SOMERSET COUNCIL

Wincanton Primary School
BUSINESS CONTINUITY PLAN

School Name	Wincanton Primary School
Author	Graeme Wilson
Date Completed	September 2026
Date to be Reviewed	September 2028
Version	2

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.

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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.

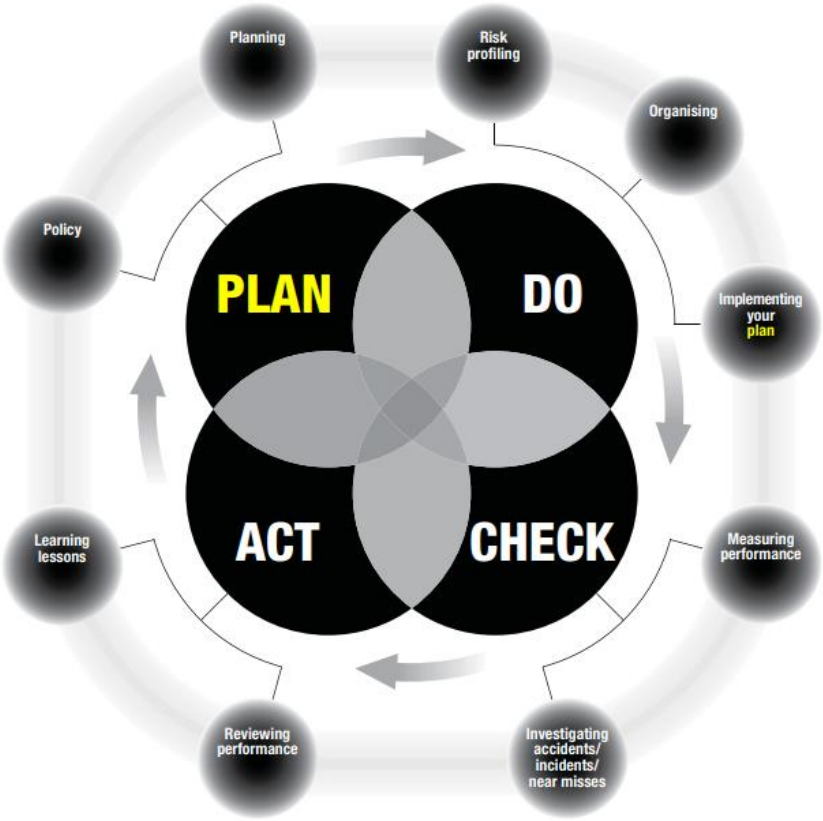
1.3 Objectives of Plan

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:

- Dealing with Major Incidents and Updating your Contingency Plan
- Please insert other useful documents.

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 a 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. ***(It is in the Main School Office.)***

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)
	Walkie talkie
	Stationery – pen and note pad
	School Floor /Site Plans
	Spare keys
	High visibility jacket

SECTION 2: PLAN ACTIVATION

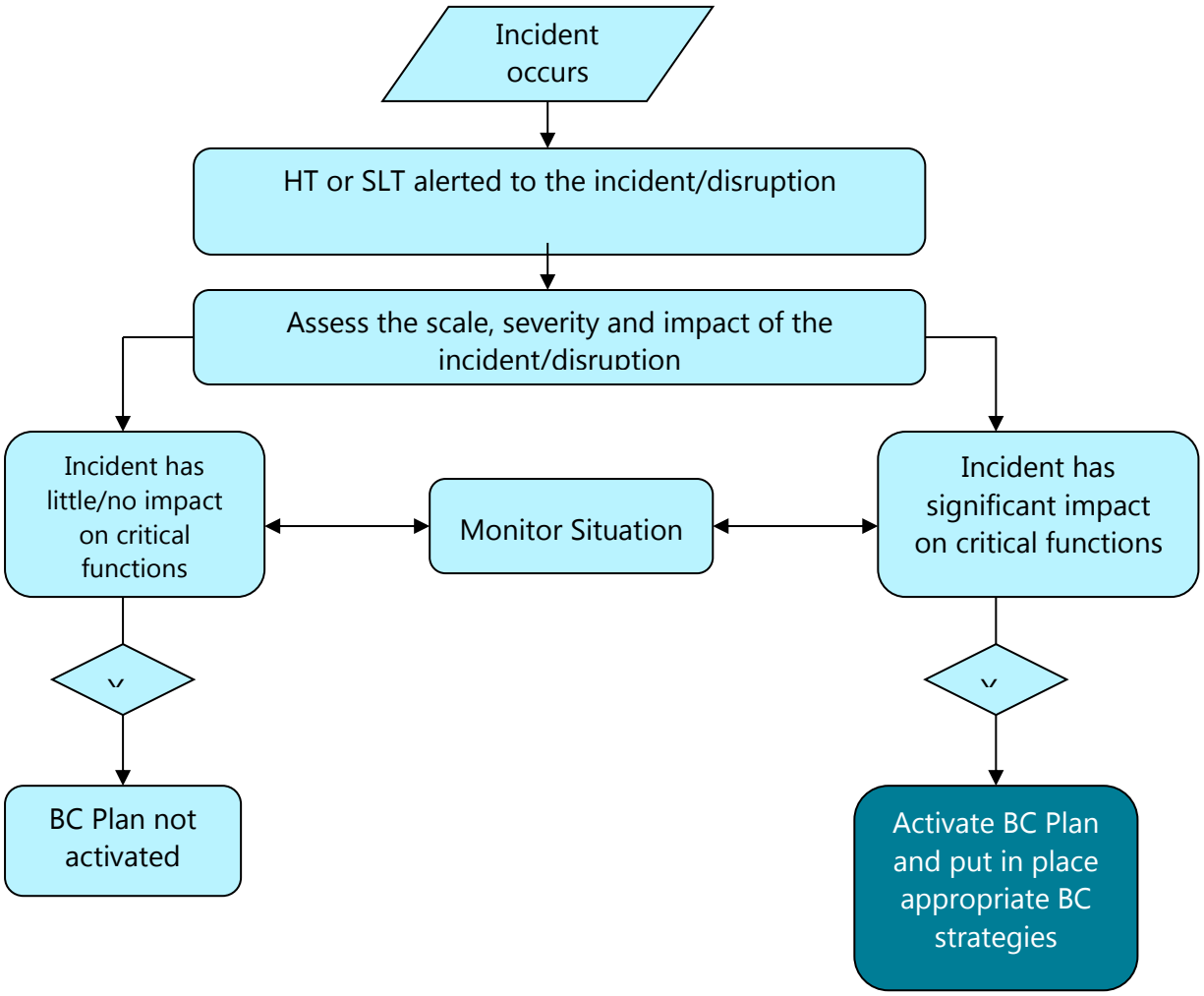
2.1 Circumstances

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).

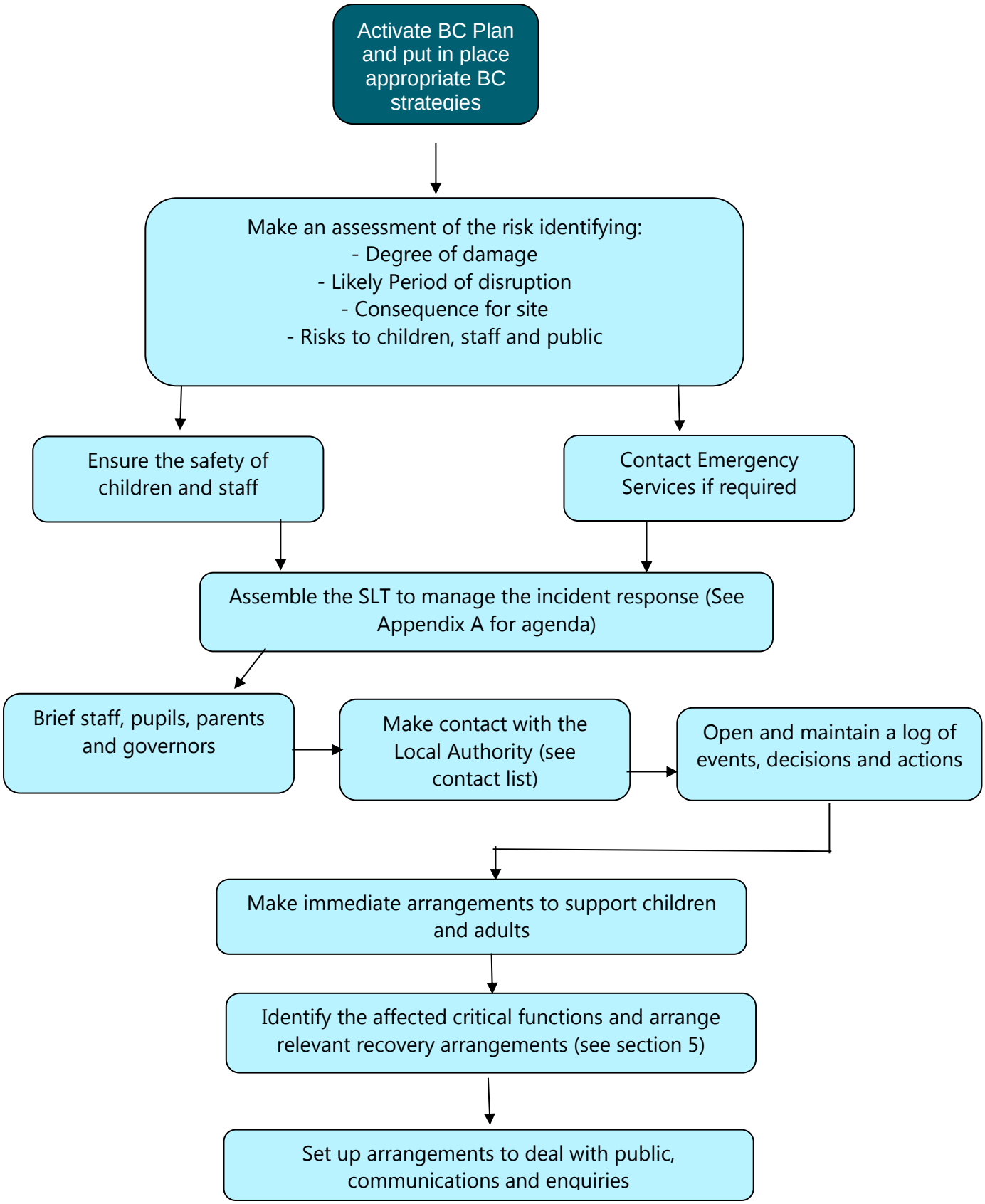
2.3 Activation Process



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	▪ 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 *Could consist of:* *Headteacher* *Business Continuity Coordinator* *Health and Safety Coordinator* *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) Graeme Wilson / Sam Clifton	▪ To record all key decisions and actions taken in relation to the incident	The Headteacher or SLT.
Media Coordinator (Graeme Wilson / Sam Cilfton)	▪ 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 (Kathryn Ainscough)	▪ 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 (Joe Melillo)	▪ 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 (Softegg)	▪ 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 (Graeme Wilson / Sam Clifton)	▪ 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 and amend as appropriate.

Critical Function	Description	RTO
Examinations	Providing staff and facilities to enable pupils to sit examinations.	48 hours
Teaching Staff	The provision of a suitable number of qualified teaching staff to deliver the National Curriculum.	48 hours
Support Staff	The provision of suitably qualified and experienced support staff to assist in the education of pupils and running of establishment services.	48 hours
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.	48 hours
Catering Facilities and Staff	The provision of suitable catering facilities and staff to enable preparation of school meals.	48 hours
Utilities - Gas	The supply of gas to enable the heating of premises and preparation of school meals etc.	48 hours
Utilities – Water	The supply of water for drinking and general usage including flushing of toilets, preparations of meals etc.	48 hours
Utilities - Electric	The supply of electricity to enable ICT systems to run, lighting of premises etc.	48 hours
Provision of IT	The provision of IT to deliver education and to enable the establishment to run smoothly.	48 hours
Keeping of suitable records	The keeping of suitable records in relation to staff/pupils and general administrative functions within an establishment.	48 hours
Keeping of suitable coursework	The creation and safe keeping of coursework including electronic documentation and items such as textiles, D&T work pieces.	5 days
Provision of cleaning contractors	The provision of suitable numbers of cleaners to carry out general cleaners to carry out general cleaning such as toilets, waste collection and removal.	48 hours

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				
Very High (VH) 15-25	High (H) 10-12	Medium (M) 5-9		Low (L) 1-4

Likelihood Descriptor		Consequence Descriptor	
Likelihood (Probability/Chance)	Very likely. Event is expected to occur in most circumstances: More than 95% chance of occurring.	5.	Almost Certain
	There is a strong possibility the event will occur. Between 65% - 95% chance of occurring.	4.	Likely
	The event has occurred before or could again. Between 35% - 65% chance of occurring.	3.	Possible
	The event is not expected to occur but could under specific circumstances. Between 5% - 35% chance of occurring.	2.	Unlikely
	The event has not occurred before, but it may occur in exceptional circumstances. < 5% chance of occurring.	1.	Rare

Consequence (Impact/Severity of Injury)				
1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
• 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.
M-5	H-10	VH-15	VH-20	VH-25
L-4	M-8	H-12	VH-16	VH-20
L-3	M-6	M-9	H-12	VH-15
L-2	L-4	M-6	M-8	H-10
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 schools 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.

<table>
<tr><th>Risk</th><th colspan="2">Potential Workarounds</th></tr>
<tr><td rowspan="4">Complete loss of site

Risk Rating: 2</td><td rowspan="4">Potential alternative sites: Would have to use a mixture of these as non are large enough to accommodate the whole school.</td><td>1: Our Lady's primary school and King Arthur's school</td></tr>
<tr><td>2: Church buildings in the town – St Peters and St Pauls church
Methodist Church</td></tr>
<tr><td>3: Balsam Centre : Community hub in Wincanton</td></tr>
<tr><td>4. Moor Lane Sports Club</td></tr>
<tr><td rowspan="2">Partial loss of site

Risk Rating: 3</td><td colspan="2">- Use of alternative on-site buildings – Tea time club, single Elliott classroom and Hall
- Use of temporary accommodation – see the list of buildings above
- Use of off-site facility if available – see list of building above – need to split by year groups or families to aid drop off etc.</td></tr>
<tr><td colspan="2">Useful information/contacts: Our ladys School – 01963 32660
King Arthurs school – 01963 32368</td></tr>
</table>

	Balsam Centre – 01963 31842 Wincanton Sports Ground, Moor Lane – 01963 31815 Wincanton Sports Centre – 01963 824400 St Peters and St Pauls Church Office – 01963 824503
Temporary loss of premises (utility failure) **Risk Rating: 2**	- Virtual learning – Google Classrooms - Provision for vulnerable children, those with additional needs, key worker children – attendance at the sites above.

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 nay 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)	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.
Risk Rating: 2	- Alternative teaching arrangements – remote learning instigates if Supply teachers are not available. - Temporary cover – supply or HLTA cover adopted. - Hygiene precautions – PPE secured for the staff and pupils in school.- social distancing implemented
Fuel Crisis **Risk Rating: 3**	- Alternative teaching arrangements – Google Classrooms or supply/HLTA cover - Virtual learning - Google Classrooms - Local supply cover – see list - Alternative transport arrangements – parents and carers encouraged to organise this. County transport to oversee reallocation of eligible pupils.

	Useful information/contacts:
Industrial Action **Risk Rating: 3**	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 learning – Google Classrooms - Alternative teaching arrangements as above
Severe Weather **Risk Rating: 4**	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 work providing 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 – Google Classrooms or packs sent home the day before – if warning given. - Alternative school transport arrangements – county transport to advise

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 **Risk Rating: 4**	- eg. SIMS, FMS - Back up paper system – file of pupils contact addresses in the school office - Back up server – Soft egg can access server back up. - Disaster Recovery Contracts – Softegg 0800 999 1212 - Off site back up arrangements – Remote access to school server and Sims	

Loss of Data **Risk Rating: 3**	**Critical Data**	**Workaround Options**
	- If critical data is lost, what back up options do you have if immediate access is required?	Paper copies of sims contact details for pupils. Assessment data is online – INSIGHT/remote access.
Loss of Telephony **Risk Rating:**	Email ParentMail	

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: 3**	- Heating / cooling system	- Additional portable heaters - Additional AC units / fans - Contact South West Gas/Southern Electric
	- Catering (free school meals)	- Morrisons / Lidl and make packed lunches for the pupils. - give parents vouchers for them to provide packed lunches
	- IT servers	- use manual services Use cloud base services – contact Softegg
Water **Risk Rating: 3**	**Impact**	**Workaround Options**
	- Loss of water for drinking	- Contact water utility company for resolution – Wessex Water
	- Washing	- Basins of water provided from other working taps
	- Sewerage	- close off toilets and navigate to working toilets Contact Sewerage company

	- Catering	- Parents provide packed lunches - Free School Meals – Vouchers for funding - Go to Morrisons/Lidl to make packed lunches

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 venue sought from the list of Venues in section 5.1 Notify the exam board and apply for an extension
	Impact	**Potential Workarounds**
Risk: Staff shortages, pupil absence **Risk Rating: 4**	- Students fail to attend	- Special considerations (genuine absence reason), contact with exam board - Home visit to ascertain why they are absent.
	- Loss of invigilators/exam administrators	- utilise other staff members or exam invigilators available to the school

SECTION 6: CONTACT INFORMATION

6.1 Staff Contact Information (SLT)

Job Title	Name	Home Address	Telephone	Email
Headteacher	Graeme Wilson	Orchard Cottage Bratton Seymour BA9 8BY	**Mobile: 07793989857** **Other: 07903527219 (Wife)**	graeme.wilson@ wincantonprimaryschool.co.uk
Deputy Head	Samantha Clifton	Withy Meadow High Street Sparkfrod Somerset BA20 7JG	**Mobile: 07525170443** **Other: 07756127092 (Husband)**	samantha.clifton@ wincantonprimaryschool.co.uk
School Business Manager	Mrs Kathryn Ainscough	2 Maycroft Bourton Wincanton Dorset SP8 5FR	**Mobile: 07969454582** **Other:**	kathryn.ainscough@ wincantonprimaryschool.co.uk
Site Manager	Mr Giuseppe Melillo	35 Cuckcoo Hill Bruton Somerset BA10 0AF	**Mobile: 07484226300** **Other: 07817251375 (Wife)**	giuseppe.melillo@ wincantonprimaryschool.co.uk
EYFS Team Leader	Mrs Kiri Gibson	17 Pinewood Drive Somerton Somerset TA11 6JP	**Home: 01458 272766** **Mobile: 07825705928** **Other: 07999837549 (Husband)**	Kiri.gibson@ wincantonprimaryschool.co.uk
Yr 3/4 Team Leader	Mrs Emma Marshall	62 Sorrel Way Gillingham Dorset SP8 4TP	**Home: 01747 825268** **Mobile: 07833648626** **Other:**	Emma.marshall@ wincantonprimaryschool.co.uk
SENCO	Mrs Dani Tooth	7 Grants Close Wincanton Somerset BA9 9NS	**Mobile: 07854143000** **Other: 07890683699 (Husband)**	Dani.tooth@ wincantonprimaryschool.co.uk
Chair Of Governors	Mr Ben Tooth	7 Grants Close Wincanton Somerset BA9 9NS	**Mobile: 07890683699** **Other: 07854143000 (Wife)**	Ben.tooth@ Wincantonprimaryschool.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			0800 9012482		
Civica Helpdesk			01823 355358		
Insurance Services			01823 355920		
Area Building Surveyor					
Press Office			01823 355020		
Western Power					
Gas Supplier					
Electricity Supplier					
Water Board					
Exam Boards					
Catering Suppliers					

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

Log of Events, Decisions and Actions			
Completed By:		**Sheet Number:**	
Incident:		**Date:**	
Time	**Log Details**		

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