be activated including notification to local radio stations and school transport providers • Liaise with CO/Operations Staff to ensure that that all parties are aware of any potential risks/hazards that may be encountered
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or his/her deputy
Criteria for returning to normal service:		Conditions return to normal or are being managed
Procedure for returning to normal service:		Academy staff advised by Site Team that conditions have returned to normal and/or that hazard(s) are being contained
Protocol references:		N/A

2.7.13	Partial or Full Academy Closure Contingency Plan	
Scenario:	Partial of Full Academy Closure	**Actions:**
Triggers / Escalation:	Any circumstances whereby it is deemed to be unsafe to operate form the school or part of the school	In the event of a partial or full Academy closure Academy Staff will: • Discuss the situation with CO and determine whether a part or full closure is appropriate • The Principal or his/her deputy will make a decision as to whether the Academy should remain open, partially open or whether to send pupils home • If a decision is made to partially or fully close the Academy, then the procedure for sending pupils home should be activated including notification to local radio stations and Academy transport providers • Liaise with Site Staff to ensure that that all parties are aware of any potential risks/hazards that may be encountered
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or his/her deputy
Criteria for returning to normal service:		Conditions return to normal or are being managed
Procedure for returning to normal service:		Academy staff advised by the Principal that the Academy is partially or fully operational and can return to partial / full occupancy.
Protocol references:		N/A

2.8 Appendices

Appendix A	Details of Casualties			
Name	**Nature of Injury**	**Current Location of Casualty**	**Next of Kin Informed Y/N**	**Name (person accompanying the casualty to hospital if applicable)**

Appendix B Draft Letter to be sent to Parents/guardians
To be discussed with RD/Media

Dear Parent

Re: Incident (specify e.g. coach crash, explosion, flood) on date at location

This is to inform you that following the incident that occurred on date, the Academy will remain closed for a number of days. The earliest date on which it will reopen will be date.

Information on the position at Academy and when it will reopen may be broadcast on local radio stations, Heart Radio Dorset, Wave 105, so please tune in for news. Information can also be found on our website www.cornerstoneacademy.org.uk
Please do not telephone or attempt to come to the Academy. Telephone lines and access roads need to be kept clear for essential personnel.

We recommend that pupils stay close to home during this difficult time. We will endeavour to start teaching again as soon as possible.

Yours sincerely

Principal

Appendix C - Lost Property

Appendix C	Lost Property Log		Date:		Time:	
Incident:						

No.	Name	Status	Details of Lost Property	
		Staff, pupil, visitor	What	Where last seen

Appendix D – Financial Expenditure Log

Appendix D	Financial Expenditure Log		Date:		Time:	
Incident:						

No.	Expenditure Details	Cost	Payment Method	Transaction Made By:

Appendix E – Stranger Danger Letter Template

Dear Parent / Guardian / Carer

We have received notification from the Local Authority that a man/woman has been seen behaving suspiciously in the area of the Academy. The police are aware and are co-ordinating the response.

We will, of course, let you know when we receive further information but in the meantime, please be extra vigilant at this time, ensure that children are collected from school and accompanied where possible and inform the school or Dorset Police 101/999 if you see anything that causes you concern.

We have informed the Academy transport operators.

Yours sincerely,

Principal

Section 3 – Operations Team BCP Checklist

3.1	CO / School BCP Checklist – immediately >

Task Description	Responsible Officer	
	Operations Manager	Tick Box
Assess situation/damage and confirm to Principal that the situation cannot be covered by normal maintenance procedures.		
Advise CO of the incident. Advise whether situation needs to be escalated.		
Advise CO team of the incident - if incident is severe and needs to be escalated activate the MIG through the Local Authority		
Call out the additional necessary personnel/specialist contractors		
Contact key members of the IMT ask those not on site to assemble at an agreed meeting point or arrange telephone conference briefing		
In preparation for AIMT briefing, IMT to produce an outline briefing for to brief AIMT • determine the services and areas not operating • estimated time required to recover each service / area • determine whether whole/part school affected and whether whole/part school can accommodate students • determine any potential H&S risks and initial review of fire/security procedures • review of temporary access and egress points		
Brief the AIMT and agree timescale for regular updates and review		
Consider the Academy's legal duty to provide free school meals		
Put alternative accommodation on standby – see Section 3.5 or 3.6. Pre-warn the site(s) that they may be activated. If necessary, contact Property Services (see Section 3.2) • local incident –can be dealt with by PFI provider • major incident LA		
Building accessible (whole or part) or expected to be available within 1 week • identify contractors required, ensure access to building and determine an approximate timescale for remedial works • obtain plans of building – mark areas affected by the incident • determine how much floor space is/will be safely operational • check for obstacles to staff / pupils movements • check fire escape requirements (consult Fire Officer) • identify areas in the building for staff / pupils to relocate to • carry out relevant safety checks		

• review lettings • update all primary contractors' (cleaners, caterers etc.) • re-establish and agree site security • review health and safety arrangements		
Building not expected to be available within 1 week • identify contractors required, ensure access to building and determine an approximate timescale for remedial works • liaise with Academy to establish temporary arrangements with limited space for staff and students • agree with the school the most effective approach and determine whether to invoke relocation plan • review lettings • update all primary contractors' (cleaners, caterers etc.) • re-establish and agree site security • review health and safety arrangements		
Stand-down or Confirm facilities needed at alternative site • based on pre-prepared templates for the Academy, ensure adequate facilities are available: • see Section 3.2 for suppliers of equipment for alternative sites		
Discuss alternative arrangements for exams with Academy /UL		
Establish priorities for salvage of items in liaison with Academy		
Agree lines and frequency of reporting with Academy/SBC		
Open H&S log, record accidents/incidents – share with Academy/UL		
Prioritise staff availability and work schedules for CO staff		
• Notify insurance company/brokers • Contact loss adjusters		
• Establish Evidence Trail Statements / Photographs • Record Financial Expenditure		
Establish IT infrastructure requirements		
Arrange re-direction of CO deliveries		
Secure emergency funding arrangements		
Get approval for high value expenditure items		
Draw up plan for return to primary site		
Notify UL of timescale to re-occupy site		
Notify SBC of timescale to re-occupy site		
Lessons Learnt Briefing - all key stakeholders		

3.2 Academy – Non-Emergency Contact List

Utility Providers	Emergency Tel. No.	Account No:
Gas/Electric	0800 111 999	Total Gas and Power
Water	0345 600 4600	Wessex water
Telephones	0345 2652 222	Giganet
Internet		
Critical Suppliers	**Contact**	**Telephone No.**
Fire alarm contractor	Secom	020 8763 9998
Security alarm contractor	Total Protection solutions	078 5033 3594
CCTV	Camera Security	0800 999 4400
Building surveyor / structural engineer	Kevin Sherrin Beetle	01425 475 354
Caterers (emergency)	Caterlink (non-contract)	Through UL
CORGI contractors (gas & boilers)	CMC	01202 747107
Dehumidifiers, driers, space heaters etc	A1 Hire	01202 736 899
Drain cleaning contractors	Libra Drains	07971 090 140
Electrical contractors	Fry's / Hustings	01202 891650 / 01258/ 837383
Glazing – emergency and boarding up	Dave Marsh Windows	0794 154 4438
Packers and removals	Acorn Removals	07768764596
Plumber	CMC	01202 747107
Polythene bags and sheeting	CJS Portsmouth	02392 434505
Storage companies	Big Yellow	01202 846600
Temporary accommodation and furniture	Allan & Bath (letting agents)	01202 292 000

Others:		
Teacher support network	England	0800 562 561 (24 hour)
Environment agency	Flood line	0345 988 1188 (24 hour)
Foreign & commonwealth office	Consular assistance	020 7008 1500 (24 hour)

3.3	**Furniture, Equipment and Software Requirements** (may be required if Partial or Full Closure) – Liaise with Academy to determine exact requirements

Company	**Type**	**Telephone:**
WPS	All furniture and school supplies	01392 272096

3.4 Contingency Plans

3.4.1	Fire Contingency Plan	
Scenario:	Fire	**Actions:**
Triggers / Escalation:	Notification of a fire	In the event of a fire alarm being activated Site staff will: • either confirm or to stand down the fire brigade having been contacted by Site Team • follow the fire evacuation procedure as outlined in the Academy Fire Procedures
When to Invoke:	Immediately	
Person authorised to invoke plan:		All staff
Criteria for returning to normal service:		• False alarm - all areas checked and alarm reset • Minor incident – approval from Fire Brigade that building can be re-occupied
Procedure for returning to normal service:		Operation Team advise Academy that system is fully operational
Protocol references:		Academy Fire Evacuation

3.4.2	Gas Leak Contingency Plan	
Scenario:	Gas Leak	**Actions:**
Triggers / Escalation:	Notification of a suspected gas leak	• Site Manager to investigate, and if in any doubt isolate gas supply using the Emergency Control Valve • Open windows and doors to allow air to flow • Do not use mobile phones or switch lights on/off in immediate area • If leak still suspected Site Manager will contact Gas Emergency Services 0800 111 999 • Operations Manager to advise the Academy. Decision made on whether to evacuate • Operations Manager will liaise with representative on their arrival to establish the likely rectification period and nature of fault. • A check of critical plant and systems will be undertaken by Site Staff following restoration of the mains supply i.e. main heating and hot water systems.
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal/EBM/Operations Manager
Criteria for returning to normal service:		Confirmation that the leak has been repaired by the gas supplier
Procedure for returning to normal service:		Site Manager advise Academy IMT that system that service has been restored
Protocol references:		N/A

3.4.3	Major Flood / Water Leak Contingency Plan	
Scenario:	Major Flood / Water Leak	**Actions:**
Triggers / Escalation:	Notification of a major flood / water leak	• Site Manager sends member of Site Team to investigate, and isolate water in the affected area • Site Manager to advise the EBM/Principal. Decision made on whether to evacuate (partially or fully) Site Manager will identify the nature of the fault and the necessary remedial work in order to bring the affected areas back into full operation • Site Manager to inform Academy and relevant Stakeholders on the likely rectification period • A check of critical plant and systems will be undertaken by Site Staff following restoration of the supply.
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal/EBM/Site Manager
Criteria for returning to normal service:		Confirmation that the leak has been repaired and services restored
Procedure for returning to normal service:		Site Manager to inform Academy Representative that service has been restored
Protocol references:		Emergency Escalation Procedure to advise EBM/Principal

3.4.4	Loss of Utilities Contingency Plan	
Scenario:	Loss of electricity, water, gas	**Actions:**
Triggers / Escalation:	Loss of utility supply	**During normal working hours -** • Site Manager sends a member of Site Team to identify whether the problem is a local issue **Outside normal working hours –** Site staff will inform the Site Manager who will liaise with the specialist sub-contractor to attend site **At all times –** **Note** – only trained & competent staff can carry out any works on the electrical and gas supply i.e.approved engineers, and/or specialist sub- contractors. • If the problem is from the external mains supply and outside of the schools responsibility the Site Manager will contact the supply company to attend site • Site Manager to advise the EBM/Principal. Decision made on whether to evacuate (partially or fully) • Site Manager will liaise with Contractors on their arrival to establish the likely rectification period and nature of fault. • Site Manager will update the EBM/Principal of the situation • A check of critical plant and systems will be undertaken by Site Staff or specialist sub-contractors following restoration of a mains supply i.e. main heating and ventilation plant, fire alarm etc.
When to Invoke:	Immediately	
Person authorised to invoke plan:		Site Manager/EBM/Principal
Criteria for returning to normal service:		Confirmation from the supply company that repairs completed and services permanently restored

Procedure for returning to normal service:	Site Manager to inform the academy that service has been restored
Protocol references:	• Emergency Incident Action Plan for mains electricity supply • Emergency Escalation Procedure

3.4.5	Pandemic / Epidemic Contingency Plan	
Scenario:	Pandemic /Epidemic	**Actions:**
Triggers / Escalation:	Notification of pandemic / epidemic	Advice must be sought from PHE via DfE Helpdesk (see Covid Case escalation plan) • Instigate additional cleaning regimes as recommended by PHE/DfE Opening of School guidance
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal
Criteria for returning to normal service:		• Advice from the PHE that infection rate is down to an acceptable level • Partial re-opening may be advised
Procedure for returning to normal service:		Cleaning Manager to inform EBM/Principal that service has been restored
Protocol references:		N/A

3.4.6	Physical Attack Contingency Plan	
Scenario:	Physical Attack	**Actions:**
Triggers / Escalation:	Notification or awareness of unauthorised access / threat of physical violence	**During normal working hours:** • Site Team to alert school of threat / incident • Determine best course of action depending on situation i.e. remain in-situ or evacuate • Initiate Lockdown Protocol • Alert emergency services **Out of working hours:** • Site staff to determine nature of incident • Alert emergency services as necessary
When to Invoke:	Immediately	
Person authorised to invoke plan:		Site Manager
Criteria for returning to normal service:		Threat has been removed and/or authorisation from the Emergency Services.
Procedure for returning to normal service:		Site Manager to inform the Principal/EBM that service has been restored
Protocol references:		Emergency Escalation Procedure

3.4.7	Loss of Catering Contingency Plan	
Scenario:	Loss of Catering	**Actions:**
Triggers / Escalation:	• Food poisoning • Equipment failure • Absence of Catering staff	• Catering Manager/attendance will notify Academy staff of issue • Catering Manager to liaise with finance staff to determine number of free and minimum number of paid Academy meals required • Hire additional appliances / source other suppliers or use other School Catering kitchens. • Notify Academy of revised menus and likely rectification time **Food Poisoning** • Close down kitchen and seek advice from SBC Environmental Health Officers **Absence of Catering Staff** • Co-ordinate with agency supplier the provision of temporary staff
When to Invoke:	Immediately	
Person authorised to invoke plan:		Catering Manager/EBM/Principal
Criteria for returning to normal service:		• All equipment operational • Clearance from SBC Environmental Health Agency • Adequate trained staff available
Procedure for returning to normal service:		Catering Manager to inform the Principal/EBM that service has been restored
Protocol references:		N/A

3.4.8	Bomb Threat Contingency Plan	
Scenario:	Bomb Threat	**Actions:**
Triggers / Escalation:	Notification of a bomb threat	In the event of a bomb threat notified to staff, they will: • Obtain as much information as possible as detailed in the School Emergency Procedure • Contact emergency services and relay information • If not already aware inform school of the threat and decide necessary action based on recommendation from Emergency Services • If recommended to evacuate follow the fire evacuation procedure as outlined in the Academy Fire Procedures
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal
Criteria for returning to normal service:		• Hoax - all areas checked and approval from Emergency Services that building can be re-occupied • If bomb found – following detonation or removal from site approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Site Manager to advise Academy that Academy is fully operational
Protocol references:		Fire Evacuation Procedure

3.4.9	Hostage Situation Contingency Plan	
Scenario:	Hostage Situation	**Actions:**
Triggers / Escalation:	Notification of a hostage situation	• Nominated member of staff (Principal/SVP) to contact emergency services and relay information obtained and seek advice on actions • Ensure adequate access for Emergency Services on arrival at site
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal/SVP/EBM
Criteria for returning to normal service:		• Hostage situation resolved and unauthorised persons moved from site • Approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by Principal that the School is fully operational
Protocol references:		N/A

3.4.10	Release of Air-borne Hazardous Substance Contingency Plan	
Scenario:	Release of Air-borne Hazardous Substance	**Actions:**
Triggers / Escalation:	Notification of release of air-borne hazardous substance	In the event of an air-borne hazardous substance being released and notified to Site staff, they will: • Inform the Academy • Obtain copies of COSHH data sheets for applicable substance • If necessary contact emergency services and evacuate the site as per the Academy Fire Procedures • If advised to do so by the Emergency Services invoke the Major Incident Procedure/ Recovery Plan • If required undertake a deep clean
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal/SVP/EBM
Criteria for returning to normal service:		• All presence of hazardous substance removed form site • Approval from Emergency Services that building can be re-occupied
Procedure for returning to normal service:		Academy staff advised by Principal that the Academy is fully operational

3.4.11	Telephone Failure / Infrastructure Failure Contingency Plan	
Scenario:	Telephone Failure / Infrastructure Failure	**Actions:**
Triggers / Escalation:	Notification of telephone failure	In the event of a telephone failure being notified to Site Staff, they will: • Check with School Network Manager to determine whether PABX has been tampered with • Check with School Admin staff that there are no outstanding bills which could result in disconnection of service by the provider • Inform telephone system maintenance provider of fault • Inform school of likely downtime and suspected fault
When to Invoke:	Immediately	
Person authorised to invoke plan:		Network Manager
Criteria for returning to normal service:		System infrastructure recovered
Procedure for returning to normal service:		Academy staff advised by Network Manager that the system is fully operational
Protocol references:		N/A

3.4.12	Adverse Weather Conditions Contingency Plan	
Scenario:	Adverse Weather Conditions	**Actions:**
Triggers / Escalation:	Notification of severe weather conditions – e.g. High winds, snow, ice, extreme storms	In the event of adverse weather conditions Site Staff will: • Assess the situation and take appropriate action • In the event of severs snow and icy conditions the Snow and Ice Recovery plan will be initiated • Check to ensure that key staff are present – catering, cleaning, etc. to operate the Academy safely and advise the school if there is a potential problem • Site Staff will liaise with the Academy keeping them informed at all times of any likely risk / hazards that may be encountered
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal/SVP
Criteria for returning to normal service:		Snow, ice treated and cleared to enable safe access to and from the Academy
Procedure for returning to normal service:		Academy staff advised by Site Manager that clearance is on-going and that hazard has been contained
Protocol references:		N/A

3.4.13	Partial or Full Academy Closure Contingency Plan	
Scenario:	Partial of Full Academy Closure	**Actions:**
Triggers / Escalation:	Any circumstances whereby it is deemed to be unsafe to operate form the Academy or part of the Academy	In the event of a potential partial or full Academy closure. Staff will: • Discuss the situation with CO the Academy and determine whether a part or full closure is appropriate • The Principal or his/her deputy will make a decision as to whether the Academy should remain open, partially open or whether to send pupils home • EBM will endeavour to provide alternative accommodation as detailed in Sections 3.5 and 3.6 (if appropriate)
When to Invoke:	Immediately	
Person authorised to invoke plan:		Principal or his/her deputy
Criteria for returning to normal service:		Conditions return to normal or are being managed
Procedure for returning to normal service:		Academy staff advised by Principal that the Academy is partially or fully operational and can return to partial / full occupancy.
Protocol references:		N/A

3.5	Alternative sites – Partial Closure		
Closure timescale	**When**	**Location**	**Facilities**
Short - Medium term up to 4 weeks	Non Exam Time	No additional accommodation required	Academy will rotate pupils and accommodate on site. Blended learning processes to be commenced.
	Exam Time	Use of unaffected buildings Refer to Cluster schools for additional space Hire of private facilities/halls	IT provision required Catering provision required
Long term >4 weeks	Non Exam Time	Use of unaffected buildings Refer to Cluster schools for additional space Hire of private facilities/halls Temporary accommodation on fields	IT provision required Catering provision required
	Exam Time	Use of unaffected buildings Refer to Cluster schools for additional space Hire of private facilities/halls Temporary accommodation on fields	IT provision required Catering provision required.

3.6 Alternative Sites - Full Closure

Closure timescale	When	Location	Facilities
Short - Medium term up to 4 weeks	Non Exam Time	No additional accommodation required	Revert to online lessons.
	Exam Time	Refer to Cluster schools for additional space Hire of private facilities/halls	IT provision required Catering provision required
Long term >4 weeks	Non Exam Time	Refer to Cluster schools for additional space Hire of private facilities/halls Temporary accommodation on fields	IT provision required Catering provision required
	Exam Time	Refer to Cluster schools for additional space Hire of private facilities/halls Temporary accommodation on fields	IT provision required Catering provision required.

Section 4 – Debrief and Lessons Learnt

4.1 Debrief and Lessons Learn

Within one month of normal service having resumed UL will invite all stakeholders to attend a debrief meeting.

4.1.1 CO will invite stakeholders (IMT) to a meeting

4.1.2 CO will review the TOP Set investigation and report the findings to the IMT

4.1.3 Issues to be discussed, impacts and recommendation to be captured on separate form (see Section 6.2)

4.1.4 Discussion to take place to determine whether any of the issues could have reasonably been foreseen and if so were they highlighted?

4.1.5 Agree the recommendations to prevent similar incident(s) from re-occurring

4.1.6 Agree the methodology for integrating the recommendations into practise

4.1.7 CO to inform their Senior Management Team of recommendations agreed (if applicable)

4.1.8 Review date to be agreed to determine if recommendations have been implemented and their effectiveness.

4.2	Lessons Learnt				
Date:		**Date of Incident:**		**Site Incident Occurred At:**	
Attendees:					
Nature of Incident:					

Category	Issue	Issue/Success	Impact	Recommendations	Date of Review

Section 5 Pre- Planning Information

5.1 Introduction

This plan covers CO activities and those of the Academy and is informed by requirements and procedures for delivering core business activities in conjunction with Major Incident procedure.

The BCP covers any major incident that is of sufficient magnitude to put the operational continuity of the Academy at risk

5.2 How to Use this Plan

- ***Sections 1*** relates to all parties CO, and the Academy) and provides contact numbers for key members of staff whilst outlining actions to be taken should an incident occur.
- ***Section 2*** is Academy specific and must be used in conjunction with Section 1 should an incident occur. It contains checklists, emergency contact numbers for suppliers etc. and guidelines on how to deal with specific incidents.
- ***Section 3*** is site management specific and must be used in conjunction with Section 1 should an incident occur. It contains checklists, emergency contact number for suppliers etc. and guidelines on how to deal with specific incidents.
- ***Section 4*** is CO led. It outlines the format of the debrief that will take place once normal service has resumed.
- ***Section 5*** contains the pre-planning stages that need to be considered and put into place prior to an incident occurring.

5.3 Guidance on When to Invoke the BCP

The decision to invoke the BCP will be taken jointly between OC and the Principal and will depend on the severity of the situation and on-going operational priorities. In some cases it may be necessary to invoke the Major Incident procedure.

5.4 Plan Distribution and Storage

This plan should be treated as a **SECURITY** document and its contents **CONFIDENTIAL** at all times.

Copies of the Plan are held by the following persons or are kept in the following locations:

Hard/Electronic Copies:

Who	Location
Academy Incident Management Team (AIMT)	Email/Teams/Hard copy in Crisis Kit
Crisis Kit (see 5.6)	EBMs office

5.5 Roles and Responsibilities of Incident Management Team Members (IMT) and Academy Incident Management Team (AIMT) Members

The IMT (see Section 1.2) are responsible for the overall responsibility for co-ordination planning and recovery following an incident which invokes the BCP.

Team Members have designated responsibility both to the IMT and for their respective areas of responsibility.

The AIMT (see Section 1.3) are responsible for the co-ordination of school related activities only.

Role	Responsibility
Principal	• Advise IMT of incident • Provide regular updates and briefings to IMT and AIMT • Provide Communications Team with appropriate briefings for press and media coverage etc. • Provide EBM with delegated responsibility for the provision of alternative accommodation • Provide OC with a strategic plan for recovery • Notify insurers, loss adjusters etc. • Arrange and co-ordinate ‘ lessons learned ‘ session
CO	• Senior responsible owner of BCP relating to building / premises issues • Initial assessment of situation • Briefing of IMT and advising actions to be taken to include whether situation requires escalation • Primary contact with Emergency Services • Co-ordination of response and recovery plan • Provision of alternative accommodation as necessary • Collection and collation of information associated with potential insurance claims

Role	Responsibility	Accountability / Authority

Principal	• Senior responsible owner of BCP relating to Academy issues
	• In liaison with CO prioritising the recovery of key activities disrupted by the incident
	• Notifying relevant Academy stakeholders of the incident and providing updates
	• Co-ordinating communication with key stakeholders. To include:
	  ○ Academy
	  ○ Governors
	  ○ Parents/Carers etc.
	  ○ CO
		• Overall responsibility for the day-to-day Academy management
		• Joint, lead decision maker in liaison with CO, in times of crisis.

	○ External Agencies such as H&S Executive (HSE) ETC. • Conducting debriefs following an incident, test or exercise to determine 'lessons learnt '. • Liaise with EBM to incorporate lessons learnt into BCP	
EBM	• Development of the BCP in liaison with CO and Principal to identify continuity arrangements • Involving the Academy community in the planning process, as appropriate • Training Academy staff in BCP • Liaising with CO to agree actions to be taken in the event of an incident • Embedding a culture of resilience within the Academy involving stakeholders as required • Collection and collation of information associated with potential insurance claims	• Member of the AIMT • Direct report to Principal • Co-ordinate BCP for Academy staff
Academy Incident Management Team (AIMT)	• Provide direction and leadership for the whole Academy community • Undertake response and communication actions as agreed • Welfare of pupils • Staff welfare and employment issues Managing resource deployment	• Delegated authority to make decision, respond to and plan recovery from the incident
Network Manager	Work with the EBM Manger to develop proportionate risk responses	Liaise with CO re: infrastructure issues
Incident Logger (record keeper)	Ensuring all key decision and actions taken in relation to the incident are recorded accurately	Reporting directly to the Principal or AIMT
Media Co-ordinator	Liaison with parents/guardians etc. ensuring most up-to-date information is in place.	All information must be released by the Media team
Academy Governors	• Working in partnership with the Principal to provide strategic direction in planning for and responding to disruptive incidents • Undertaking actions as required to support the Academy's response to a	• Liaison with Principal or AIMT in response to a crisis • Reporting progress in developing BCP to Parents / Carers

	disruptive incident and its' subsequent recovery • Acting as a critical friend to ensure that the joint CO/Academy BCP is fit for purpose and continuity arrangements are robust and reliable • Monitoring and evaluation overall performance in developing Academy resilience and reporting to Parents / Carers	

5.6	**Contents of Crisis Kit**
Section	**Details**
Business Continuity	• Business Continuity Plan • Spare copies of forms
Organisational Information	• Staff Handbook • Academy branding material and stationery • Academy logo • Other key documents All above items held on teams
Financial Information	• Financial procedures – held by United Learning • List of Suppliers – held by United Learning
Staff Information	Staff contact and emergency contact details held by United Learning
IT/Equipment Information	SLT have their own laptops
Equipment and Other Items	• Premises map • Dust and toxic fume masks • Stationery – permanent markers, clipboards, pens, blue-tack, pins, pencils, notebook paper etc. • Academy Floor Plans • High visibility jackets

5.7	Other Important Documents – Location	
Section	**Details**	**Location**
Financial Information	Bank, Insurance details, Payroll etc.	Available from United Learning
	Invoices, Purchase Orders etc.	Held in Focal Point (cloud)
	Asset Register and Insurance Policy	Held on Hub
IT/Equipment Information	Software licence agreement and key codes	Held in Teams
	Office telephone list (for phone divert)	Held in Teams
Equipment and Other Items	First Aid Kit	First Aid Room
	Back-up tapes	
	Emergency cash, check book, spare credit card	Fireproof safe
	Spare keys	Site Manager
	Whistle / megaphone	Attendance Office

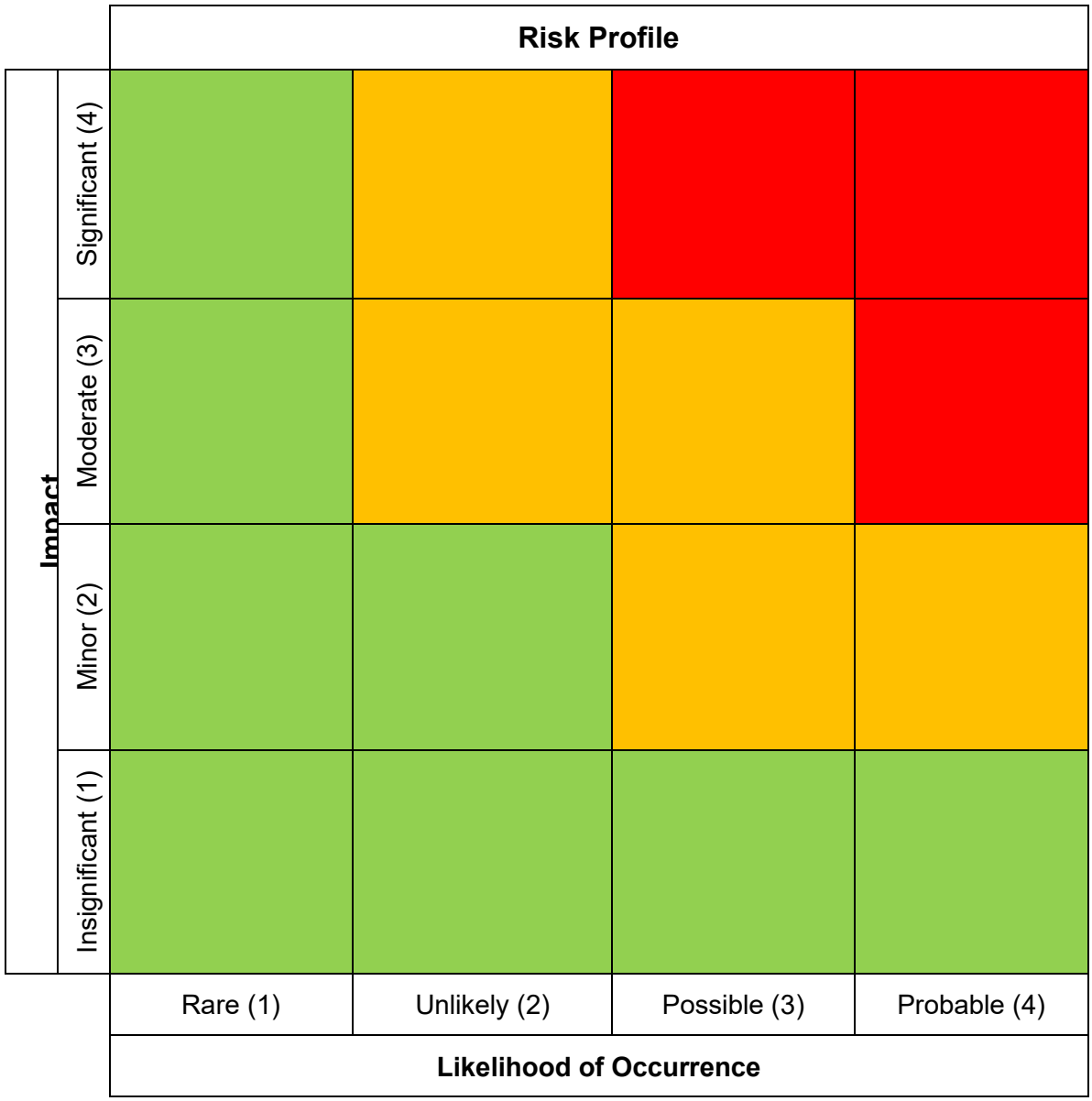
5.8 Joint Risk Assessment – School / CO

Ref.	Risk	Impact	Controls	I	L	CR	Owner
1.	Fire	• Loss of building or part of building	smoke alarms in-situ • Fire evacuation procedure in place • Remote monitoring system in place • Fire extinguishers in extension	3	2	6	Academy/CO
2.	Gas Leak	• Loss of building or part of building due to explosion/fire • Isolation of gas supply • Loss of heat and some curriculum delivery • Loss of catering (hot meals)	• Gas guards in-situ • Local isolation valves known as Emergency Control Valves – with instructions for use • Menu change • Use remote kitchens/limit menu choice • Remote learning in event of Academy closure	4	1	4	Academy/CO
3.	Flood	• Loss of building or part of building • Foul water onsite • Potential loss of utilities	• Local isolation valves • Out of hours staff patrols • Preventative maintenance regime	3	2	6	CO
4	Electrical Failure	• Loss of building or part of building • Loss of catering (hot meals) • Security failure e.g. maglock and CCTV failure • Loss of servers • Loss of lighting • Loss of fire alarm • Loss of heating	• Manual override of doors • Back-up servers • Temporary fire evacuation procedure • Emergency Lighting	3	2	6	Academy/CO
5	Pandemic/ Epidemic	• Staff absence • Student absence • Additional cleaning required to prevent spread of disease	• Staff absence policy • Use of Supply Teachers • Pre-prepared Teaching packs for Virtual Learning Environment • Curfew imposed	3	3	9	Principal
			• Use of Senior Managers / staff from other sites or Agency cover • New cleaning regime introduced • Curfew imposed				CO/RDs

Issue date: 17.09.26	Revision number: 1.0

Ref.	Risk	Impact	Controls	I	L	CR	Owner
6.	Physical Attack	• Serious personal injury or death	• Lone working policy • Secure boundaries • Academy behaviour policy • Emergency Services presence • CCTV	4	1	4	CO
7	Loss of Catering	• No hot meal provision	• Temporary staff • Use different site to provide meals • Hire in equipment • Environmental Health authorisation	3	1	3	CO
8	Adverse Weather Conditions	• Staff absence • Academy closure	• Staff absence policy • Pre-prepared Teaching packs for Virtual Learning Environment	3	2	6	Principal
			• Use of Senior Managers / staff from other sites • Use of Temporary labour • Activate procedures to deal with issues				CO/RDs
9	Phone Failure	• Unable to receive / make calls • Teachers isolated in classrooms	• Message on website to publish mobile no. • Staff to use mobiles (Academy issue or personal) – will be reimbursed	2	2	4	Network Manager
			• Contact supplier to rectify problem • Staff to use radios / mobile phones				CO
10	Transport disruption	Staff / students unable to attend	• Remote leaning in event of Academy closure	3	2	6	Academy
12	Hostage Situation	• Academy closure • Trauma	• Secure site • Academy to offer counselling	4	1	4	Academy/CO
13	Release of Air-borne Hazardous Substance	• Full Academy closure • Contamination	• All hazardous substances have COSHH data sheets • Subsequent deep clean	4	1	4	CO
14	Bomb	Loss of building or part of building	• Staff aware of Bomb threat procedure	4	1	4	Academy/CO

Issue date: 17.09.26	Revision number: 1.0



High Risk	Significant management action/control evaluation and improvement required and/or continued proactive monitoring
Medium Risk	Seek cost effective management action/control improvements and/or continued proactive monitoring
Low Risk	Seek control improvements if possible and monitor and review regularly

6.0 Information Technology Incident Support

Antivirus Playbook



Antivirus%20Playbook.docx

Communications Playbook



Communications%20Playbook.docx

ICT Support Flow Chart



ICT%20Support%20Flow%20Chart%20S

Malware – Immediate Action



Malware%20-%20Immediate%20Action.c

Phishing Playbook



Phishing%20Playbook.docx

Ransomware Playbook



Ransomware%20(Schools)%20Playbook.

Documents are not viewable on the web version of Word, however are also available via the link below:
[Technology department - Incident Support and Playsheets - All Documents (sharepoint.com)]
Hard copies are available in the IT department.