

# Alpha Plus Group

## Rolfe's Nursery School

### Business Continuity Plan

This policy is reviewed on an annual basis

Annual Policy reviewed by: Miss Annette Elstob: **September 2021**

Next date of Annual Review: **July 2022**



**Signed:**

## **School Address: 34A Oxford Gardens, W10 5UG**

### **Emergency Contact Numbers**

- 1. Annette Elstob, Head Teacher, 07384827419**
- 2. Liz Francis, Director of Governance and Standards 07741 260466**
- 3. Alexandra Samara, Director of Early Years, 07385031148**

### **Appendices**

- 1. Event log**
- 2. Media protocol**
- 3. Lock down procedure**
- 4. Emergency contact numbers for staff**

## Purpose of document

The aim of this Business Continuity Plan is to document the immediate measures to take in the event of any emergency that may affect the normal operations of the school/college.

The objectives of the plan are to:

- Identify critical functions.
- Identify the people to be contacted in an emergency.
- Provide a clearly defined course of action in response to a major incident.

## Scope and definitions

This Plan is intended to comply with the Alpha Plus Group requirement that each part of the Group is prepared to manage adverse circumstances, when they arise, with the minimum of disruption to the delivery of 'the gold standard in education'.

Activities should be prioritised in order that the school can resume normal activity as soon as reasonably practicable. Health, safety and wellbeing of all affected parties must take precedence over other factors.

This plan should be utilised where circumstances occur which prevent the school operating 'as normal'. Such circumstances are identified in the Risk Register and include, but are not limited to:

- Severe weather e.g. snow, ice, flooding, heat wave
- Loss of utilities (short or long term) e.g. electricity, gas, water, telecommunications
- Disrupted transport services e.g. public transport (buses, underground, trains) unplanned road works (burst water main)
- Loss of, or inability to access premises e.g. fire in vicinity, terrorist activity
- Large scale temporary absence of key staff e.g. pandemic
- Loss or non-availability of data or IT systems

## Incident Management

Who needs to be contacted? For example, emergency services, parents, children, insurance company, head office.

Start logging actions undertaken – see Appendix 1 for suggested format.

<b>Incident Management Checklist</b>	
<b>Actions</b>	<b>Completed (Date, Time, By Whom)</b>
Respond to incident and communicate with parents, head office and other key partners	Annette Elstob
Communicate with media if appropriate (See Appendix 2- protocol for crisis management/ media protocol)	Rossella Proscia
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling).	Annette Elstob
Use information gained from the debrief to review and update this business continuity management plan	Annette Elstob

## Making Contact with Alpha Plus Group (APG):

In the event of a serious incident at any school or college, the Head or Principal or any member of their SLT who are dealing with the matter will firstly establish the facts of the position.

Based on this information, the Head/Principal or the SLT member identified above, after using their professional judgement, and if they deem the matter to be of sufficient seriousness, or if they are in any doubt, will call the Director of Early Years, to advise them of the details.

In their absence or unavailability, the person will call the CEO.

### Actions Arising:

If this Director (assuming it is not the CEO) determines the matter to be of sufficient concern, they will contact the CEO who will decide if the matter is to be managed as a crisis situation. In the absence or unavailability of the CEO, this Director will take this decision and perform the functions of the CEO outlined below.

If the decision is taken to manage the incident as a crisis situation, the following will occur:

1. The CEO will put together a team who will handle all aspects of the response to the issue. This team will include (as required by the situation):

- the Head/Principal or the SLT member identified above should the Head/Principal be unavailable,
- the relevant Director whether it be a school or a college,
- the Director of Marketing,
- the Director of Property, should the matter involve buildings or related infrastructure, utilities or be a Health & Safety issue
- the Director of IT, if network or communications issues are involved
- the Director of Finance, if financial resources or controls are at risk

2. This team will manage all aspects of the response to the crisis. The CEO shall lead this team and is authorised to make any decisions required

3. The team will decide on the type and nature of communications to parents and staff and other audiences as required

4. The Alpha Plus media protocol will continue to apply for dealing with media enquiries. The media protocol can be found on the portal.

### Contacts

Alpha Plus Group **main office number +44 (0)20 7487 6000**

Mark Hanley-Browne  
CEO

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+44 (0)7384 215 740

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Liz Francis  
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+ 44 (0)7741 260466  
[Liz.francis@alphaplusgroup.co.uk](mailto:Liz.francis@alphaplusgroup.co.uk)

## Business Continuity and Recovery

Critical Function	Contact Details
Gas	Total Gas & Power Limited: (020) 7718 6000
Electricity	Opus Energy: 0843 227 2377
Water	Thames Water: 0843 504 0542
Sewage	Thames Water: 0843 504 0542
IT	Russell Seaman: (020) 74876000 / 07387 108939
Catering/cleaning	Nuserve , Gosia Gorka (020)3597 2907 / 07785 629836
Building	Richard Jones: (020) 7487 6038 / 07771790237
If the building has to be evacuated/ cannot be used	Richard Jones: (020) 7487 6038 / 07771790237

Please keep an up to date list of emergency contact numbers for all staff as Appendix 4.

## Appendix 1

<b>Event Log</b>			
<b>Date / Time</b>	<b>Event / Information</b>	<b>By whom</b>	<b>Decision / Action Taken</b>



## Appendix 2

# Alpha Plus Group Media Protocol

If a call from a media outlet comes to a nursery/school/college or Alpha Plus reception, the following will occur:

1. The person taking the call will take the name, number and media outlet of the person calling. They will tell the person that someone will get back to them ASAP. It is important that nothing further should be said. If caller persists, the person should politely repeat that someone will get back to them ASAP.
2. The person taking the call will immediately inform the head and send the details of the call by email to [rossella.proscia@alphaplusgroup.co.uk](mailto:rossella.proscia@alphaplusgroup.co.uk) and [adrian@langancommunications.com](mailto:adrian@langancommunications.com) and will ask for confirmation that the email has been received. If no confirmation has been received within 30 minutes of the email being sent, the person should call Rossella/Adrian to confirm receipt.
3. Adrian Langan will then call the journalist and ascertain the nature of the enquiry and their deadline.
4. Following this, Adrian Lang will construct a response to the media enquiry, which will be signed off by Rossella Proscia, the Head or Principal of the institution affected & should be copied to Mark Hanley-Browne.
5. If the matter is time sensitive or occurs outside of normal office hours, Mark Hanley-Browne in the first instance or any APG Director in the second instance can provide sign off on the response.
6. Adrian Langan will then provide the journalist with the signed off comment.
7. Adrian Langan will then monitor the story and send links to any stories if they become available.

Ends

### **Contacts**

Rossella Proscia  
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## Appendix 3

# Alpha Plus Group Guidance for Schools and Colleges on Lockdown Procedures

A lockdown procedure should be a sensible and proportionate response to an external or internal incident which may cause a threat to the safety of pupils and/or staff. The aim of such a procedure is to maximize the safety of occupants whilst minimizing pupil anxiety and causing as little disruption as possible to the learning environment.

It is not possible to prescribe in detail a universally applicable lock-down procedure, as there are a number of variables such as the type of incident (see list below), the age of the children, the scale of facilities including lay-out and perimeter security etc. These variables will dictate exactly how an individual school or college responds to a particular situation. For that reason, **this guideline lays out the principles and the minimum level of planning which Heads and Principals are expected to maintain.**

A lockdown procedure may be triggered by one of the following (non-exhaustive) list of events:

- An incident or civil disturbance in the local area which poses a risk to the school
- A local risk of air pollution, such as that from smoke or a gas cloud
- A major fire near the school
- A dangerous dog or pack of dogs nearby
- A severe weather event
- Intruders entering the school with intent to harm children and/or staff

Schools may decide to have two variants of the lockdown procedure – partial and full. Appendix 2 lists the basic aspects of a partial lockdown, and additional measures for a full lockdown, where the aim is for the school to appear empty.

The integrity and effectiveness of the school/college lockdown procedure will primarily be determined by its reliability in practice, including an emphasis on agility in responding to situations. Therefore, in addition to maintaining a written procedure, the following activities should occur with appropriate frequency:

- liaison with the police and other local authority resources to discuss most likely risks and appropriate responses, and to review and refresh procedures as appropriate
- ‘table-top’ exercises with the senior leadership team to test the procedures against various scenarios
- rehearsal of lockdown arrangements with all staff and pupils (at least once a year)

- display lockdown drill information in every classroom, alongside information relating to fire drills

**Each school and college must maintain their own written *Lockdown Procedure*.** This could be based on the checklist of questions below which staff should be able to answer quickly and clearly. Further guidance on developing lockdown procedures may be found in the following two links, but care should be taken not to produce inappropriately lengthy or complex procedural documentation.

[Lockdown procedures Guidance for Schools and Colleges](#)

[Step-by-step guide to developing a lockdown process](#)

### Lockdown Procedure Checklist<sup>1</sup>

Who is specifically responsible for liaising with the Police and other authorities, and for covering training, inductions, rehearsals and drills (minimum annually)?	Annette Elstob and in her absence, Malin Garner or Juliette Raymondeau
Who has the authority to trigger a lockdown?	Annette Elstob and in her absence, Malin Garner or Juliette Raymondeau
How and by whom are staff alerted to a lockdown (is it a different signal from an evacuation alert)?	A hand bell will be rung to alert all to lockdown procedure
How and by whom will children outside school buildings and in remote locations be brought inside quickly?	Children in the garden will be brought into school immediately by staff
Is it clear whether staff and children should stay in classrooms, or gather somewhere else? Within rooms, where should they sit?	All should gather in the large back classroom at the rear of the building
Who will take care of the necessary physical procedures: locking doors and windows, closing blinds and vents (where necessary)?	Malcolm Brown (caretaker) will close doors and vents. Gill Harvey(bursar/registrar will close blinds)
How will communication be organised, internally, and externally (messengers, 2-way radios, mobile phones, email, texts etc.)?	The building is small and communication will be managed in person internally. We will use the school telephones and/or the emergency mobile telephone for external communications.
Where is your list of essential contact details?	In the school office (children). On the one drive-accessible from the surface pro (staff)

<sup>1</sup> Word file available on the group portal

How and by whom will children be accounted for?	Usual procedure as per fire drill. The register will be called for every child and teacher. All registers will be passed to Annette Elstob.
What to do if a medical (or toilet) emergency arises	We have a number of toilet facilities, first aid kits situated around the building.
For long periods of lockdown, what provisions do you have for food, water, blankets, torches...etc?	We have an emergency supply of canned food in the alcove. We also have torches. We have an emergency supply of bottled water in the kitchen.
How will parents be notified? Do you have a draft script?	Parents will be notified. Annette Elstob will speak to APG about a script.
Who has the authority to end a lockdown?	Annette Elstob
What is the signal for 'all-clear', or a move from full to partial lockdown?	A hand bell will be rung a second time to deactivate a lockdown procedure
Does each classroom have details of lockdown procedures (e.g. in the teacher's drawer, or posted on the wall alongside fire drill information)?	Yes
How often do you review your procedure for updates or improvements?	Annually
What to do if a medical (or toilet) emergency arises	We have a number of toilet facilities, first aid kits situated around the building.
For long periods of lockdown, what provisions do you have for food, water, blankets, torches...etc?	We have an emergency supply of canned food in the alcove. We also have torches. We have an emergency supply of bottled water in the kitchen.
How will parents be notified? Do you have a draft script?	Parents will be notified. Annette Elstob will speak to APG about a script.
Who has the authority to end a lockdown?	Annette Elstob
What is the signal for 'all-clear', or a move from full to partial lockdown?	A hand bell will ring for the second time to deactivate the lockdown procedure
Does each classroom have details of lockdown procedures (e.g. in the teacher's drawer, or posted on the wall alongside fire drill information)?	Yes
How often do you review your procedure for updates or improvements?	Annually

## Partial and full lockdown distinction

### Partial Lockdown

- Signal lockdown (differentiate between partial and full)
- Bring pupils and staff inside allocated building
- Lock external doors, close windows (and lock if possible)
- Alert staff on visits to the situation and tell them to stay away from school until further notice
- Alert parents if appropriate, but pupils will not be released until the lockdown ends
- Depending on circumstances, life in the building can then continue as normal
- If the situation involves air pollution, close vents, stop air conditioning
- Take advice from emergency services

### Full lockdown

- In addition to the above,
- All pupils and staff go to their agreed locations
- Pupils kept out of sight of windows, minimal movement and stay silent
- Lights, computer screens off, mobile phones off or on silent
- Staff notify attendance officer or equivalent of any missing pupil

### When the lockdown ends

- Sound the agreed all-clear signal
- Contact any school groups on trips
- Debrief pupils and staff
- Email pre-prepared letter to parents
- Review the lockdown procedures
- You may wish to have counsellors available for the following few days



# **Rolfe's Nursery School**

## **Lockdown Policy and Procedures**

### **September 2021**



Rolfe's Nursery School recognises the potentially serious risk to children, staff and visitors in emergency or harmful situations.

A lockdown may take place where there is a perceived risk of threat to the Nursery, its staff, children and visitors or property. The aim of such a procedure is to maximise the safety of occupants whilst minimising anxiety and causing as little disruption as possible to the learning environment. A lockdown will be implemented when there is a serious security risk, for example, near-by chemical spillage, proximity of dangerous dogs, serious weather conditions or attempted access by unauthorised person intent on causing harm or damage.

#### **A lock down will be initiated by:**

The Head Teacher (or in her absence the any of the EYFS Lead Practitioners), who will ring the hand bell.

#### **Procedures:**

1. The hand-bell signals the process of ushering all children, staff or visitors to the middle of the back classroom.

(The middle of the back classroom has been chosen due to accessibility for the toddlers, space, closeness to bathrooms and kitchen, availability of calming resources).

2. Whilst leaving the classroom, designated staff are responsible for shutting all doors, windows, blinds, lights and computers in their own classrooms. Miss Gill is responsible for the Office, medical box and calling 999 and Mr Malcolm be responsible for the kitchen, side and front area of the school. Miss Gill will bring the school registers and surface pro, to the back classroom, whilst Miss Elstob will take the school mobile and immediately notify APG. The health and safety coordinator (Malin Garner) will bring the Emergency Supply Box (see contents below) to the lockdown area. First Aid Box will be accessible form the children's bathroom.

3. Staff will take the register. Staff are responsible for ensuring children and staff from their class are accounted for. Miss Gill is responsible for ensuring all additional staff are present and accounted for, e.g. Malcolm, Specialist Support teachers, Rolfe's Plus teachers, IT technicians and visitors, in accordance with the daily signing in book.

4. Staff will support children in keeping calm and quiet.
5. Staff to remain in lockdown positions until informed by the person who has been given the all clear to do so.
6. After the lockdown, teachers will return to their classrooms, take the register and notify the office immediately of any children not accounted for.

**Further notes:**

- There should be no use of personal mobile phones by staff during the lockdown procedures. The focus should be on keeping the children and themselves safe.
- No one is permitted to exit or enter the building during Lockdown, (unless it is emergency services).
- Staff off site will be contacted and given advice on any action to take.
- If children are off site, parents will be contacted and given advice on action to take.
- Head Office will be notified as soon as possible.
- Parents will be notified via email, as soon as possible, with guidance provided from emergency services and Head Office. Parents may be asked not to collect their children from school or to call the office, as it may put them and their child at risk and tie up emergency lines. Contact emails are stored in the Emergency Contact Folder Inbox, held by Gill. A draft Script is below.
- Following any serious incident, communication will be sent to parents informing them of the context of the Lockdown. Such information will support parents to discuss this further with their child in order to provide reassurance.
- Consider if counselling or support is required for staff, families or children.

**Emergency Supply Box:**

Miss Malin will bring the Emergency Supply Box to the assembly point which contains

- torch
- radio (app on iPad or available on mobile phone)
- food and water
- copy of this policy
- iPad with charger

Miss Malin is responsible for auditing this box on a termly basis.

### **Lockdown drills**

Lock down practice will take place termly. Reflection upon practices will take place and staff debriefed of any necessary changes.

### **Review**

This policy and its procedures will be reviewed annually.

### **Draft Script to email to parents in time of Lockdown:**

**Subject:** Emergency Lockdown at Rolfe's Nursery School

Dear Parents

We are currently in Lockdown because (reason given).

The children have assembled in the designated area and are being cared for by the staff.

We are following the advice of Local Authorities and will inform you when the Lockdown has ended.

All communication will be via email. Please do not phone the school as this will block the line.

Yours sincerely,

Miss Annette Elstob

Head Teacher



**Draft letter to parents to be sent after a lockdown:**

Date

Dear

On (date) we were instructed by the (emergency services/local authority/police) to 'Lockdown' the building because (reason).

The children assembled in the designated area and were cared for by the staff.

We were given notification to end the Lockdown at (time) by (person/authority).

Add note: if further support is being offered.

If you have any questions please do not hesitate to contact me.

Yours sincerely

Miss Annette Elstob

Head Teacher

