



CONWAY PRIMARY SCHOOL

Business Continuity Plan

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Distribution	All staff and Governors

	Children's Services Emergency Planning and Business Continuity (NB: template has been shared with other Royal Greenwich stakeholders named in the plan)
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Version	Date	Comments on changes
2017/06	19/06/17	Original draft
2018/06	19/06/18	Update 1 – No changes
2019/09	19/09/19	Removal Of Carly Dallaway as person of responsibility – Addition of Judith Constant as person of responsibility Reduction of school staff to 65
2020/12	12/12/20	Review – Change of ICT support details Removal of Steve Sutherland as deputy media spokesman – change of supply teacher provider
2022/02	04/02/22	Review – Changes to Pupil Numbers/Changes to Staff Numbers
2023/02	30/01/2023	Full Review in-line with Dfe and HS current guidance – IT Provider & Service update – Staff changes – Emergency Alert System

1. Aim and Objectives

The aim of this plan is to provide the school with a framework to mitigate and cope with the effects of an unexpected emergency or crisis, either directly or indirectly adversely affecting the school.

The objectives of this plan are to allow the school staff and governors to:

- Analyse and respond to emergencies and major incidents
- Provide a detailed, risk prioritised and timetabled response to an emergency
- Understand and activate the key roles, responsibilities and partners in the response to an emergency
- Continue critical functions and activities during an emergency
- Protect the staff, pupils, stakeholders and reputation of the school
- Ensure the continuance of education in adverse circumstances.

2. Scope of the Plan

This plan is designed to allow schools to cope in a wide range of emergencies, including those occurring:

- Within the school during the school day
- To the school outside of school hours
- On school trips and journeys
- To pupils on the way to or from school
- From events immediately outside the school gates
- From events that adversely affect an area wider than the school itself.

3. Characteristics

The school has the following characteristics:

Type of school	Nursery / Primary
Status of school	Community or Voluntary Controlled / Academy / Foundation / Voluntary aided (as applicable)
Age range of pupils	Age 2 to Age 11
Number of pupils	480
Number of staff: <ul style="list-style-type: none">• Management• Teaching• Office• Catering• Support	60 <ul style="list-style-type: none">• 5• 20• 3• 4• 28

4. Command and Control

4.1 School Emergency Management Team (SEMT)

The lead responsibility for the school's response to an emergency will fall to its own School Emergency Management Team (SEMT). This group will also have the responsibility for invoking and activating this plan, and for making the "difficult" decisions. This will be chaired by the most senior member of staff available (usually the head teacher), and will be comprised of the staff named in *Appendix A – Command and Control Contact Details*. These are the staff considered most appropriate by the Plan Owner, along with a list of potential deputies.

It is essential that the holders of specific important roles are identified in advance:

- Liaison with the emergency services or other responders on site to the incident
- Responsibility for the evacuation of the premises to a place of safety
- Communications with parents and other stakeholders

4.2 Local Authority Support

Royal Greenwich will provide support if appropriate from a number of sources:

- **Children's Services** has primary responsibility for liaising with the school in an emergency. They will deal with smaller events without the need to call upon wider resources from the Council or partners. They will also pass on emergency alerts (e.g. severe weather, air pollution, etc) to schools. Schools in any area with the potential for flooding will be registered with Floodline themselves so that any alerts from the Environment Agency may be received directly (both during and outside of school hours).
- Schools may have a **Local Authority Liaison Officer (LALO)** sent to them to communicate and coordinate any efforts required from the Council as a whole to assist the school and emergency services in response to a major incident. The LALO will be sent by and act as the on-site conduit to the Council's Emergency Planning & Business Continuity team (EPBC).
- **Emergency Planning & Business Continuity** will coordinate the Council's response to an emergency in accordance with the Council's Generic Emergency and Business Continuity Management Plan (see www.royalgreenwich.gov.uk/emergencyplanning on the Royal Greenwich website).
- The **Communications Unit** will assist the school in handling any media interest. The primary (and potential deputy) spokespersons for the school are named in *Appendix A – Command and Control Contact Details* though it is preferable that they await assistance from the Communications Unit before talking to the press and other media reporters.

Contact numbers for this local authority support may be found in *Appendix A – Command and Control Contact Details*.

5. General Principles – Initial Actions

This page should be used as a checklist by the SEMT to cover their initial minimum activities in the event of invoking and using this plan, and can be used as an agenda for the first meeting if required.

Task	Completed (date, time, by)
Actions within 24 hours:	
Ensure the safety of pupils, staff and visitors (expect to see identification).	
Convene the SEMT at head teacher's office. Should this site be unavailable potential alternative locations are Plumstead Manor Secondary School/St Patrick's Primary School.	
Confirm decision to invoke use of this plan, and then communicate that decision to staff, Chair of Governors and Children's Services.	
Start a log of actions, decisions and expenses undertaken (see <i>Appendix B – Emergency Log</i>).	
Identify and quantify any damage or harm to the school. This includes pupils, staff, premises, equipment, data, records, supplies, reputation, etc.	
Identify if any critical school functions have been disrupted (put into action Business Continuity Management planning if appropriate – see section below).	
Decide upon the actions to be taken, and in what timeframes (put into action Business Continuity Management planning if appropriate – see section below).	
Be prepared to receive large volumes of queries from staff, parents, media, etc (see item directly below).	
Decide upon the immediate message to be provided to stakeholders and other agencies below. If possible, place message on school telephone / answer phone to reduce the number of calls being handled. Provide briefing for parents – either verbally in lower school hall or as a written sheet (seek advice from Royal Greenwich's Communications Unit first). Ensure that all staff and governors are aware of the message to be given.	
Ensure that an independent telephone line is available for outgoing calls using the school office mobile phone.	

Task	Completed (date, time, by)
Actions within 24 hours:	
<p>Liaise with and advise:</p> <ul style="list-style-type: none"> Stakeholders in the school – parents, governors, pupils, suppliers, other users of the school premises, supporting organisations (e.g. business support), etc as appropriate (see <i>Appendix C – Emergency Cascades</i>). Emergency services or other responding agencies if applicable. Children’s Services. Emergency Planning & Business Continuity if applicable. Communications Unit if applicable. 	
Ensure that the SEMT and staff do not work excessive hours during incidents, and that relief shifts have appropriate hand-over arrangements.	

6. General Principles – On-going Actions

This page will be used as a daily checklist to ensure progress is maintained, and may be expanded to include specific recovery objectives as they are identified.

Task	Completed (date, time, by)
Daily actions during the recovery process:	
Convene SEMT to: <ul style="list-style-type: none"> Understand progress made Analyse obstacles or difficulties encountered Decide continuing recovery process. 	
Continue to log actions, decisions and expenses undertaken (see <i>Appendix B – Emergency Log</i>).	
Be prepared to receive large volumes of queries from staff, parents, media, etc (see item directly below).	
Decide upon the current message to be provided to stakeholders and other agencies below. If possible, place message on school telephone / answer phone to reduce the number of calls being handled. Provide briefing for parents – either verbally in lower school hall? or as a written sheet (seek advice from Royal Greenwich’s Communications Unit first).	
Ensure that an independent telephone line is available for outgoing calls – perhaps using a school mobile phone.	
Continue to liaise with and advise: <ul style="list-style-type: none"> Stakeholders in the school – parents, governors, pupils, suppliers, other users of the school premises, supporting organisations (e.g. faith leaders, business support), etc as appropriate (see <i>Appendix C – Emergency Cascades</i>). Emergency services or other responding agencies if applicable. Children’s Services. Emergency Planning & Business Continuity if applicable. Communications Unit if applicable. 	
Ensure that the SEMT and staff do not work excessive hours during incidents, and that relief shifts have appropriate hand-over arrangements.	

7. General Principles – Post Event Actions

This page will be used to define when the response to the incident is deemed to have finished, and provide some actions after the event in moving, over a period of recovery, towards a “business as usual” environment.

Task (Short Term)	Completed (date, time, by)
The SEMT will decide when the response phase to the incident has been reached and will communicate the “standing down” of the emergency response to all stakeholders and partners as listed above.	
The SEMT will seek to recover activities to their pre-incident level, by the SEMT appointing a senior member of staff to project manage this phase.	
Ensure that those affected by the incident are debriefed and any emotional or physical impacts are appropriately handled. This could involve the services of outside agencies such as faith leaders, bereavement counsellors, etc. Advice and guidance will be available via the local authority. See the <i>Welfare</i> section below.	
Seeking reimbursement (via insurance claim) for repairs and costs incurred in handling the incident.	
Ensure that stakeholders are aware of what has been done, what is being done, and what will be done, along with any potential obstacles (they may be able to provide solutions).	
Thank those involved for their efforts during the incident, perhaps marking their achievements officially if appropriate.	
Remember that media interest in a high profile incident could persist for a considerable time – the Communications Unit will advise on the best course of action.	
Using lessons learned from the incident to improve the emergency and business continuity management plan further, and then briefing and training staff and governors accordingly. Determine who will be responsible for this task, and that all involved in the incident are asked their views on what worked and what didn't.	
Ensure that all staff, governors and volunteers are made aware of the changes made to the plan, and that they are able to talk through and desktop exercise those changes.	

Task (Longer Term)	Completed (date, time, by)
Determine appropriateness of marking the event. This could take the form of an appeal for a recovery fund, holding a service or memorial event (in extreme cases this might have to be an event for the wider community or an internal annual event). The local authority can provide guidance on these matters. See the <i>Welfare</i> section below.	
Ensure that stakeholders are aware of what has been done, what is being done, and what will be done along with any potential obstacles (they may be able to provide solutions).	
Ensure that those affected by the incident are monitored for any emotional or physical impacts, and that these are appropriately handled. This could involve the services of outside agencies such as faith leaders, bereavement counsellors, etc. Advice and guidance will be available via the local authority. See the <i>Welfare</i> section below.	
Be prepared for renewed media interest on the anniversary of any high profile incident. Take advice and guidance from the Royal Greenwich's Communications Unit.	

8. Planning for Emergencies

This section of the plan provides an overview of the types of emergency that could be encountered by the school, and some suggestions for the way in which specific events could be managed. This is not an exhaustive list but tries to cover the most likely types of incident, and the possible responses to them.

8.1 On school site emergencies during school day

These could include:

- An incident that requires evacuation of (part of) the school, e.g. due to a fire, gas leak, etc.
- An incident that requires invacuation of staff and pupils, e.g. a chemical fire creating a cloud containing toxins, incident outside of the school buildings, etc.

Important items to note are:

- Schools deciding to close should notify the local authority using the school closure form found in *Appendix H – School / Children Centre Closing Procedure*.
- In the event of an evacuation, the school office manager will collect the emergency grab-bag (see *Appendix D – Grab Bag Contents*).
- If on evacuation the weather is likely to create ill-health (heavy rain, snow, high winds), pupils and accompanying staff will walk to the nearest school Plumstead Manor Secondary School, Old Mill Rd, London. SE148 1QF (020 3260 3333) and wait in the school hall or gymnasium (this “buddy” arrangement has been agreed with Joanna Harrison - school business manager) ... - contact details are given in *Appendix C – Emergency Cascade*.)
- Pupils and staff with mobility issues will be transported using staff cars or by requesting local authority assistance. The “buddy” arrangements should be with both a nearby school, and also one further away in case of an incident affecting a wider area.
- If pupils are taken to the “buddy” school, parents must be informed; also any pupils and staff on off-site trips must be contacted and advised; similarly, any school transport must be advised of the location of pupils for collection.
- If pupils are brought inside the school due to an external incident or hazard they will be taken to their classrooms.
- Roll calls will be conducted in either case.

8.2 On school site emergencies outside of school hours

These could include a number of issues that could impact on activities within the school, potentially requiring closure for a period:

- Fire or vandalism at the school.
- Heating, electric or water supply failure.
- Severe weather.

Important items to note are:

- Schools deciding to close should notify the local authority using the school closure form found in ***Appendix H – School / Children Centre Closing Procedure***.
- Staff and other stakeholders should be contacted using ***Appendix C – Emergency Cascades***.
- A message for staff may be left on the Staff Emergency Information Helpline (see ***Appendix C – Emergency Cascades***) via the local authority Emergency Planning and Business Continuity team.
- Parents' contact numbers are held off site by the School Business Manager (Keith Robertson) (as part of the offsite school grab bag – see ***Appendix D***) and they will be contacted if the school was going to be closed for reasons not relating to severe weather or industrial action.
- Staff will ensure a presence at the school gates to advise and guide pupils and / or parents of closure if they have not be contacted due to lack of time between the incident and the start of the school day.
- Unaccompanied pupils who cannot be sent home will be taken to the nearest school Plumstead Manor Secondary School, Old Mill Rd, London. SE148 1QF (020 3260 3333) and wait in the school hall or gymnasium (this “buddy” arrangement has been agreed with Barbara McBrien school business manager) ... - contact details are given in ***Appendix C – Emergency Cascade***). Parents or alternative responsible adults will then be contacted to arrange collection.

8.3 Trips and journeys

This covers all types of trips and journeys made by pupils. Incidents can include:

- Transport problems (especially if caused by external events).
- Accidents or sudden illness involving the school party.
- Severe weather.

Important items to note are:


- Both school office and school party leader will maintain communications via school-owned mobile phones, numbers of which are contained in **Appendix C – Emergency Cascades**.
- Each trip will have an agreed mobile phone contact number for use in emergencies – this will be held by the school office and off-site for any contact required outside of school hours.
- The school party has contact numbers for the school which are held by all members of staff on the trip or journey. These encompass the school mobile, school office landline and numbers for use outside of school hours – these are all listed in **Appendix C – Emergency Cascades**.
- If mobile phones become inoperative, staff will use whatever landline they are able to access, either at the venue they are visiting or from business premises.
- Should the school become aware of an impending problem for the school party (e.g. transport disruption), they will contact them to provide advance warning.
- Part of the planning for school trips will include determining an alternative route home from the venue being visited, so this may be used in the event of transport disruption.
- In the event that a school party has severe problems returning home, it will seek shelter from the venue being visited, transport hubs where possible, public buildings, restaurants/cafes or business premises. In extreme events, the school or local authority can send alternative transport (coaches or minibuses).
- School party leaders will have the means to purchase basic emergency refreshments for the group if required.
- Parents are advised who to contact (and how) for any emergency communications to students on school trips and journeys. This is especially important for events outside of school term time.

8.4 Outside of school

This section covers incidents which affect pupils outside of school, and which could necessitate providing warnings to parents, or complete or partial closure of the school, including:

- Attempts to abduct a child
- Other criminal activity
- Accident outside of the school gates
- Infectious disease outbreak (e.g. measles).

Important items to note are:

- Staff and other stakeholders will be contacted using ***Appendix C – Emergency Cascades***.
- A message for staff may be left on the Staff Emergency Information Helpline (see ***Appendix C – Emergency Cascades***) via the local authority Emergency Planning and Business Continuity team.
- Parents’ contact numbers are held off site by the Schools Business Manager (Keith Robertson) (as part of the offsite school grab bag – see ***Appendix D***) and they would be contacted if the school was going to be closed or there was a known potential threat to pupils. All pupil and parent details can be found digitally on SIMS connect <https://id.sims.co.uk/> - all teachers/office staff and senior leader have their own logins.
- Staff would ensure a presence at the school gate(s) to advise and guide pupils and / or parents of closure if they have not be contacted due to lack of time between the incident and the start of the school day.
- Unaccompanied pupils that could not be sent home would be taken to the nearest school Plumstead Manor Secondary School, Old Mill Rd, London. SE148 1QF (020 3260 3333) and wait in the school hall or gymnasium (this “buddy” arrangement has been agreed with Barbara McBrien school business manager) ...  contact details are given in ***Appendix C – Emergency Cascade***). Parents or alternative responsible adults would then be contacted to arrange collection.

8.5 Using the school as a Rest Centre

In major incidents where residents or communities need to be evacuated from their homes or businesses, school halls or gymnasias could be used to provide temporary accommodation.

This option would normally only be used outside of the school term, or in extreme circumstances (other potential venues either being full or unavailable, or due to the urgency).

Emergency Planning & Business Continuity would activate such arrangements using the contacts provided to them by Children's Services.

Should a school be required as a rest centre then the following should be noted:

- The premises manager or key-holder of the nominated Rest Centre will attend the site as quickly as possible and will be the primary point of contact for the emergency services and Rest Centre Manager (this will be a local authority officer with social care experience).
- To enable the building to be set up as a rest centre, the Premises Manager should provide the Rest Centre Manager with the information and advice listed in **Appendix E – Rest Centre Requirements**.

8.6 Wider Area Emergencies

Schools may be impacted by events outside of their own area, including Pan-London events and incidents, e.g. widespread transport problems, the bombings in London in 2005, severe weather, etc. Quite often the impact, on primary schools especially, will be a requirement to keep children safe until parents or alternative relatives can collect the children from school.

- The school will use staff members who live locally to the school to fulfil this role.
- In addition, DBS checked governors and volunteers may also assist.
- The school office telephone will remain staffed so that parental fears and concerns may be allayed.
- The school will contact Children's Services if further resources are required, or children require additional care beyond that available from the school.

8.7 Flood Risk

The school is registered with the Environment Agency Floodline service and will receive flooding alerts both during and outside of school hours.

- During school hours these will be received by the school office / head teacher / as arranged.
- Outside school hours, the alerts will be received by the school business manager (Keith Robertson)

The school has a specific Flood Evacuation Plan (see **Appendix G** for details) with provides the procedure to follow on receipt of a Flood Warning or Severe Flood Warning from the Environment Agency, or if flooding is imminent (i.e. there is very little or no warning).

9. Business Continuity Management

This section of the plan provides an overview of the types of potentially harmful interruptions that could be encountered by the school, and some suggestions for the way in which specific situations could be managed. This is not an exhaustive list but tries to cover the most likely circumstances, and the possible responses to them.

These circumstances could occur due to an emergency incident as described above, or by some other internal or external factor, e.g. vandalism, data failure, staff or fuel shortage, etc. Whatever the cause, it is important to have a framework in place to cope with the potential denial of key or critical elements of school procedures and business.

The primary aim is to ensure that, unless there is an overwhelming pressure or necessity, the school remains open during term times and that normal routines and timetables are maintained as far as possible. Any decision on school closure or a reduction in education provision will be jointly determined by the Headteacher and Royal Greenwich's Children's Services.

Children's Services (in the plan for [Incidents at Schools and Educational Settings](#)) expect that, in all but the most widespread and serious situations, they would assist to recover basic educational functions within three days of the incident occurring. Within 14 days the intention is to have fully recovered the educational service, either at the normal site or through alternative means.

Different sets of circumstance are considered below.

9.1 Premises

This section presents a number of options that would be considered in the denial of part or the entirety of school premises. The response will be dependent upon the extent and type of the denied premises.

9.1.1 Classroom(s)

The SEMT will consider a number of options.

Within the school if available:

- Use of other classrooms within the school.
- Adding to class numbers in rooms still available.
- Using other rooms within the school premises, e.g. halls, gymnasias, resources and training rooms, school library, staff room, ICT suite, Outside Classroom, School House etc
- Prioritise available space for pupils preparing for exams and for English, maths and science lessons.
- Stagger lessons across break times and lunch to maximise use of available space, and extending the school day, to expand the time available for using classrooms (this will also require teaching staff hours to be staggered in the same way)

- Deployment of temporary classrooms / buildings in the longer term (using advice from Children's Services).

Outside of the school if available (any transport requirements will be directed to the Children's Services):

- Using similar facilities in "buddy school" if available (Plumstead Manor Secondary School, Old Mill Rd, London. SE148 1QF (020 3260 3333)
- Local authority controlled training and community rooms (nearest is The Woolwich Centre, 35 Wellington Street, London, SE18 6HQ – 020 8854 888).
- Libraries (nearest is Plumstead High Street, London, SE18 1JL – 020 8854 1728).
- Church or other faith community halls (nearest is St Patrick's Catholic Church, Conway Road, London SE18 6HQ – 020 8854 8888).
- Provision of education "at home" using worksheets, email, distance learning websites, etc. Parents and pupils will be advised of how to interact with the school regarding submission and feedback on work.

9.1.2 Specialist Education Facilities

This section includes gymnasias, sports pavilions, ICT suites, laboratories, design & technology rooms, music rooms and food technology rooms.

The SEMT will consider a number of options.

Within the school if available:

- Use of equivalent facilities within the school.
- Adding to class numbers in rooms still available.
- Prioritise available space for pupils preparing for exams.
- Prioritise available rooms for those lessons that require a practical element, moving theoretical work lessons to normal classrooms or other such facilities.
- Stagger lessons across break times and lunch to maximise use of available space, and extending the school day, to expand the time available for using specialised facilities (this will also require teaching staff hours to be staggered in the same way).
- Using outdoor space (playgrounds and fields) for PE lessons if weather permits.

Outside of the school if available (any transport requirements will be directed to the Children's Services):

- Using similar facilities in "buddy school" if available (Plumstead Manor Secondary School, Old Mill Rd, London. SE148 1QF (020 3260 3333)
- Leisure centres for sport activities (nearest is Waterfront Leisure Centre, Woolwich High Street, London, SE18 6DL – 020 8317 5010.
- The Library Service for ICT facilities (nearest is Plumstead High Street, London, SE18 1JL – 020 8854 1728).

9.1.3 Office space

The SEMT will consider a number of options.

- Using other office space within the school (e.g. management offices).
- Using the ICT suite or other education rooms when not in use for classes.
- Having school mobile phones will provide an alternative to the normal school landlines.
- Ensuring that some ICT equipment can operate independently of the school network will ensure that alternative pre-arranged web-mail accounts lgflmail.org/office365 and may be used for email.
- Leadership phones are available as an alternative to email.
- Relocation / changes to contact details will be immediately advised to the relevant stakeholders.

9.2 Staff

This section presents a number of options that would be considered in the event of large scale non-availability of staff, or the non-availability of specific-skilled staff.

9.2.1 Management Team

Maintaining the leadership of the school is essential and resilience measures to be considered are:

- Deputising by other pre-prepared staff.
- Documented procedures.
- Emergency secondments from other schools.

9.2.2 Teaching staff

Insufficient teaching staff resulting in an inadequate teacher / pupil ratio could be overcome by:

- Using agency staff.
- Supervised student teachers using pre-arranged lesson plans.
- Increased reliance on support staff, e.g. teaching and classroom assistants.
- Combining classes (presuming that pupil / adult ratio numbers permit).
- Emergency secondments from other schools.
- Using DBS-checked volunteers (e.g. volunteers, governors) to assist available teachers with combined classes where sizes exceed permitted ratios.
- As a last resort, providing a child-minding (rather than educational) service using the above volunteers and remaining staff (to lessen impact on local and wider economy).
- Provision of education “at home” using worksheets, email, distance learning websites, etc. Parents and pupils will be advised of how to interact with the school regarding submission and feedback on work.

9.2.3 Catering Staff

See separate section **9.4 Catering** below.

9.2.4 Office and Other Support Staff

This section includes school reception, administration and bursarial staff, as well as premises and caretaking staff.

- Concentration on critical activities, especially those relating to the safety, welfare and security of the pupils and staff, plus reception duties.
- Some (non-confidential) tasks may be undertaken by DBS cleared volunteers and governors.
- Agency staff.
- Bursarial advice from Children's Services.
- If the service can continue from the normal site, services and additional resources may be transferred from other establishments to assist.
- All critical procedures are clearly documented to enable others to continue and maintain key tasks using the manuals and guidelines provided.

9.2.5 Pandemic Planning

A widespread pandemic would potentially result in large-scale staff absence (planning assumptions are that up to 50% of the population would be affected, with absence levels peaking at around 25% to 30% for a period of around three weeks).

The major challenges that this would present to schools would be faced by employing many of the options given above, though there is the likelihood that schools could be closed if infection levels in young people could be reduced by closure. This would be based on central and local government advice. There would then be a need to ensure that an education service could still be provided at home for pupils (see the **Premises** section above for potential methods).

9.3 Examinations and Tests

SATs, examinations are usually held in the classes and intervention rooms. If this venue was not available, then the following options would be considered by the SEMT:

- School hall's/Outside Classrooms
- "Buddy School" (Plumstead Manor Secondary School, Old Mill Road, London SE18 1QF – 020 3260 3333) halls or gymnasias (if capacity available).
- Local authority controlled training and community rooms (The Woolwich Centre, 35 Wellington Street, Wollowich, London SE18 6HQ - 020 8854 8888
- Libraries (Plumstead High Street, London Se18 1JL, 020 8854 1728
- Church or other faith community halls (St Patricks Catholic Church, Conway Road, London – 020 8854 0960

9.4 Catering

School meals are eaten in the main hall. Hot meals are provided for around 247 pupils each day (of which 180 are classified as free school meals). Meals are cooked on the premises daily and kept hot prior to serving. The meals are provided in school by the Conway Kitchen Team.

Options for the SEMT to overcome the failure of normal catering services due to school catering staff illness, denial of eating area, denial of cooking area or supplier problems could include:

9.4.1 Catering Staff

The following responses to a shortfall in catering staff will be considered:

- Reducing the number of options available for meals.
- Utilise Office/Support Staff where appropriate
- Use of DBS-checked and suitably able and qualified volunteers to assist available staff.
- Re-allocating available catering staff from other schools to provide minimal service.
- Having meals prepared at another school and transported (using local authority vehicles requested via Children's Services).
- Special dietary needs will be observed.

9.4.2 Cooking Facilities / Supplier Failure

The following responses to the denial of the normal cooking facilities or failure to deliver hot meals by a supplier will be considered:

- Transporting hot meals from one school to another where catering staff are ill or unavailable (using local authority vehicles requested via Children's Services).
- The school maintains catering supplies for 7 days.
- The local authority has the capability to hold frozen food at Birchmere Depot and may be contacted via Children's Services.
- Providing sandwiches instead of hot. The nearest supermarket that would be used for this purpose is Morrisons Thamesmead (contact details are given in *Appendix C – Emergency Cascade*).
- Church or other faith community halls with cooking facilities (nearest is St Patricks Catholic Church, Conway Road, London – 020 8854 0960)
- Staggering lesson and lunch times to accommodate a longer period over which pupils are fed if the alternative premises are smaller than those usually operated.
- Encouraging parents to send pupils in with packed lunches (if appropriate bearing in mind free school meals provision).
- All fresh and frozen food suppliers who supply the bulk of school meals have their own business continuity management plans. These are reviewed and exercised at least annually.
- Use of super markets/Costco/Makro where usually deliveries are interrupted

9.4.3 Eating Premises

If the food can still be prepared at the school but cannot be eaten in the normal area, then the following options are available:

- Other school halls.
- Classrooms and other education rooms.
- Allowing packed lunches to be eaten outside (weather permitting) or in classrooms, allowing limited available space to be used for cooked meals.
- Church or other faith community halls with cooking facilities (nearest is St Patricks Catholic Church, Conway Road, London – 020 8854 0960
- Staggering lesson and lunch times to accommodate a longer period over which pupils are fed if the alternative premises are smaller than those usually operated.

9.5 Essential Equipment

This section covers the critical equipment used by the school, and the options available to the SEMT to avoid and mitigate failures.

9.5.1 IT

This section includes data and systems used by:

- School office, especially attendance information, child protection and safety data, financial data and contact details.
- Pupils for their work, especially course work for examinations.
- Teachers, especially for lesson plans and pupil evaluation data.
- Management, especially staff records and performance management and development.
- Email for communications.

The following are available to the SEMT to mitigate the effects of the full or partial failure of IT systems:

- The school will request assistance from the IT provider as part of their contract in the event of any hardware or software failure – see **Appendix F – IT Resilience** for details.
- All systems, applications and data are backed up and held separately away from the school. Details regarding these backups are given in **Appendix F – IT Resilience**.
- Backups are tested for recovery purposes at least annually.
- Failure of email may be mitigated by the use of fax and phones.

9.5.2 Communications

The primary communications mean used by the school are as follows:

- Telephone.

- Email
- Website & School App

Failure of any of these options will be mitigated by use of the remaining options and the school mobile phone(s). Contact telephone and email details are held for all key stakeholders in the school.

9.5.3 Heating, Power and Water Supply

Failure of any of the above will immediately be referred by the Premises Manager, to the utility company responsible or appropriate repair contractor (contact details are in ***Appendix C – Emergency Cascade***).

Should the response from the utility company be inadequate, the matter will be referred to Children’s Services so that additional pressure may be brought to bear on the situation.

In the event of a widespread fuel shortage, schools are considered a priority under the National Emergency Plan for Fuel, to ensure that they may remain open.

All equipment is regularly maintained by Buildings & Maintenance - Royal Borough of Greenwich

9.5.4 Other Essential Equipment

Potential failure or denial of the above items is mitigated through:

- Regular maintenance program for which Mo Farah (Premises Manager) Keith Robertson (School Business Manager) is responsible. Supported by the Local Authority Business Support Team.
- Maintenance of contact details for manufacturer and repair companies (see ***Appendix C – Emergency Cascades*** for details).
- Failure of the above will be referred for action by Keith Robertson .

9.6 *Transport*

This section describes the potential transport problems that could affect the school operations directly (i.e. denial of the school's own vehicles) or indirectly through issues affecting staff travel to and from the workplace (e.g. through a petrol shortage, or transport provider strike action).

9.6.1 *School Vehicles*

- The GS Plus Passenger Services (contacted via Children's Services) may be contacted to ascertain availability of alternative transport resources.
- Use of available vehicles for the most critical requirements (e.g. where pupil safety is paramount) rather than for school trips (instead using public transport or hire or GS Plus Passenger Services vehicles).

9.6.2 *Restricted Availability of Transport for Staff*

- Encouraging car-sharing rotas (among schools local to each other).
- Walking and cycling to work if possible.
- Public transport.
- The local authority will consider the use of GS Plus Passenger Services vehicles to bus-in staff.

10. Welfare

Going through a major incident or an emergency situation can result in adverse levels of concern and stress for those who have been through the event. It is therefore essential to ensure that the people affected by the event are monitored and given the appropriate support during and after the incident has been resolved.

Measures for the SEMT to consider that will help those affected include:

10.1 Within 24 to 48 hours

- Hold briefings for staff, students, parents, governors, volunteers and other stakeholders, providing opportunities for them to talk about the incident.
- Explore the need for counselling services for affected staff and pupils provided from the Employee Assistance Service (Workplace Options). Workplace Options can offer information and counselling service to affected individuals / families and are available 24 hours a day, 365 days a year and may be contacted at 0800 243 458 or assistance@workplaceoptions.com.
- Try to restore the normal running of the school as quickly as possible, getting staff and pupils back into a “business as usual” mind-frame as soon as is reasonable.
- Keep parents and other stakeholders informed by letter, then update via text messages, emails or follow-up letters. Initial letter should be signed by the Headteacher and Chair of Governors to show high level ownership and involvement.

10.2 Within the first month

- Continue to brief staff, students, parents, governors, volunteers and other stakeholders through meetings and letters, encouraging attendance.
- Consult with, and remain sensitive to, the wishes and needs of the families of any victims of the incident. This is especially important when organising any form of event, charity fund or memorial to mark the event.
- Arrange with Children’s Services to keep a dedicated help-line available.
- Maintain the availability of counselling services.
- Talk about any victims sensitively, but do not fail to mention or remember them.
- Allow pupils the opportunity to express their feelings and emotions through artwork, writing, music or drama.
- Consult and cooperate with faith and community leaders when organising any memorial events.
- Ensure that staff are able to identify any behavioural changes in pupils following the incident, and have the means to refer any problems to social and health care professionals for appropriate intervention and guidance.
- Monitor progress of staff, pupils and others injured during the incident.

10.3 Longer Term

- Continue to monitor staff and students for delayed reaction to the incident.
- Maintain communications and support to all affected by the incident either directly or indirectly.
- Be sensitive to anniversaries of the incident, determining how the anniversary should be marked.
- Remember that any inquest or public enquiry is likely to produce further distress to those affected by the incident.
- Ensure that pupils and staff records contain information about the incident if they move on to other schools, ensuring that their welfare will continue to be monitored.
- Ensure that any new staff to the school are aware of the incident and the impact that it has had on staff and pupils.

10.4 Basic Principles to Remember

The SEMT should consider the following when enacting the above actions:

- Be honest.
- Present facts, not speculation.
- Be sensitive to different groups, ages, etc.
- People need information to make a choice.
- Encourage openness.
- Assure people that there are no “stupid” questions or “wrong” / “bad” answers or reactions.

11. Training and Exercising

The plan has been compiled by Keith Robertson (School Business Manager) involving staff, governors and other stakeholders in the process. It has been signed off by the Headteacher Yalini Carlsson-Ruban and reviewed by the Chair of Governors.

All staff are briefed about the plan at least annually during staff meetings. This forms part of the annual review and sign-off process. All staff members and governors have copies of this plan at home, as well as copies being held in school (by the Headteacher, School Business Manager, Premises Manager and School Office in the “Grab Bag”).

The plan will be exercised (via a desktop walkthrough of the plan) at least annually. This exercise will involve at least the plan owner, the SEMT and a representative(s) of the governing body (ideally a parent governor and/or any stakeholder governors to ensure that their perspective is satisfied and included). Other staff and stakeholders may be included as required.

The results of the exercise will be recorded by the plan owner along with any actions points arising and the agreed timescale for resolution. The identified actions will be incorporated into the annual review of the plan, which will then be reissued to staff, along with a briefing on the changes.

The annual desktop exercise, review and sign-off process, including re-issue of the plan, will be monitored by the governing body annually as an agenda item.

Guidance on this process may be sought from Children’s Services or Emergency Planning and Business Continuity. This latter team has produced a set of short exercise scenarios that schools may use for this purpose.

APPENDICES

Appendix A – Command and Control Contact Details (part 1)

School Emergency Management Team (SEMT)

Role	Name	Home phone	Mobile phone
Chair of SEMT / Headteacher	Yalini Carlsson-Ruban	01322 286845	07572875471
Premises Manager	Mo Farah		07440394798
School Business Manager	Keith Robertson		07813064753
Designated Safeguarding Lead	Linda Greenlees		07572875472
Notetaker	Claire Morgan		07399161253

Potential Deputies for Above Roles	Name	Home phone	Mobile phone
Chair			
Premises	Malik		07894253239
Assistant Headteacher	Kim Kaur		07921025333
Deputy Headteacher			
Notetaker	Kerisha Fairclough		07490255745

Media Spokesperson	Name	Home phone	Mobile phone
Primary	Yalini Carlsson-Ruban	01322 286845	07572875471
Potential deputy 1	Steve Piper (Governor)		07572875473
Potential deputy 2	Keith Robertson		07813064753

Key Holders	Name	Home phone	Mobile phone
Primary	Keith Robertson	01795 427484	07813064753
Potential deputy 1	Linda Greenlees		07572875472
Potential deputy 2	Yalini Carlsson-Ruban	01322 286845	07572875471

Appendix A – Command and Control Contact Details (part 2)

Local Authority Support

Children's Services

Office hours: 020 8921 8030, 3267 or 3390
Out of hours (via Out of Hours Contact Centre): 020 8854 8888 (ask for the Emergency Planning Officer, who will be contacted)

Emergency Planning & Business Continuity

Office hours: 020 8921 5868, 6339 or 8669
Out of hours (via Out of Hours Contact Centre): 020 8854 8888 (ask for the Emergency Planning Officer, who will be contacted)

Communications Unit

Contact: 020 8854 8888 (ask for the Press Office, which will be contacted)

When making contact with any of the above, ensure that you provide as much information as accurately as possible. If you don't know the answer, please say so. You may be asked to repeat the information to ensure that the recipient has fully understood the situation, so that they may activate and coordinate the necessary resources.

Ideally the information on the following page should be provided. However, the lack of any of this information should not delay reporting an incident.

Appendix A – Command and Control Contact Details (part 3)

Reporting an Incident – please have as much of this information ready as you can:

- Your name
- The name and address of the school
- Telephone number on which you can be contacted (both landline and mobile if possible)
- Who else may be contacted (and how)
- What has happened
- When it happened
- Where within the premises it happened and how much of the site is affected
- Who has been involved
- Numbers of those affected or injured
- Location of those affected
- Is the danger still on-going?
- What action has been taken so far
- Which emergency services and other responders are already on site.

Appendix B – Emergency Log (note that these pages may be photocopied to maintain records during the emergency) **Page No:** _____

No.	Event	Action or decision	By / Time	Completed

Appendix B – Emergency Log (note that these pages may be photocopied to maintain records during the emergency) **Page No:** _____

No.	Event	Action or decision	By / Time	Completed

Appendix B – Emergency Log (note that these pages may be photocopied to maintain records during the emergency) **Page No:** _____

No.	Event	Action or decision	By / Time	Completed

Appendix C – Emergency Cascades

Staff Emergency Information Helpline

This recorded message facility may be activated by Emergency Planning and Business Continuity on behalf of schools as mentioned in the **Planning for Emergencies** section above.

020 8921 4346	or	0845 845 1020
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School Emergency Telephones

Mobiles	Office mobile:	07813 064753	School Party 1:	07572 875472	School Party 2:	07572 875471
School office contact number:		020 8854 0897	School emergency “out of hours” contact number:			07813064753

Buddy School Contacts (Plumstead Manor School)

Nearby:

During school hours contact and ask for Joanne Harrison (school Business Manager)	Telephone:020 3260 3143 Email: Joanne.Harrison@plumsteadmanor.com Mobile:
During school hours contact and ask for Mr Douglas Greig (Headteacher)	Telephone:020 3260 3124 Mobile:
Outside of school hours contact Mr Simon Bent (Facilities Manager)	Telephone:020 3260 3127 Mobile: 07595 564445
Outside of school hours contact Mr Daniel Mcconkey (Deputy Facilities Manager)	Telephone:020 3260 3126 Mobile:

Further away: Plumcroft Primary School

During school hours contact and ask for Sue or Jason	Telephone:020 8854 1308 Mobile:07803594309
Outside of school hours contact Jason Nelson	Telephone: Mobile: 7803594309

Appendix C – Emergency Cascades

Staff Contact Numbers

(in larger schools it will be best to break this contact system down into manageable chunks, with no-one being expected to phone more than ten others, e.g. with senior management contacting curriculum heads who then contact those in their own departments).

[illegible]

Appendix C – Emergency Cascades

Partners and Suppliers Contact Details (part 1)

This section contains the contact numbers for partner and supplier organisations who could need to be contacted either in response to, or because of, an emergency affecting the school.

Organisation	Contact names	Role	Working hours contact	Out of hours contact	Email
		(what they provide)			
Royal Borough Of Greenwich	Zurich Insurance	Insurance	020 8 921 5204		
Lloyds	Clare Scanlon	Bankers	03450725555	07912099204	Clare.scanlon@lloydsbanking.com Clientrelationshipsteameducation3@lloydsbanking.com
Maritime Radio	Duncan Martin	Local radio	03450280280		Duncan@maritimeradio.com
Supply Now	Jai Bance	Agency staff		07494346780	jbance@supplynow.com
Heritage Education	Callum O'Shea	Agency Staff		07754435147	Callum@heritage-rg.co.uk
Findel Education	Davina Fernandes	Office supplies	02083444000	07976540785	Davina.fernandes@fidel-education.co.uk
Royal Borough Of Greenwich		Emergency glaziers	020 8321 6000 020 8921 6876		

Buildings					
Royal Borough Of Greenwich Buildings		Building contractors	020 8321 6000 020 8921 6876		
IT SUPPORT	Ronnie Chin	IT provider		07507 663869	rchin@plumcroft.greenwich.sch.uk ict@conway.greenwich.sch.uk
IT SUPPORT	Simon Clarke	IT Assistance		07947479411	simon@ukclarkes.co.uk
IT HARD DRIVE BACK UP	Del Crabb	IT Hard Drive Backups		020 8294 3510	helpdesk@edsure.co.uk del.crabb@edsure.co.uk
Microsoft Azure	Keith Robertson	Cloud Services for all school files			Office365.com Admin Login – See Keith Robertson/Ronnie Chin/Simon Clarke
Castle Water	Sharon Donaldson	Utilities	01250 718700		Sharon.donaldson@castlewater.co.uk
Laser		Utilities Gas & Electric	08004840840	0800111999	info@laserenergy.org.uk

Morrisons	2 Twin Tumps Way Se28 8RD	Supermarket for catering	7am to 11pm 02083111490	0345 611 6111	
Plumstead Library	Plumstead High Street, SE18 1JL	Nearest library	020 8854 1728		customerservices@gll.org
St Patrick's Catholic Church	Conway Road SE18 1AQ	Nearest church / faith hall	020 8854 0960		stpatrickrc.plumstead@gmail.com
Glyndon Community Hall	75 Raglan Road, SE18 7LB	Nearest community hall	020 8855 9981		
William White Meats	Jackie Anne-Marie	Food Services – Kitchen	01708863440		
Bidfood	Sam Marsh	Food Services – Kitchen	01892595000.	07752466844	

Appendix C – Emergency Cascades

Partners and Suppliers Contact Details (part 2)

This section contains the contact numbers for partner and supplier organisations who could need to be contacted either in response to, or because of, an emergency affecting the school.

Organisation	Contact names	Role	Working hours contact	Out of hours contact	Email
		(what they provide)			

Appendix C – Emergency Cascades

Site Users Contact Details

This section contains the contact details for any other organisations that use the school site and which are not already listed above. These would need to be contacted if there was an incident which affected or prevented access to the premises or facilities that they use.

Organisation	Contact names	Role	Working hours contact	Out of hours contact
n/a				

Parents and Carers

These contact details are kept separately within the emergency grab bag (see ***Appendix D*** below). Contact details contain mobile phone numbers as well as home telephones and email addresses. Mass text messages may be sent to mobiles if urgent; email could be used for information. Where available, these contact details also include alternative numbers for when the primary contacts cannot be reached.

Appendix D – Grab Bag Contents

The school has two pre-prepared grab bags:

The **Main Grab Bag** is securely kept in school business manager's office and will be taken outside by Linda Greenlees or Jacky Greenlees (in their absence)in the event of an evacuation of the school.

The **Secondary Grab Bag** is held securely off-site by Keith Robertson (School Business Manager) who would use its contents to aid in the recovery process following an incident affecting the school outside of normal school hours.

The Grab Bags contain:

- A copy of this plan including all appendices
- Contact details for parents / guardians
- Contact details for Staff
- Apple iPhone Charger for Senior Leader Phones
- Site plan of the school including electricity, gas and water supply shut-off points, along with the location of any potentially hazardous materials (this will be given to the emergency services upon arrival to aid their work)
- Message pad and pens
- Torch and batteries, or wind-up torch (especially for the grab bag held off-site)

Maintenance:

These bags are checked monthly and maintained by the School Business Manager including ensuring that the mobile phones are charged and that any batteries are still usable.

Appendix E – Rest Centre Requirements

To enable the building to be set up as a rest centre, the Premises Manager should provide the Rest Centre Manager with the information and advice listed below (note that this is not an exhaustive list and circumstances may require additional information):

Information and advice required (part 1)	Initial when complete
An overview of the building with floor plans if available	
Upper floor access, i.e. lifts, stairs	
Toilets (including accessible toilets)	
Rooms that will be available for use – this should include smaller rooms (if available) that could be used for: <ul style="list-style-type: none"> • Children’s play area • Nursing mothers • Pregnant women • Quiet rooms (potentially for different faiths to pray, and /or just to sit) • Staff rest room • Rest Centre Manager’s office • Those that are unwell, first aid • Those that are grieving or require counselling • Smoking area (outside) 	
Refreshment facilities – tea-making, cups & saucers, cutlery, etc	
Fire exits and assembly points; fire extinguishers (for those trained)	
Availability of TV or radio	
Information and advice required (part 2)	Initial when complete

Light switches, inside and outside of the building; electrical sockets	
Chairs, tables, etc that may be used	
Wheelchair access; sensory impairment issues	
How to turn the heating on / off	
How to open the windows if not immediately obvious	
Car parking, delivery vehicle access	
Is there an area where pets could be kept?	
Building phone and fax numbers (for staff use); public telephone availability	
Internet access (public and staff) and email address(es)	
Photocopier for Rest Centre staff use	
Security – door locking, alarm setting	
Own contact details if further information is required	
Any other advice that you consider useful	

Appendix F – IT Resilience

IT Provider	Responsibility	Office hours contact	Out of hours contact
Lgfl	Provision of Broadband etc	020 8255 5555	support@lgfl.net
RCHIN ICT Support	Management & Repair	07507663869	07507663869
GS Plus	Backups	020 8294 3510	helpdesk@edsure.co.uk del.crabb@edsure.co.uk
Microsoft Azure	File Share/Cloud Server	Rchin - 07507663869	Rchin – 07507663869
Tasc Software	Cura – Cloud Server	01902 824281	https://www.tascsoftware.co.uk/
SIMS Connect	SIMS Cloud Service - ESS	0800 1707 005	https://customer.support-ess.com/csm
Phone System – Call this number to re-route phones – Re-rout phones to Keiths mobile 07813064753	Sirus Voice	Sirius Voice & Data Ltd 07921 129172 0844 87 33 387 Email vicky@siriusvoiceanddata.co.uk Website www.siriusvoiceanddata.co.uk	Sirius Voice & Data Ltd 07921 129172 0844 87 33 387 Email vicky@siriusvoiceanddata.co.uk Website www.siriusvoiceanddata.co.uk

Data backups:

Type of data / system	Back up frequency	Back up type	Back up location	Responsibility of
Attendance data	Daily	Cloud Back-up – SIMS Connect	SIMS CONNECT - ESS	Keith Robertson
Child protection & safety	Daily	DISK &	Ed Sure	KEITH ROBERTSON

		Cloud Back up – Microsoft Azure	Cura – Task Software	
Finance	Daily	Cloud Back-up – SIMS Connect	SIMS CONNECT - ESS	KEITH ROBERTSON
Pupil work	Weekly	DISK & Cloud Back up – Microsoft Azure	Ed-Sure Microsoft Azure Office 365	KEITH ROBERTSON
Lesson plans	Daily	DISK & Cloud Back up – Microsoft Azure	Ed-Sure Microsoft Azure Office 365	KEITH ROBERTSON
Pupil evaluation data	Daily	DISK & Cloud Back up – Microsoft Azure	Ed-Sure Microsoft Azure Office 365	KEITH ROBERTSON
Staff records	Daily	Cloud Back-up – SIMS Connect	SIMS CONNECT - ESS	KEITH ROBERTSON
Emergency and BCM plan	Monthly	DISK & Cloud Back up – Microsoft Azure	Ed-Sure Microsoft Azure Office 365	KEITH ROBERTSON

Recovery:

Frequency of backup recovery exercise:	Annual
Responsibility of:	Keith Robertson/Linda Greenlees
Overseen and signed off by:	Yalini Carlsson-Ruban
Results presented to:	Steve Piper Chair of Governors

Appendix G – Flood Evacuation Plan

Address: Gallosson Road, Plumstead, SE18 1QY	
School contacts: Tel 020 8854 0897, Email admin@conway.greenwich.sch.uk Mobile phone contact name and no. (if school number unavailable, and which would be taken by the evacuating school party so that they could be contacted): CALLS TO BE ROUTED TO KEITH ROBERTSON - 07813064753	
Type of school: Nursery & Primary No. of staff: 73 Including Supply (office to update on Evac)	
No. of pupils: 454 (Office to update on evac)	
Pupils with special needs/ requirements: Enter details here of any pupils that would not be able to walk to the preferred evacuation location (see below) and what resources would be required – this would be used by the local authority to prioritise transport where available	
Preferred evacuation location: Enter where pupils would be taken to in the event of pre-warning of a flood event that allowed safe evacuation of the school prior to the flood waters affecting the school i.e. in response to a Flood Warning or Severe Flood Warning from the Environment Agency <ul style="list-style-type: none"> Plumstead Manor School 	
Preferred route and method of evacuation: <ul style="list-style-type: none"> Leave school building turn right and cross the road continue up ORRISA RD cross Brewery Road and walk-up CHESNUT RISE at the end of CHESNUT RISE turn right on to OLD MILL RD – Arrive at School 	
Minimum notice required to effect evacuation: How long would it take to walk to the preferred evacuation location - 20 Minutes	
Actions if evacuation impractical (higher floor, access to flat roof, nearby taller building): Stay within school and evacuate all staff/children and visitors to Attic top floor and attic.	
Person(s) responsible for attendance records/ contact details (to be taken in event of evacuation within the school grab bag – see Appendix D – Grab Bag Contents): Keith Robertson – Linda Greenlees – Claire Morgan (paper Register & Sims Connect Register via mobile phone)	
Policy if parents arrive on site and want to take children: Children can leave with parents as long as absence is recorded on paper register and within SIMS CONNECT (remote register)	

Appendix H – School / Children’s Centre Closing Procedure

APPROVAL OF CLOSURE

When a school, nursery or children’s centre needs to close for unplanned reasons e.g. utility failure, adverse weather, the decision to close is best taken by the Headteacher or manager of the site in conjunction with the Chair of Governors. All reasonable steps should be taken to try to stay open and prevent disruption to pupils’ learning. However, closing could be the right decision, e.g. in adverse weather conditions where the judgement is that pupils or staff would face *significant* risks of *serious* injury in school or travelling to school.

ONLINE FORM

If schools etc. do have to close they should inform Children’s Services using https://www.royalgreenwich.gov.uk/site/scripts/xforms_form.php?formID=53&language=en (see figure 1) or by text to 07534 224 639, ideally before the start of the school day. Completion of the online form will automatically generate an e-mail notification of the closure to the Director of Children’s Service’s Office and the Council’s Web team. Information about the closure will then be posted on the Royal Greenwich website (www.royalgreenwich.gov.uk) in the format shown in figure 2. Where appropriate Children’s Services can also forward the e-mail notification to relevant external organisations such as

- Catering
- Transport
- Emergency Planning and Business Continuity
- Press Office.

If the online form or text options are unavailable, please call 020 8921 8030, 3267 or 3390 to notify Children’s Services of the closure.

SCHOOL / CHILDREN’S CENTRE RESPONSIBILITIES

In addition to notifying Royal Greenwich Children’s Services, schools and other settings should also make their own arrangements to communicate the closure to parents and staff.

- School gate presence / notice
- Message on school’s own website
- Message on School App
- School answer phone message
- Bulk text messaging
- Letter to parents advising them to check website (if sufficient warning of adverse weather etc. is available).

Pupils should only be sent home where it is known that parents/carers will be at home to receive them or where individual pupil’s capacity to be at home alone has been considered regarding age, ability, etc.

Where pupils are usually accompanied to school, parents/carers should be contacted to collect them. When parents/carers are unable to collect pupils they should only be sent home where the pupils' capacity to return home unaccompanied has been considered regarding age, ability, route, etc.

School staff should care for pupils who are unable to return home until the end of the normal school day. Where children arrive at school accompanied by a provider of childcare (e.g. Breakfast Club), alone or via taxi and a decision has been taken to close the school it will be the school's responsibility to contact parents/carers and provide care.

RE-OPENING

It is essential that the decision to re-open following closure is taken as early as possible in order to ensure that pupils are not away from education for longer than necessary. Where possible the decision to re-open should be taken the day prior to re-opening so that the message can be communicated to pupils, parents etc. via school website, Royal Greenwich's website, recorded message on school telephone.

Conway Primary School
EMERGENCY & BUSINESS CONTINUITY MANAGEMENT PLAN

IBM SoftGrid Desktop - MetaFrame Presentation Server Client [SpeedScreen On]

School closure status report - Greenwich - Microsoft Internet Explorer

Address: https://www.royalgreenwich.gov.uk/site/scripts/xforms_form.php?formID=53&language=en

Skip to content | Change text and colours | Site map | Select Language

ROYAL borough of GREENWICH

Make a payment | Apply for it | Report a problem | A to Z of services | Contact us | About us

12:28 PM Greenwich Mean Time +1 hour High 15°C Low 10°C

Home > Online forms > School closure status report

Home
Advice and benefits
Business
Community and living
Council and democracy
Education and learning
Environment and planning
Health and social care
Housing

Online forms: School closure status report

Page 1 - Details of school or children's centre

Start Half way Finish

Page 1 of 6. You are 17% complete.

Done Start Inbox - Microsoft Outlook 2 Reminders Schools EPBCM Templ... Document1 - Microsoft W... PW: Link - Message (Rich... School closure statu... 12:28

start IBM SoftGrid Desktop...

IBM SoftGrid Desktop - MetaFrame Presentation Server Client [SpeedScreen On]

School closure status report - Greenwich - Microsoft Internet Explorer

Address: https://www.royalgreenwich.gov.uk/site/scripts/xforms_form.php?formID=53&language=en

Health and social care
Housing
Jobs and careers
Leisure and culture
Transport and streets

Find services by
A B C D E F
G H I J K L
M N O P Q
R S T U V
W X Y Z or most popular

Page 1 of 6. You are 17% complete.

Details of school or children's centre

1. This is a (Required)
Help: Please select
☐ school
☐ children's centre

2. Full name of school or children's centre (Required)

3. DCSF number (Required)
Help: This is to verify that the report is genuine

« Previous Next »

start IBM SoftGrid Desktop... 16:22

Figure 1 – Notification of Closure Online Form

https://www.royalgreenwich.gov.uk/site/scripts/xforms_form.php?formID=53&language=en

Conway Primary School

EMERGENCY & BUSINESS CONTINUITY MANAGEMENT PLAN

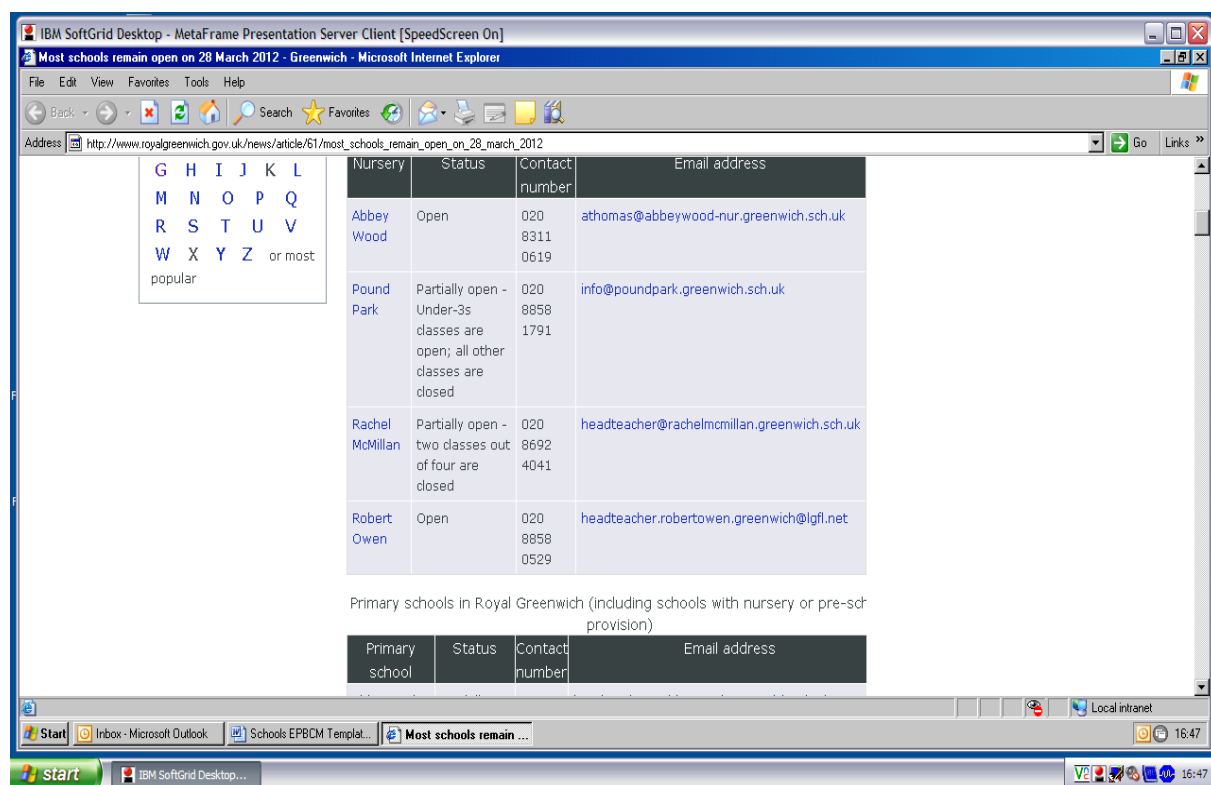
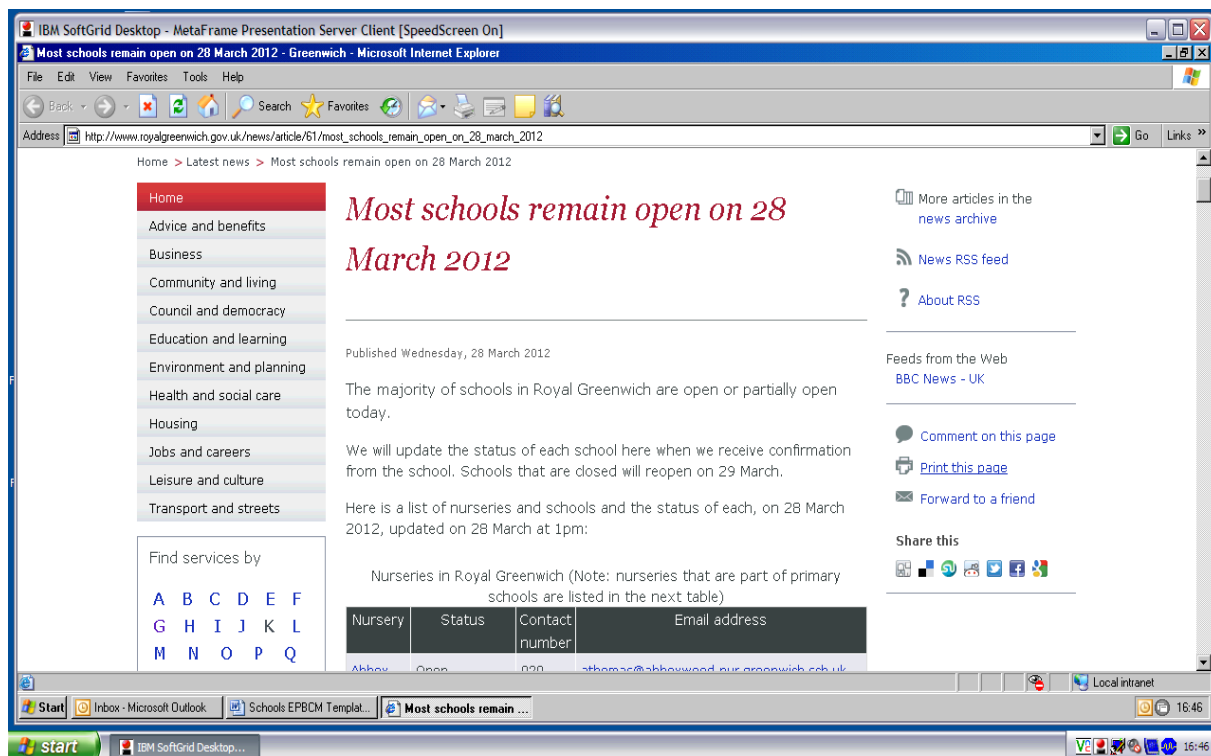


Figure 2 – Royal Greenwich Website School Closure Page (abridged*)
http://www.royalgreenwich.gov.uk/news/article/61/most_schools_remain_open_on_28_march_2012

* website will display full list of school

Conway Primary School
EMERGENCY & BUSINESS CONTINUITY MANAGEMENT PLAN

APPENDIX I

Introduction

This document seeks to summarise a number of sources of advice and practical resources for schools and other educational settings on the subject of planning for emergencies in, around or involving their premises, staff or pupils. It also signposts resources that teaching staff may find useful in the classroom.

Emergency Planning and Business Continuity Contact Details

Ian Cheshire	020 8921 5868
Irma Palubeckiene	020 8921 6339
Rowan Chubb	020 8921 8669
Email:	emergencyplanningunit@royalgreenwich.gov.uk
Website:	www.royalgreenwich.gov.uk/emergencyplanning

Children's Services Contact Details

Jane Lawley	020 8921 8030
Karen Crook	020 8921 3267
Catriona Brooks	020 8921 3390

Internet Resources

There are a number of useful web-sites that can help to develop and enhance emergency and business continuity management plans. They can also offer useful resources for the classroom in support of the curriculum.

British Red Cross

The British Red Cross have produced some web based resources (<https://www.redcross.org.uk/get-involved/teaching-resources/introducing-first-aid>) for primary school teachers to enable them to teach first aid in the classroom.

Department for Education – Emergencies

A central government resource (<https://www.gov.uk/guidance/emergencies-and-severe-weather-schools-and-early-years-settings>) providing advice and guidance on creating emergency plans for educational establishments

Education for Geo-Hazards

Conway Primary School
EMERGENCY & BUSINESS CONTINUITY MANAGEMENT PLAN

A website (http://www.edu4hazards.org/index_en.html) developed by a Geography teacher in conjunction with other like-minded professionals, which aims to provide advice to pupils going on holiday in areas that are more likely to be affected by natural disasters. These include hurricanes, tsunamis, flash floods, wildfires, etc. The site has a “Teacher Resources” section along with images and multimedia links.

Essex What If?

This project (<http://www.whatif-guidance.org/>) aims to increase the resilience of schools and communities to emergencies by providing resources for schools to use. This web-site has guidance for schools, including video footage and curriculum resources (story books, on-line jigsaw puzzles, an on-line board game and painting / colouring activities).

London Fire Brigade

The London Fire Brigade (<https://www.london-fire.gov.uk/schools/>) web-site has resources for schools including how to arrange a visit from the LFB to the school.

Met Office

The Met Office has a portfolio of web based resources for use in the classroom (<http://www.metoffice.gov.uk/learning/weather-for-kids>), designed to fit into the national curriculum for both primary and secondary school pupils.

National College for Teaching and Leadership

An on-line unit on “Emergency and Contingency Planning” as part of the “Managing Risk in Schools” module at <https://www.nationalcollege.org.uk/transfer/open/csbm-managing-risk-in-schools/csbm-7r-s5/csbm-7r-s5-t1.html>.

National Counter Terrorism Security Office

Police advice including “Developing Dynamic Lockdown Procedures” is at:
<https://www.gov.uk/government/publications?departments%5B%5D=national-counter-terrorism-security-office>.

Royal Greenwich Emergency Planning and Business Continuity

The Royal Greenwich website (www.royalgreenwich.gov.uk/emergencyplanning) includes general guidance and advice to the local community on what we do, what could happen in a major incident, and what individuals, groups and organisations can do to be prepared in advance.

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One particular feature is the “Preparing for Emergencies” booklet for local residents which may be downloaded from:

www.royalgreenwich.gov.uk/preparingforemergencies

There is also a section for local businesses on how to prepare for emergencies which may be of interest to those undertaking Business Studies:

www.royalgreenwich.gov.uk/businessemergencies

Warnings and Alerts

This section gives some useful sources of warnings of potential and on-going emergency situations:

Flooding

For those schools and educational settings that are in potential flood risk areas, the Environment Agency provides a wide range of advice and guidance, as well as a free Flood Warning Service at <https://www.gov.uk/sign-up-for-flood-warnings>.

Severe Weather

The Met Office offers advice and guidance for severe weather events and a free e-mail alerting service at <http://www.metoffice.gov.uk/public/weather/warnings>.

Air Pollution

Air quality forecast maps are available from DEFRA at <https://uk-air.defra.gov.uk/forecasting/>.

Cross Sector Safety and Security Communications (CSSC)

The latest information from the Police regarding major on-going incidents is shared via the CSSC at <http://www.vocal.co.uk/cssc/>.

Thames Water

Problems with the water supply will be advised at:

<https://www.thameswater.co.uk/thameswaterlive>.

UK Power Networks

Problems with the electricity supply will be advised at:

<http://www.ukpowernetworks.co.uk/internet/en/power-cuts/list-of-powercuts/>.

Appendix J – Emergency Alert System

Emergency Alerts is a new service from the UK government. It's expected to launch in 2023.

Emergency alerts will warn you if there's a danger to life nearby.

In an emergency, your mobile phone or tablet will receive an alert with advice about how to stay safe.

What Happens when you get an alert

Your phone or tablet may:

- make a loud siren-like sound, even if it's set on silent
- vibrate
- read out the alert

The sound and vibration will last for about 10 seconds.

Stop what you're doing and follow the instructions in the alert.

Sometimes an alert will include a phone number or a link to the GOV.UK website for more information.

If you're driving or riding when you get an alert

- Find somewhere safe to stop before using your phone or tablet.
- It is illegal to use a hand-held device while driving or riding.

If you want to see an alert again

- You can find [current alerts](https://gov.uk/alerts) and [past alerts](https://gov.uk/alerts) at gov.uk/alerts.
- You can also search for them on your phone or tablet.
- Find alerts on Android phones and tablets
- Find alerts on iPhone

If you get reminders about an alert

Android phones and tablets may get more than one reminder about the same emergency alert.

- To turn these reminders off, search your settings for 'emergency alerts'.

Reasons you might get an emergency alert

- severe flooding
- fires
- extreme weather
- public health emergencies

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Emergency alerts will only be sent by:

- the emergency services
- government departments, agencies and public bodies that deal with emergencies.

How Emergency Alerts will work

Emergency alerts work like a radio broadcast.

In an emergency, mobile phone masts in the surrounding area will broadcast an alert. Every compatible mobile phone or tablet in range of a mast will receive the alert.

What you need to know

- The emergency services and the UK government do not need your phone number to send you an alert.
- You will get alerts based on your current location – not where you live or work.
- No one will collect or share data about you, your device or your location when you receive an alert.
- You will not get alerts if your device is turned off or in aeroplane mode.
- Emergency alerts are free. You do not need to sign up for them or download an app.
- You can [opt out of some emergency alerts](#), but you should keep them switched on for your own safety.

Phone handsets and devices

Make sure your device has all the latest software updates.

Emergency alerts work on:

- iPhones running iOS 14.5 or later
- Android phones and tablets running Android 11 or later

If you have an earlier version of Android, you may still be able to receive alerts. To check, search your settings for 'emergency alerts'.

Mobile phone networks

Emergency alerts work on all 4G and 5G phone networks in the UK.

Phones and tablets connected to a 2G or 3G network will not receive emergency alerts.

Emergency alerts do not cause, and are not affected by, busy phone networks.

If you cannot receive emergency alerts

The emergency services have other ways to warn you when lives are in danger.

Emergency alerts will not replace local news, radio, television or social media.

Procedure when receiving an Emergency Alert

Follow the business continuity procedure dependent on what type of alert is received.

- Convene immediate SEMT meeting in headteachers office or via WhatsApp/zoom if remote/out-of-ours.
- Follow Initial Actions on Page 6