

HINTON ST GEORGE CHURCH of ENGLAND PRIMARY SCHOOL

'Let your light shine'



BUSINESS CONTINUITY PLAN

Frequency of Review: Every 2 years
Review Date: September 2026
Next Review Date: September 2028

Signed _____
on behalf of the Governing Body

Date _____

Hinton St George C of E Primary School

This Policy should be taken and used as part of Hinton St George Church of England School's overall strategy and implemented within the context of our vision, Instrument of Government aims and values as a Church of England School.

This Policy statement has been formally adopted by the governing body, in consultation with the headteacher, and will be reviewed at the frequency recorded on this cover page.

SOMERSET COUNCIL



Hinton St George Primary School

BUSINESS CONTINUITY PLAN

School Name	Hinton St George Primary School
Author	Charlotte Hall
Date Completed	September 2026
Date to be Reviewed	September 2028

VERSION CONTROL

VERSION NO.	DATE	BY WHOM	ACTION
2	February 2016	S Dorrall	New logo and contact details. Term MTPD replaced with Recovery Time Objective
2.1	October 2016	S Dorrall	Addition of Plan – do – check – act diagram. Risk Assessing your business section. Appendix, C, D and E added
3.1	March 2020	S Dorrall	New SC Font & Logo applied. Contact info updated. Links updated
3.2	July 2022	S Dorrall	UK Gov guide to emergency planning link added; Heatwave guide added to severe weather section. Section 5.5 added – disruption to exams/assessments
3.3	August 2024	P Price/J Coles	Updated phone numbers & links

For further guidance on Business Continuity Plans, please contact the Civil Contingencies Unit at InfoCCU@somerset.gov.uk.

It is good practice for the school to retain a printed copy away from the school and conduct regular reviews of a completed plan.

[Table-Top Exercise.](#)

TABLE OF CONTENTS		
Section		Page Number
1	Introduction - Background Information - Aim of Plan - Objectives of Plan - Plan – Do – Check – Act - Related Plans & Procedures - Plan Review - BC/Emergency Grab Bag	
2	Plan Activation - Circumstances - Responsibility for Plan Activation - Activation Process (Diagram)	
3	Plan Implementation - Incident response (Diagram) - Roles and Responsibilities	
4	Business Impact Assessment - Risk assessing your business	
5	Potential Disruptions - Loss of Premises - Loss of Staff - Failure of IT/ Data/ Telephony - Failure of Utilities	
6	Contact Information - Staff Contact Information - External Contact Information	
Appendix A	Incident Management Team Agenda	
Appendix B	Incident Log Form	
Appendix C	Distribution List	
Appendix D	Testing schedule	
Appendix E	Activation list	

SECTION 1. INTRODUCTION

1.1 Background Information

Somerset Council is required by the Civil Contingencies Act 2004 to develop plans to manage business continuity in the event of a range of disruptions to services. By extension, Local Authority schools have the same obligation.

No-notice disruptions are, by definition, impossible to predict. This plan deals with the ones most likely to occur:

- loss of premises (through fire, flood etc)
- loss of utilities (electricity, gas, water, fuel)
- failure of IT and telephony
- staff shortage

The impact of any serious disruption may manifest itself in terms of: delivery of education, safety/welfare, financial consequences; reputation damage; environmental consequences.

Further guidance on Business Continuity Plans in schools and educational establishments is available in the Department for Education document: [Emergency planning and response for education, childcare, and children's social care settings](#)

1.2 Aim of Plan

The aim of this plan is to provide guidance and support to enable schools to tackle the impact of severe disruptions due to a variety of unlikely, but credible, causes, with the following objectives.

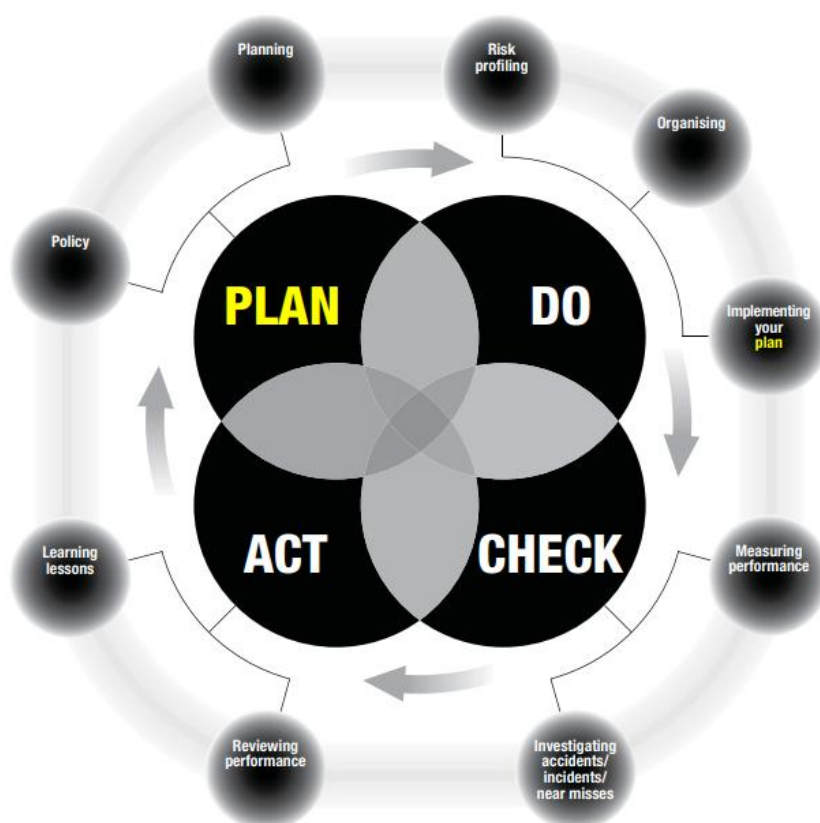
1.3 Objectives of Plan

The plan is designed to achieve the following strategic objectives:

- a. To safeguard the safety and welfare of pupils, staff and visitors;
- b. To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning;
- c. To maintain the community and identity of the school;
- d. To return the school to normality.

1.4 The Plan-Do-Check-Act (PDCA) Model

The International standard applies the "Plan-Do-Check-Act" (PDCA) model to planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving the effectiveness of Business continuity planning.



Plan (Establish)	Establish Business Continuity policy, objectives, targets, controls, processes and procedures relevant to improving Business Continuity in order to deliver results and align with the organisations overall policy and procedures.
Do (Implement and operate)	Implement and operate the Business Continuity policy, controls, processes and procedures.
Check (Monitor and review)	Monitor and review performance against Business Continuity policy and objective, report the results to management for review, and determine and authorise actions for remediation and improvement.
Act (Maintain and Improve)	Maintain and improve the plan by taking corrective action, based on the results of management review and reappraising the scope of the Business Continuity policy and objectives.

1.5 Related Plans and Procedures

This plan should be read in conjunction with the school's other evacuation plans and emergency procedures that deal with the immediate response to an emergency situation:

For example:

- Critical Incident Emergency Plan
- Evacuation Procedures

1.6 Plan Review and Testing

This plan should be reviewed for currency and accuracy every 2 years or in the event of significant structural or organisational change.

It is good practice to test the plan by way of conducting a Business Continuity Plan exercise. A scenario-based tabletop exercise is a useful way to test your plan. Exercises can be designed as short-table top sessions for the team based around any of the following scenarios:

- Cyberattack/complete loss of your IT system
- Pandemic illness
- Severe Weather causing damage or major disruption to the school
- Loss of Power or water
- Staff shortages through illness or industrial action

1.7 Business Continuity/Emergency Grab Bag

An emergency grab bag should be created to hold key information that will support the school in the event of an emergency/business continuity disruption. Depending on the nature of the disruption, this pack should be kept in a location that can be accessed at all times.

Suggested grab bag contents include:

Section	Details
Business Continuity	Business Continuity Plan (plus spare copies of forms in Appendices)
	Key contact details, including: Governors, Parents/Carers, Staff emergency contacts, Local Authority
Organisational Information	Staff Handbook (policies and procedures)
	Other key documents
IT / Equipment Information	Data restoration routine
Equipment and other items	First Aid Kit
	Asbestos register and plan (laminated)
	Torch
	Stationery – pen and note pad
	School Floor /Site Plans
	Spare keys
	High visibility jacket

SECTION 2: PLAN ACTIVATION

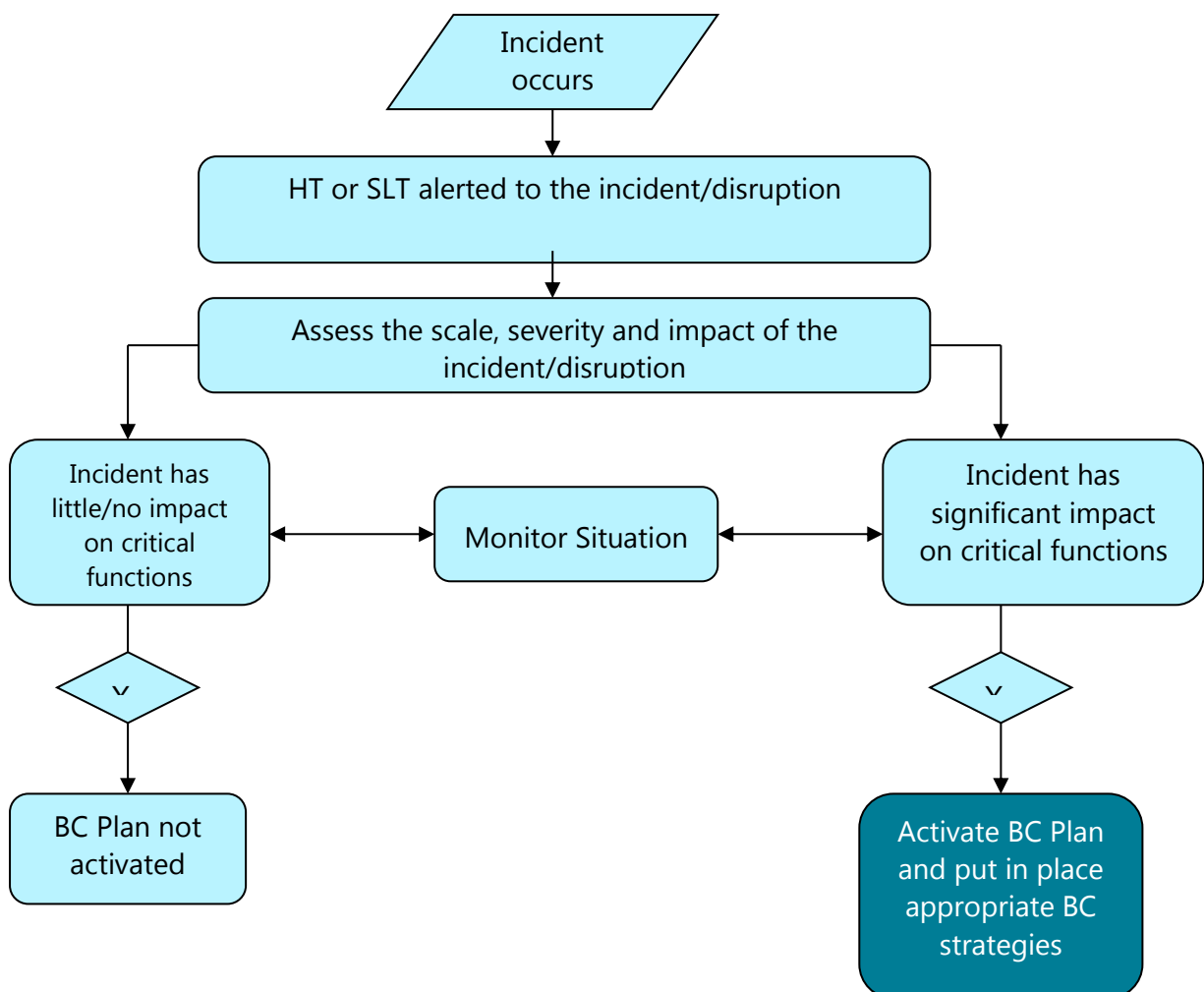
2.1 Circumstances

This plan will be activated in response to an incident causing significant disruption to the school, particularly the delivery of key/critical activities.

2.2 Responsibility for Plan Activation

The responsibility for implementing this plan lies with the Head Teacher or, if not available, a member of the Senior Leadership Team (SLT).

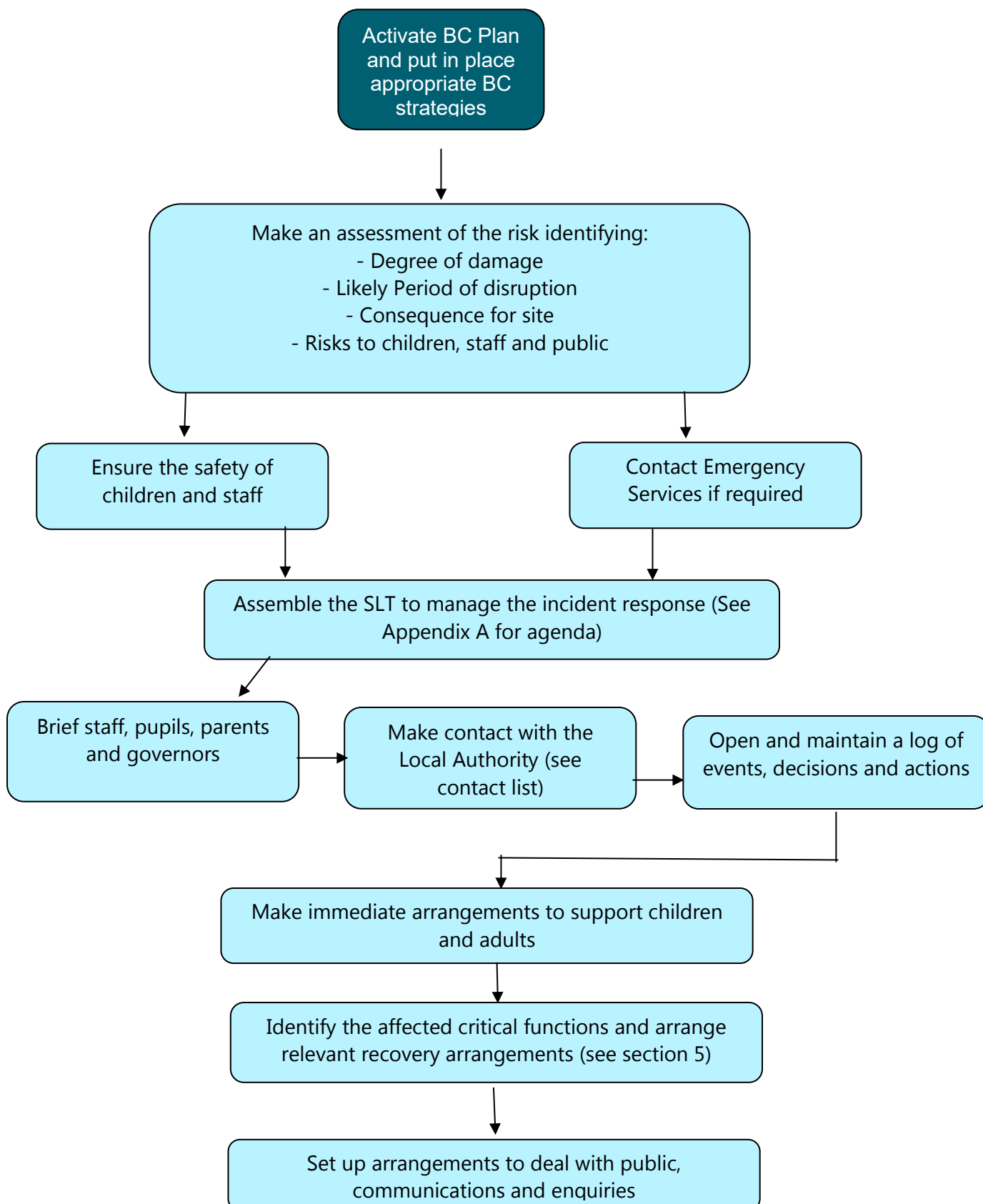
2.3 Activation Process



SECTION 3: PLAN IMPLEMENTATION

3.1 Incident Response

Upon activation of the School Business Continuity Plan, it is suggested that the following actions are taken.



3.2 Roles and Responsibilities

The Headteacher, in conjunction with the school/establishment's SLT will delegate Business Continuity Roles and Responsibilities. A guide on the roles and responsibilities required during a Business Continuity incident is described below.

Role	Responsibilities	Accountability / Authority
Headteacher	▪ Responsible owner of Business Continuity Management in the School ▪ Ensuring the School has capacity within its structure to respond to incidents ▪ Determining the School's overall response and recovery strategy	The Headteacher has overall responsibility for day-to-management of the school, including lead decision-maker in times of crisis.
Business Continuity Coordinator (Headteacher and School Administrator)	▪ Business Continuity Plan development ▪ Developing continuity arrangements and strategies e.g. alternative relocation site, use of temporary staff etc ▪ Involving the School community in the planning process as appropriate ▪ Plan testing and exercise ▪ Conducting 'debriefs' following an incident, test or exercise to identify lessons and ways in which the plan can be improved ▪ Training staff within the School on Business Continuity ▪ Embedding a culture of resilience within the School, involving stakeholders as required	Business Continuity Co-ordinator reports directly into the Headteacher and will usually be a member of the SLT.
SLT (Headteacher, Business Continuity Coordinator – Office Administrator, Health and Safety Coordinator, Senior Teacher, Chair of Governors, Premises Manager)	▪ Leading the School's initial and ongoing response to an incident ▪ Declaring that an 'incident' is taking place ▪ Activating the Business Continuity Plan ▪ Notifying relevant stakeholders of the incident, plan activation and on-going response actions ▪ Providing direction and leadership for the whole School community ▪ Undertaking response and communication actions as agreed in the plan ▪ Prioritising the recovery of key activities disrupted by the incident ▪ Managing resource deployment ▪ Welfare of Pupils ▪ Staff welfare and employment issues	The SLT has the delegated authority to authorise all decisions and actions required to respond and recover from the incident.

Other roles/responsibilities to consider during the activation of a Business Continuity plan include:

Role	Responsibilities	Report to/Actions
Incident Log (record keeper) (School Administration Staff)	▪ To record all key decisions and actions taken in relation to the incident	The Headteacher or SLT.
Media Coordinator (Headteacher)	▪ Collating information about the incident for dissemination in Press Statements ▪ Liaison with Local Authority Press Office	The Local Authority Press Office/Headteacher but should not make direct contact with Media.
Communication (Headteacher and Office Administrator)	▪ Co-ordinating communication with key stakeholders including: ○ Governors ○ Parents/Carers/carers ○ Local Authority (SCC) ○ School Crossing Patrol ○ School Transport Providers ○ External agencies e.g. Emergency Services, CHSU.	All communications activities should be agreed by the SLT. Information sharing should be approved by the Headteacher (or SLT if the Headteacher is unavailable).
Premises Manager (Headteacher and Office Administrator)	▪ To ensure site security and safety in an incident ▪ To link with the School Incident team on any building/site issues ▪ To liaise and work with any appointed contractors	Reporting directly to the Headteacher or SLT.
ICT Coordinator (Praestantia)	▪ To ensure the resilience of the School's ICT infrastructure ▪ To link with SC IT helpdesk or external providers (if applicable) ▪ Work with the Business Continuity Coordinator to develop proportionate risk responses	ICT Coordinator reports directly to the Business Continuity Coordinator for plan development issues. In response to an incident, reporting to the SLT.
Recovery Coordinator (Headteacher)	▪ Leading and reporting on the School's recovery process ▪ Identifying lessons as a result of the incident ▪ Liaison with Business Continuity Coordinator to ensure lessons are incorporated into the plan development	Is likely to already be a member of the SLT, and will lead on recovery and resumption strategies. Reports directly to Headteacher.

SECTION 4: BUSINESS IMPACT ASSESSMENT

For the purpose of this plan, the strategic critical function of the school is stated as:

‘The provision of educational services to its registered pupils, including a safe and secure environment in which to learn.’

In a business continuity context, the following functions are intended to achieve the strategic aim. Each activity has a ‘Recovery Time Objective’ (RTO), a timescale by which an establishment would seek to reinstate a service or services that have been lost during a period of disruption. Some activities will be more critical than others, and establishments should risk assess their critical activities and a realistic recovery time objective of when the service or function can be restored.

The chart below highlights critical functions for you to consider.

Critical Function	Description	RTO
Examinations	Providing staff and facilities to enable pupils to sit examinations.	1 week
Teaching Staff	The provision of a suitable number of qualified teaching staff to deliver the National Curriculum.	1 week
Support Staff	The provision of suitably qualified and experienced support staff to assist in the education of pupils and running of establishment services.	2 weeks
Safe and Secure Premises	The provision of suitable, safe and secure accommodation to enable the delivery of education and to meet duty of care and health & Safety requirements etc.	1 week
Catering Facilities and Staff	The provision of suitable catering facilities and staff to enable preparation of school meals.	1 week
Utilities - Gas	The supply of gas to enable the heating of premises and preparation of school meals etc.	1 week
Utilities – Water	The supply of water for drinking and general usage including flushing of toilets, preparations of meals etc.	1 week
Utilities - Electric	The supply of electricity to enable ICT systems to run, lighting of premises etc.	1 week
Provision of IT	The provision of IT to deliver education and to enable the establishment to run smoothly.	1 week
Keeping of suitable records	The keeping of suitable records in relation to staff/pupils and general administrative functions within an establishment.	2 weeks
Provision of cleaners	The provision of suitable numbers of cleaners to carry out general cleaning such as toilets, waste collection and removal.	1 week

Risk Assessing your Business

In the context of 'Business Continuity Management' a risk assessment looks at the likelihood and impact of a variety of risks that could cause a business interruption.

The Risk Assessment matrix in this plan differs slightly from that used in the assessment of corporate risk. This matrix is incorporated into the ISO22301 which is an International Standard that Somerset Council has aligned its BC plans to. The ISO22301 is designed specifically to aid Business Continuity Management and is used by numerous private organisations and most Local Authorities nationwide.

This assessment is a structured and auditable process for identifying significant events, assessing their likelihood and impacts, and then combining these to provide an overall assessment of risk, as a basis for further decisions and actions.

Likelihood of occurrence	Indicator
1. Negligible	Slight or very small chance
2. Rare	Infrequent or exceptional
3. Unlikely	Not likely to occur or have occurred
4. Possible	Capable of happening or occurring
5. Probable	Having more evidence 'for' than 'against'. Likely to occur

GUIDANCE:

Each of the hazards should be scored in terms of its 'likelihood' and 'impact', which, combined, produce the 'risk' rating:

Risk Matrix		Risk Rating				Consequence (Impact/Severity of Injury)						
Very High (VH) 16-26		High (H) 10-12		Medium (M) 5-9		Low (L) 1-4		1.	2.	3.	4.	5.
								Insignificant	Minor	Moderate	Major	Catastrophic
Likelihood Descriptor				Consequence Descriptor				• Near Miss. • No treatment required.	• First-Aid treatment (e.g. minor cuts, bruises, bumps)	• Medical treatment • Lost time of >3 working days.	• Serious injury/ medical treatment. • Hospitalisation. • Lost time (RIDDOR)	• Loss of life. • Permanent disability.
Likelihood (Probability/Chance)	Very likely. Event is expected to occur in most circumstances: More than 95% chance of occurring.			5.	Almost Certain	M-5	H-10	VH-15	VH-20	VH-25		
	There is a strong possibility the event will occur. Between 65% - 95% chance of occurring.			4.	Likely	L-4	M-8	H-12	VH-16	VH-20		
	The event has occurred before or could again. Between 35% - 65% chance of occurring.			3.	Possible	L-3	M-6	M-9	H-12	VH-15		
	The event is not expected to occur but could under specific circumstances. Between 5% - 35% chance of occurring.			2.	Unlikely	L-2	L-4	M-6	M-8	H-10		
	The event has not occurred before, but it may occur in exceptional circumstances. < 5% chance of occurring.			1.	Rare	L-1	L-2	L-3	L-4	M-5		

SECTION 5: POTENTIAL DISRUPTIONS

5.1 Loss of Premises

Loss of premises may result from fire, flood, loss of essential utilities or the building is within an area cordoned off by emergency services. This may occur during school hours, necessitating and evacuation, or during non-school hours preventing staff and pupil's access to the building.

It is a critical function of the school to provide suitable, safe and secure accommodation to enable the delivery of education and to meet duty of care and health & Safety requirements etc. The space below should include all relevant information that would assist with recovery from a loss of premises incident.

Virtual learning: In cases of an enforced closure many school provide links through their website to learning opportunities. These together with other educational internet and paper based services provide methods for providing continuation of education provision).

It is good practice for Schools/educational establishments to maintain contact with the local authority or governing body to help identify suitable working processes and possible alternative locations. From experiences of past Business Continuity events, alternative locations have been sought/implemented when a facility has been closed for a period of more than one week.

Risk	Potential Workarounds	
Complete loss of site Risk Rating: Medium	Potential alternative sites: <i>All for consideration</i>	1: Use of Church Premises - <i>permission would need to be sought from the Rectors, Churchwardens and PCC of St George's Church, Hinton St George.</i>
		2: Use of Village Hall - <i>permission would need to be sought from the village hall committee.</i>
		3: Contacting the Diocesan Education Office about other possibilities.
		4: <i>Contacting neighbouring schools about using their school halls. Consider Merriott Primary School, St Bartholomew's Primary School, Maiden Beech Academy or Wadham School in Crewkerne.</i>

Partial loss of site Risk Rating: Medium	• <i>'Doubling up' of classes for a fixed period</i> <i>Use of off-site facility if available (as above)</i>
Temporary loss of premises (utility failure) Risk Rating: Medium	• As above Virtual Learning Platform Provision for vulnerable children, those with additional needs, key worker children
5.2 Loss of Staff The most likely scenarios involving a significant loss of staff are industrial action, fuel shortage, outbreak of disease (eg. Pandemic influenza) and severe weather. In all of these events, there is likely to be a period of notice in which arrangements may be made to mitigate the effects. It is a critical function of the school to provide a suitable number of qualified teaching staff to deliver the National Curriculum and suitably qualified and experienced support staff to assist in the education of pupils and running of establishment services. It is also important to consider 'Single Points of Failure' i.e. Exams Officer/Premises Manager etc	
Risk	Potential Workarounds
Pandemic Flu/Infectious diseases/Acute Respiratory Infection (ARI) Risk Rating: High	A flu pandemic will occur in 2 waves, 3-9 months apart, with each wave lasting about 12 weeks. In addition to staff being off ill, you will also have staff being off to care for sick relatives etc. There may be local outbreaks of ARIs and Public Health may recommend additional measures. • Alternative teaching arrangements (including Virtual) • Temporary cover • Hygiene precautions
Fuel Crisis Risk Rating: Medium	• Alternative teaching arrangements (including Virtual) • Virtual learning • Local supply cover • Alternative transport arrangements

Industrial Action Risk Rating: Low	As far as possible, without attempting to influence staff members' legal right to take industrial action, managers should try to estimate the proportion of staff who may be available to work in order to plan work in accordance with priorities
	• Virtual/Remote learning • Alternative teaching arrangements – not usually required under these circumstances
Severe Weather Risk Rating: Medium	In the event of severe weather (e.g., snow/flooding/heatwave), staff may be unable to travel to work. Employees are expected to make all efforts to reach their usual place of provide they can do so safely without putting themselves or others at risk.
	• Pre-identified decision process (see 'Severe weather: Quick reference guide • Additional guidance e.g. advice for schools and education settings during a heatwave • Alternative teaching arrangements • Close School

5.3 Failure of IT/Data/Telephony

Failure of IT within a school could be caused by a variety of reasons such as fire, flooding, power cut etc. It is important to ensure that the main server is resilient with separate power supply but if this not possible, back up arrangements should be in place.

Risk	Critical IT Systems	Workaround Options
Failure of IT Server/ systems	N/A	
Loss of Data	Critical Data	Workaround Options
	N/A	

Loss of Telephony Risk Rating	<i>In the event that the main landline was lost, what alternative communication methods do you have in place?</i> Mobile Phone: Staff mobiles would be used and parent WhatsApp groups to communicate with parents
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5.4 Loss of Utilities (Electricity/Gas/Water)		
If the school lost any of the utilities, what would the impact of this be and how long would the school continue to operate safely? All contractor contact information can be found in Section 6 of this plan.		
Risk	Impact	Workaround Options
Electricity/Gas Risk Rating: Medium	- eg. Heating system	Additional portable heaters (local electrical suppliers to be contacted)
	- Catering (free school meals)	Village Shop
	- IT servers	N/A
Water Risk Rating: Medium	Impact	Workaround Options
	- e.g. Drinking supply	Bottled water, provision of bowlers via water utility company – Wessex Water
	- Sewerage	Close school – health and safety implications
	- Catering	Village Shop

5.5 Disruption to Education (Exams/Assessment)		
If the school cannot deliver exams or assessments, what would the impact of this be and who would the school need to contact/organise to ensure exams or assessment can take place?		
Risk Loss of venue	Impact	Potential Workarounds
	- Exams/assessment do not take place as planned.	Alternative location: Village Hall

SECTION 6: CONTACT INFORMATION

6.1 Staff Contact Information (SLT)

Job Title	Name	Telephone	Email
Headteacher BCP Manager	Mrs Charlotte Hall	Mobile: 07515 157112	chall@hsgschool.co.uk
Full time Class Teacher	Mr James Batchelor	Mobile: 07470 464576	jbatchelor@hsgschool.co.uk
School Administrator	Mrs Kathy Jobson	Mobile: 07850 343538	kjobson@hsgschool.co.uk
Chair of Governors	Mrs Tessa Chapman	Mobile: 07737 928610	tchapman@hsgschool.co.uk
Caretaker/Cleaner	Miss Anita Murrey	Mobile: 07896 486340	amurrey@hsgschool.co.uk
Health & Safety Governor	Mrs Tessa Chapman	Mobile: 07737 928610	tchapman@hsgschool.co.uk

6.2 External Contact Information (Suppliers/Contractors)

Organisation	Purpose e.g Supplier of Stationery, Portacabin etc.	Name Of Usual Contact	Tel No (Office Hrs)	Out Of Office Hrs	Other Info
Somerset Council School closures	Please follow the School Closures guidance: School Closures				
Somerset Council			0300 1232224		
Property Maintenance Services	Buildings		0800 9012482		
Civica Helpdesk	Balance of risks, etc.		01823 355358		
Insurance Services			01823 355920		
Area Building Surveyor	Buildings		01823 355920		
Press Office			01823 355020		
Western Power	Electricity		01823 355020		
Gas Supplier	School central heating only				
Electricity Supplier	Electricity to:- School Building School Playing Field				
Water Board	Water and sewerage				
Praestantia	IT provision		03301 244731		
Catering Suppliers – Wadham School	School Meals		01460 270123		

APPENDIX

APPENDIX A: INCIDENT MANAGEMENT TEAM AGENDA

1. Background and Situation Report as known (Chair)
2. Updates and actions:
 - Premises
 - Current state
 - Critical items recovered/still in situ
 - Estimate of return
 - Welfare (staff, visitors, clients)
 - Confirm all persons accounted for
 - Current arrangements for retaining staff
 - Outstanding welfare issues
 - Communications
 - Message given out to staff
 - New contact number for public
 - Public message via Communication and Marketing
 - Brief for Somerset Direct
 - Collect contact numbers for team members
 - Continuity and Recovery
 - Critical services affected
 - Options to work around disruption
 - Resources shortfall
 - Alternative premises identified (if applicable)
3. Time of next meeting

APPENDIX B: INCIDENT LOG FORM

[illegible]

Appendix C- Distribution list

Once plan is complete of has been updated, please circulate to the following:

Headteacher

School Business Continuity Coordinator

Chair of Governors

Emergency grab bag should hold a copy of the BC Plan

Other

Appendix D- Testing schedule

Type of Test (e.g. Live exercise, desktop exercise, communications test)	Date of Test	Lessons Learned

Appendix E- Activation list

Description of Incident	Date of Incident	Lessons Learned