

UNIVERSITY ACADEMY  
HOLBEACH



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**Business Continuity Plan for Apprenticeship Department  
For Disaster Recovery in the event of a Critical Incident  
Including Lockdown Procedure**

**Last Review: 29.10.23**

**Next Review: 28.10.24**

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## **1. Aims**

This policy provides guidance on the actions that should be taken to ensure that, following a critical incident, the normal functioning of the Academy Apprenticeship Department is re-established as quickly and effectively as possible.

It should be read in conjunction with the University of Lincoln Academy Trust Business Continuity Plan.

## **2. Definitions**

An emergency is any even that causes, or has the potential to cause injury, loss of life, damage to property or significant disruption to the normal business of the Academy.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

## **3. Review and Training**

This document should be reviewed annually by the leadership teams, the governing body and the Trust Board.

## **4. Associated Documentation**

- Fire Policy
- Critical Incident Management Policy
- Health and Safety Policy
- Bomb Threat Policy
- Lockdown procedures

## **5. Emergency Contact Information**

A copy of this plan is kept in Main Reception and includes copies of the Critical Incident Management Plan (which contains contact details of people to be contacted in the case of an incident) details of staff and learners contact information are kept in the Apprenticeship office.

## **6. Strategy**

If a disaster is declared the plan will be activated. The Principal will contact the CEO, Director of Children's Services and the Chair of Governors.

The following people may need to be advised of the implementation of the plan

Director of Children's Services	01522 552222
Press Office	01522 886042
Health and Safety Executive	0845 300 9923 Incident centre
	0845 345 0055 medical advisory
Emergency services – all	999
Lincoln University Holbeach Campus	01406 493000 Mandy Bettinson
Motor Vehicle	Placements and UoL
Electrical	Placements and UoL
Plumbing	Work Placements
Childcare/STLS/CYPW	Work Placements
Business Admin/Customer Service	Work Placements
Hair and Beauty	Work Placements

Nick Dawson ESFA Senior Manager	07990082931
ESFA – help centre	0370 267 0001
Steve Baragwanath	07889396867
Sheila Paige	07984124467
Sher Alam	07456776000
Phil Harcourt	07720884572
Tim Arnold	07399495061
Donna Allen	07941758733
Natalie Lamb	07860525550
Rebecca Daw	07729697039
Main Office Emergency 1	07535967567 – Nicola Furnell
Pupil Reception Emergency 2	07535967480 – Jayne Cornwell
Finance	07535967477
Exams	07535967474
Apprenticeship Office	07732616588 Tasmin Chapman
Apprenticeship Office	07854695635 – Mel Oakes

## 7. Roles and Responsibilities

### 7.1 Principal or Vice-Principal

The Principal is responsible for the implementation of the plan including:

- Contacting the CEO to provide a full briefing on the situation.
- Coordinating the necessary support and communications to staff, pupils and parents/guardians, the press, DfE, LCC

## **7.2 Incident Management Team**

The team will be led by the Principal and will include all members of the SMT.

Other staff members that may be required include the site manager, the ICT team, the data manager, first aiders, website manager, administration staff and apprenticeship teams. The team will be created to suit the needs of the incident.

Any team is responsible for working under the guidance of the Principal to reestablish normal conditions as soon as is possible.

## **7.3 Staff**

All staff are required to work under the guidance of the Principal. In the event that they are sent home they need to be available during normal working hours to ensure the completion of any necessary tasks.

## **8. Academy Closure**

The decision to close the Academy lies with the Principal. This might occur due to issues with water or heating supplies, snow, flooding or damage to the building.

### **8.1 Closure in advance of the Academy day:**

- Principal, after consultation with the executive principal, authorises the closure
- Principal contacts SMT to start the process of contacting:
  - LCC
  - Local radio stations – where necessary
  - Staff – email and by using cascade system of calls
  - Parents/guardians – text all/email all (16-18)
  - Learners – via email
  - Website manager to upload on website
  - Message on Academy answer phone – if necessary-informing of the closure

### **8.2 Closure during the Academy day:**

The decision to close the Academy after the start of the day will not be taken lightly. It might occur for the reasons previously stated or another reason that is beyond the control of the school.

The Principal will authorise the closure having consulted with the Executive Principal.

The Principal will instruct the SMT to ensure the following:

- Text or email to all parents/guardians (16-18)
- Text or email to all apprentices
- Meeting with staff and pupils to inform them of the decision.
- Notification on the Academy website

- A letter to accompany learners to take home on the day – time permitting
- Contact with LCC
- Contact with any staff on external visits – depending on the reason for closure learners may be in communication with each other and emotional support might be needed
- Contact with the press where necessary – following communication with the press office – University of Lincoln and LCC.
- Message on Academy answer phone to inform of the situation Instruct the ICT team to check the cameras for CCTV footage.
- Supply agencies contacted
- External visitors contacted e.g. Employers, Careers, counselling, behavioural services

### **8.3 Communication Failure/Loss**

In the event of a communication failure e.g. loss of telephones/email communication will be made by;

- Use of the Academy Website for general messages
- Use of Microsoft Teams for general messages / individual contact between tutors and apprentices
- Use of Academy mobile phones which tutors have access to.
- Use of the Academy's text messaging service
- Apprentices will also be able to maintain contact with the Academy through their eportfolio platform.

### **8.4 Department Closure**

All the departments are covered with more than one assessors for each framework/standard this would cover any holidays and illnesses.

If there were to be a department closure, all frameworks/standards could be delivered within the work place or within other departments at the Academy.

### **8.5 Placement loss**

If any learner was to lose their placement, the apprenticeship department would help the learner find a new placement, update their CV and help with covering letters. In the meantime, the learner would be encouraged to attend the Academy on a fulltime basis to work on their portfolios.

### **8.6 Ensuring Access to Learning Resources / Portfolio Loss**

Any portfolios at the Academy that are paper based are backed up with a learners memory stick and saved to our internal server after each meeting with the learners.

A range of online portfolio systems are used (e.g. eportfolio) allowing learners 24/7 access to their portfolios. Microsoft Teams is used to upload resources allowing apprentices access to resources remotely.

Physical copies of resources are also made available.

## **8.7 Transport**

The Apprenticeship team's primary mode of transport method to apprentices is by car, however alternate transport by public transport such as rail or bus are available.

Central staff have multiple transport approach these being car, public transport and walking. We have localised staff to open and close the premises, they are able to reach the premises by foot in the event of severe weather. We do not offer transport to apprentices as part of the provision.

## **9. Places of Safety**

In the event of a major incident pupils/apprentices need to assemble in the following places and line up in tutor groups as with the fire drill procedures. All evacuation procedures must be carried out swiftly and calmly by everyone.

- Fire – MUGA Y7-11 (in line with the Fire Evacuation procedure) – if safety permits
- Fire – Y7 Yard Y12-13 (in line with the Fire Evacuation procedure) – if safety permits
- Fire – Area outside main entrance -Apprentices and Visitors (in line with the Fire Evacuation procedure) – if safety permits
- Academy field – if suitable and weather permitting
- University of Lincoln Holbeach Campus – Apprentices - Call first
- Gym KS5 / apprentices – not in the event of a fire
- Main Hall KS4 – not in the event of a fire
- Sports Hall – KS3 – not in the event of a fire
- Holbeach United Football Club
- Holbeach Community Centre

Staff will remain with Learners.

- Tutors will have a register and will mark each learners name as they leave.
- LCs and ALCs will coordinate the collection of learners by meeting with parents/guardians and informing learners/tutors if 16-18.

## **10. Lockdown Procedure**

If it is deemed that there is a threat to learners that exists outside of the building then it may be necessary to secure everyone inside the building and to additionally secure the site.

Lockdown is a situation in which people are not allowed to enter or leave a building or area freely due to an exceptional emergency situation.

We have reviewed these procedures following Government advice. Lockdown procedures are important and would be used in response to an internal or external

incident which could be a threat to the safety of learners, staff and visitors in the school, for example;

1. An intruder coming onto the Academy site with the aim of causing harm
2. A threat being made by an individual already within the Academy premises
3. An incident in the local community, which has the potential to impact on the Academy
4. A specific threat being made to the Academy
5. A local risk of serious air pollution (e.g. a gas cloud or a smoke plume)

In order to warn of these dangers the school will:

- Raise **the lockdown alarm** using the school bell as an **intermittent siren**. – Principal/ SMT or Site Manager/Staff
- **During lesson time:**

**Staff** follow our established lockdown procedures of:

- keeping pupils in the classroom or workshop – quiet and low to the floor
  - away from windows
  - doors locked
  - windows closed
  - blinds down
  - learners to put phones on silent and not to answer them
  - Staff to keep email access open for further instruction
  - Staff to email out to all staff if a learner has left the room and not returned – they may be in another room and this can be checked.
  - Staff to clarify if any pupils are in need of medication and to email or call SMT.
  - Staff to email where they have been joined by another member of staff.
  - SMT to check where supply staff are to ensure procedures are being followed. R Daw to ensure daily list is to hand showing cover locations. This should be in the exams office.
  - Main Reception to close shutter and lock door – anyone sat in reception to go into the office.
  - Medical Room (pupils present) – If there are any learners in the room staff on duty at Pupil Reception to go into room with learners and to lock the door. Take a phone and/or laptop.
  - Medical room (empty) – Staff at Pupil Reception to collect medical supplies (with learner's names) that are needed during the day and to go to room 1.
  - SMT to take emergency phone to Medical Room or Room 1 and to check the list for medication needs.
- Any pupil who is not in a room when the siren sounds **MUST** go to the nearest classroom or room where there is a member of staff



**During break time/lunch time – pupils and tutors are to assemble in their tutor rooms and to follow the above procedures**

**Staff who are not allocated to a tutor group MUST join a group to provide additional support.**

- Academy contacts the emergency services
- As soon as possible message sent to parents/guardians if learners 16-18, to advise of the emergency.
- LCC Children's Services contacted as soon as is possible
- Executive Principal AND Chair of governors contacted as soon as is possible
- Information to be posted on the school website as soon as is possible
- ICT staff to check the cameras for any CCTV evidence
- Site Manager and staff to ensure the site entrances are secure.
- **SMT (who are not with a teaching group)** to assemble at Principal's office for further instruction.
- School acts under instruction from the emergency services.

The first priority would be ensuring the ongoing wellbeing of learners, visitors and staff and information would only be posted when confirmed and approved by the emergency services and/or Press Office. The site would not be accessible to visitors during a lockdown situation, so parents/carers should not come to the school site.

Should the Academy be in a lockdown situation at 4.35pm, students would only be released from the site if the Academy was able to undertake this safely and having taken appropriate advice from the emergency services and transport providers; again parents/guardians would be kept informed.

## **11. Business Recovery in the Event of Loss of Buildings or site space**

In the event of a loss of buildings the UoLAT will be responsible for ensuring its replacement and/or repair.

### **11.1 Insurance**

UAH manages its Building Risk Protection Agreement through the DfE. This covers damage to buildings.

Staff sickness is covered through insurance with Towergate.

### **11.2 Replacement Site Facilities**

The UoLAT will be responsible for ensuring the replacement of any buildings and facilities.

Where temporary accommodation is needed, the University of Lincoln Academy Trust will need to identify possible locations. The following are possible considerations:

University of Lincoln site, Holbeach

Mobiles classrooms –possibly sourced via LCC

The Apprenticeship Manager and SMT will be responsible for ensuring long term alternative locations are fully equipped to deliver all aspects of training.

### **11.3 Staff Unavailability**

General staff absence is dealt with on a daily basis using supply cover. However, there may be times when numerous staff may be unavailable at the same time due to illness or strike action.

In such an instance the Principal will decide if the school can remain fully operational. Where possible, information will be sought from union reps. It may be that the Academy can remain operational for certain groups. Health and safety will always be a consideration in such an instance.

Any decision that is made will be communicated with the Executive Principal, staff, parents/guardians and pupils.

Where strike action has been planned, any decision will be communicated home via letter in advance and also via the school website

### **11.4 Pandemic Threat**

In the case mass illness amongst staff and/or learner the above procedures will apply.

### **11.5 Loss of the Academy network**

Any closure will be assessed on a day by day basis, with an end of day backup in place. All stakeholders will be updated using the same system that is in place for closures before the start of the Academy day.

- ICT Manager to contact BT and all network suppliers (XMA) to seek a resolution to the problem
- Staff to use personal mobile phones to maintain communication
- Details of emergency mobile phone numbers for contact to be put on the website
- Detach white boards from network where appropriate
- Learner and staff details to be accessed from the Critical Incident Management folder in the Apprenticeship Office

- Data manager to provide hard copies of groups for registration – hard copies should always be printed and available in the admin.

Business critical systems and data are maintained and backed up by;

- A rolling programme of device renewal in addition to repair and renewal taking place when necessary.
- Client devices are equipped with anti-virus systems and have access to remediation tools in the event of infection or compromise
- Operating systems are patched automatically and business critical systems install updates as recommended
- Data systems are backed up daily and are stored locally across multiple devices and remotely in case of local environmental damage ▪ [Disaster recovery plans are reviewed across the UoLAT](#)

### **11.6 Loss of Utility Supply – Water, Gas, Electricity**

A loss of any utility supply can disrupt the ability of the school to function to its full capacity. A lack of water will have an impact on toilet facilities as well as catering.

A lack of fuel can result in a cold school.

A lack of gas will disrupt the catering provision.

A lack of electricity will affect the use of ICT equipment, affecting the ability to access data and other resources.

**As soon as an issue is identified it must be reported to the Principal.**

**The following action should be taken:**

- **Principal made aware of problem ▪ Site Manager to assess the problem and to report back ▪ Site Manager to contact utility companies ▪ Site Manager to determine the extent of the problem and the likely duration ▪ ICT staff to assess loss and solutions**
- **Principal to meet with SMT who are available to decide on how the staff and pupils (and parents/guardians) are to be made aware.**
- **Principal to consider options and to contact Executive Principal.**

The impact on the Academy day will be assessed and a decision will be made in conjunction with the Executive Principal.

Any decision will be communicated to staff, pupils, employers and parents/guardians.

Where a decision is made to send the learners home, the process of communication will follow the procedure for **Closure during the Academy Day**.

## **12. Procedures if UAH can no longer act as a training provider.**

If UAH are in the position where we can no longer act as a training provider we will work to establish a shortlist of alternative training providers delivering the same standards. UAH will communicate with these training providers on behalf of our employers and apprentices where necessary.

Will we support the apprentice and their employer to choose a new training provider by offering impartial advice and guidance.

Will we work with the training provider to ensure a smooth transition with zero disruption, including the transfer of any data in line with data protection rules.

Will we maintain communication with apprentices and employers to ensure the transfer has been successful and offer any additional support where necessary.

This policy will be reviewed annually by Natalie Lamb (Assistant Principal)

Signed \_\_\_\_\_  Sheila Paige (Principal)

Date: 29.10.23

Date of next review: 28.10.24