ΠΑΝΤΑ ΙΣΧΥΩ ΕΝ ΤΩ ΕΝΔΥΝΑΜΟΥΝΤΙ ΜΕ ΧΡΙΣΤΩ ΙΝΑ ΑΡΙΣΤΕΥΩ

I AM STRONG THROUGH JESUS CHRIST

TO THE BEST THAT I CAN BE

SCHOOL RESILIENCE PLAN

St Cyprian's Greek Orthodox Primary Academy

Revised: July 2026

Reviewed and ratified by Full Academy Trust

Date: 16.7.26

Signed: A.Christou.

Name: AREDI CHRISTOU

Position: Chair of Academy Trust

Date of next review: July 2027

DOCUMENT CONTROL

Plan Authorisation

Plan Owner	Andrew McDonald (Headteacher)
Plan Author	Victoria Yeats (Business Manager) Corporate Resilience Team (Croydon Council)
Approved by School Governors	Name: Peter Papanastatsiou Date: Signature:

Version Control

Version / Date	Review date	Page amended	Details of amendment	Reason	Amended by
Autumn 2012					
1.0; Jan 2015	Jan 2016			Full revision of existing plan – inclusion of business continuity measures	Corporate Resilience Team (Croydon Council)
November 2015					J Scarry & V Yeats
May 2026				Amendments to leadership	A McDonald

Document Distribution

Copy Number	Name / Location	Title

This plan is protected and confidential. Do not give any contact details or sensitive information to the media, pupils, parents/carers or members of the public.

CONTENTS

DOCUMENT CONTROL 2
Plan Authorisation 2
Version Control 2
Document Distribution 2
INTRODUCTION AND PURPOSE 4
School Profile 4
WHAT IS AN INCIDENT? 5
INVOKING THE PLAN – WHEN TO USE IT 6
Key questions to determine whether to invoke the plan: 6
Authority to invoke this plan 6
INVOCATION PROCESS FLOW CHART 8
IMMEDIATE ACTIONS CHECKLIST 9
INCIDENT MANAGEMENT PRIORITIES 11
Convening of the School Incident Management Team 11
School Incident Management Team (Membership) 11
POTENTIAL IMPACTS OF AN INCIDENT 12

APPENDICES 13
APPENDIX 1: INCIDENT INFORMATION SHEET 13
APPENDIX 2: INCIDENT LOG 15
APPENDIX 3: INDIVIDUAL SIMT MEMBER ACTION CHECK LIST 16
Head Teacher / SIMT Lead – Emergency Response Check List 16
School Secretary–Emergency Response Check List 17
Deputy Head Teacher – Emergency Response Check List 18
Site Manager – Emergency Response Check List 20
Bursar / Administration (or deputy) – Emergency Response Check List 21
Role of the Chair of Governors 22
APPENDIX 4: SIMT SUGGESTED AGENDAS (FIRST & SUBSEQUENT MEETINGS) 23
APPENDIX 5: SERVICE CONTINUITY CONSIDERATIONS AND ARRANGEMENTS 26
APPENDIX 6: REMOTE LEARNING PLAN 28
APPENDIX 7: CONTENTS OF 'GRAB BAG' 29
APPENDIX 8: DEALING WITH THE MEDIA 30
APPENDIX 9: CONTACT LISTS ..... **Error! Bookmark not defined.**

FOR IMMEDIATE ACTIONS – SEE PAGE 8

INTRODUCTION AND PURPOSE

This plan is prepared by St Cyprian's Greek Orthodox Academy should the need arise to implement strong action as a result of a serious and disruptive incident occurring within the school. The response required will differ, depending on incident type, but this plan will be implemented if the incident disrupts key service delivery and/or is likely to be reported to appropriate authorities e.g. the police.

The purpose of this plan is to set out procedures which will be followed in order to ensure a timely and coordinated response by senior staff at St Cyprian's to serious incidents and urgent situations involving staff, students, contractors and/or visitors to the school.

The plan is intended to be set in motion whenever a natural or man-made crisis affecting the school reaches proportions that cannot be handled by means of normal procedures.

The plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes and duration.

The term 'parents' in this policy also refers to carers.

School Profile

The School provides education for up to 460 students aged between 5 and 11.

The school's aim:
'St Cyprian's Greek Orthodox Primary Academy provide its children with primary education of the highest quality in a supportive learning environment through the National Curriculum in the core subjects, enriched by the progressive teaching of the Greek language and Christian religion.

Head Teacher name & Contact	Andrew McDonald 07958 780358
School type	Primary Academy
Key stage learning	Early Years, KS1 & KS2
How many pupils are at your school?	215
Contact details	Tel: 020 8771 5425

WHAT IS AN INCIDENT?

This document provides guidance for teachers and other staff who may be involved in an incident, which can be defined as an event which;

- Causes significant **disruption of the business** of the school; or
- Causes serious **physical or environmental damage** to the buildings of the school or their surroundings; or
- Causes or threatens **death, serious injury or psychological damage** to a member of staff or student of the school; or
- Poses a serious threat to the **school's public image**.

Examples of an incident would include: a serious fire; a leak or spillage of hazardous material; a terrorist incident or criminal activity; a firearms incident; a flood or other natural disaster. Things such as staff absence, loss of IT or utility could also mean significant disruption to school business.

Terms such as 'critical' and 'major' incident are often used by the emergency services, and are classifications that relate to the type and size of an incident. This plan can be invoked for such termed incidents, but also, similarly unclassified disruptive incidents such as extended severe weather (e.g. snow) or a pandemic.

This plan can be applied to disruptive incidents that occur within or outside of the school site (i.e. school trips). For off-site incidents, the School Incident Management Team (SIMT)- Note1 should adapt the action checklists appropriately depending on the nature and scale of the incident.;

This plan will guide the reader on how to respond to an incident, impacting school operations and its extended community. The response may also involve significant public and/or media attention.

Incident response should be led by senior school leaders, who will come together as the SIMT and act as an overarching strategic body to ensure appropriate action is taken to minimise impacts and the return to normality is as swift as possible.

Any emergency affecting a school may afterwards be the subject of a detailed inquiry. It is important that accurate written records are kept, and that no piece of information about the response to the incident is lost.

INVOKING THE PLAN – WHEN TO USE IT

Consideration to invoke this plan should be given upon the occurrence of any of the incident types outlined on page 5. This may result in service failure and the inability to deliver the key activities in the school as listed below:

- Unable to deliver Key stages 1 & 2 education to students
- Inability to provide before/after school care
- Loss of internal services i.e. gas/water/sanitation/heating
- Internal & external school catering service unable to deliver
- IT failure and loss of administration functions

There may be other instances, not listed, that would encourage / require the need for this plan to be invoked. The following section provides some key questions to support decision making.

All critical incidents

Any member of staff who becomes aware of a major incident which may impact upon the school should immediately inform a member of the SIMT, either in person or by telephone. Members of staff will be reminded of the school's Emergency Contact Numbers (including those of the SIMT) on a termly basis. Details are kept in the school office.

The named SIMT are:

- Head teacher
- Deputy head teacher
- Assistant head teacher
- Office Manager
- Site Manager
- Business Manager
-

Authority to invoke this plan

The school will nominate the Head Teacher or in their absence the Deputy Head Teacher, Assistant Head Teacher or senior teacher in charge who will have authority to declare an emergency and invoke this plan. The HT or their nominee will notify the Chair of the Board of Governors should the plan be invoked.

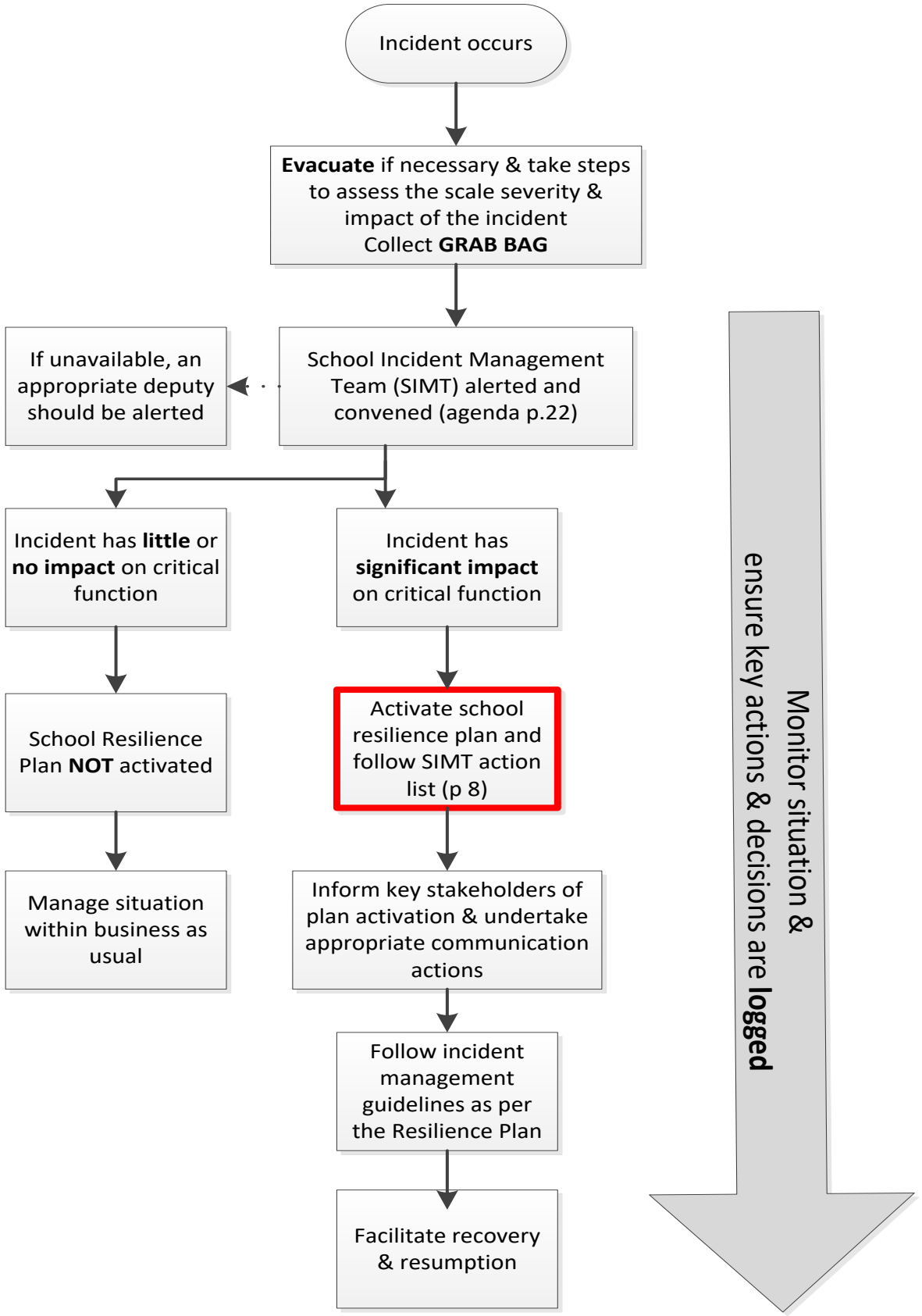
Key questions to determine whether to invoke the plan:

1. Has the incident disrupted day-to-day functioning of the school?
   - will the disruption last a few hours? 1 day? 1 week? More than 1 week?

2. Does the incident require the meeting of the School Incident Management Team to decide upon a response strategy?

- Safety and security of children / staff
- Involvement of emergency services
- Media enquiries
- Medium-long term strategies (recovery phase)

INVOCATION PROCESS FLOW CHART



IMMEDIATE ACTIONS CHECKLIST

***Note: INCIDENT LOG:** obtain facts and information - keep an ongoing written record of events/actions – what/who/where/when? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.

CALL 999 if emergency services are required *&* **administer first aid** where possible (Be aware of blood contact. Where an incident/injury has occurred e.g. involving electricity or chemicals, be aware of residual hazards before providing first aid. For electricity, switch off supply first; for chemical, seek professional advice).

	Action / Activity / Consideration	**Complete**
1	**Establish who is in charge – in the order of Note 1**	
2	**Form incident management team & have initial emergency meeting** (with emergency services and Croydon Council representatives where appropriate) o Confirm incident lead/ controller (i.e. Head Teacher) o Record all decisions/ maintain incident log o Devise strategy and tactics for responding to incident (dependent on assessment of impact / damage) o Agree a communication message to go to parents/ staff/ governors **Inform head teacher/ deputy** (refer contact list pg 30) o Provide information and liaise regularly o Nature/date/time/location of incident o Names of those involved – injured/non-injured o Details of known injuries and location of injured/non-injured and details of any supervising adults o Contact details of any witnesses o Action taken/on-going Contact point (i.e. for emergency services)	
3	**Call other assistance** as necessary (staff, passersby, First Aid)	
4	**Account for all persons** (staff, children, visitors)	
5	**Ensure non-casualties stay together,** in a safe place *Attempt to keep statutory Staff: Pupil ratios where possible*	
6	**Start incident log**/record witnesses (See above note*)	

	Action / Activity / Consideration	Complete
7	**Contact to be made with staff/ parents/ governors/ partners/ suppliers:** o See contact list (Appendix 9) for associated responsibilities o Croydon Council will assist with providing advice and support for the incident	
8	**Access all necessary data** o Parent/ carer/ staff contacts o Known medical conditions of those involved o Required partners/ suppliers for response (i.e. utility companies, Croydon Council staff, police, social care contacts) *The Head Teacher, Deputy Head Teacher and Assistant Headteacher have access to SIMS and Teachers2Parents which holds contact details for parents. See Contact List (Appendix 9) for partner/ supplier contact details.*	
9	**Communicate message to parents** o Including a collection point, time, key incident info Please add how you would send the	
10	**Arrange (and continue) briefings** for staff, parents, children, community	
11	**Establish procedure for dealing with enquiries/issuing information** o Decide who is to speak to the media (Appendix 8) o Beware of rumour - try to dispel o Decide what information can/should be released e.g. issue agreed statement. If police are involved, they will lead/ advise on this o Ensure reception/switchboard staff are fully briefed (incl. Croydon Council) o Consider issue of information e.g. info telephone line (recorded message), radio and internet (website), intranet (LGfL / Fronter / OpenCheck) o Establish reception facilities for concerned relatives coming to the school	
12	**Incident Management Team- ongoing considerations:** o Communication (i.e. briefings; liaison with emergency services/ Croydon Council) o Completion / submission of accident report forms (Croydon Council, HSE) o Insurance implications/ loss assessment o Appeal fund (establishment and use)	

INCIDENT MANAGEMENT PRIORITIES

In managing incidents affecting the school, the School Incident Management Team (SIMT) will consider the following:

- Protection of human life/minimisation of personal injury
- Minimisation of negative psychological impact
- Protection of the environment
- Minimisation of damage to physical assets
- Restoration of normal operations

Convening of the School Incident Management Team

In the event of a serious incident, the School Incident Management Team will convene and work through the suggested actions contained in on page 8 and in Appendix 3 (pg. 15).

NOTE 1 SCHOOL INCIDENT MANAGEMENT TEAM (MEMBERSHIP)

The School Incident Management Team who will be responsible leading the incident response will include the following people:

- Head teacher
- Deputy head teacher
- Assistant head teacher
- Office Manager
- Site Manager
- Business Manager

All contact details for the above roles are in Appendix 9.

POTENTIAL IMPACTS OF AN INCIDENT

AREA	POTENTIAL INCIDENT IMPACTS
Education	Disruption to examinations Disruption to general education Lost teaching days Loss of coursework (hard copy/electronic)
Educational Visits	Loss of contact with school party/group leader School party unable to return on-time School party stranded overseas School party stranded in UK
Pupil welfare/well-being	Major injury or harm to pupil/s Concern/upset over friends involved Loss of supervision and behavioral issues Loss of support for SEN children Loss of free school meals Ongoing health and safety concerns (e.g. cold)
Parents/Guardians	Large number of enquiries to school Parents unable to get information (site evacuated) Parents arriving at school site Concern/anger over failure in duty of care
Premises	Denial of access to premises (whole or partial) Damage to property, assets and facilities Loss of vital utilities Loss of ICT and communications Loss of supplies and suppliers
Press/Media	Large number of press enquiries Press arriving at scene Press intrusion (pupils, parents, staff) Social media use by staff, pupils, parents, press
Extended Services	Disruption to service delivery Loss of income
Staff	Major injury or harm to member of staff Loss of key staff members Stress and psychological issues over colleagues Loss of personal goods and information
Statutory	Breech of statutory duty Crime scene and crime investigation Enforcing authority investigation LBC / Ofsted investigation

APPENDICES

APPENDIX 1: INCIDENT INFORMATION SHEET 13
APPENDIX 2: INCIDENT LOG 15
APPENDIX 3: INDIVIDUAL SIMT MEMBER ACTION CHECK LIST.....16
Head Teacher / SIMT Lead – Emergency Response Check List 16
School Secretary–Emergency Response Check List 17
Deputy Head Teacher – Emergency Response Check List.....18
Site Manager – Emergency Response Check List 20
Bursar / Administration (or deputy) – Emergency Response Check List 21
Role of the Chair of Governors 22
APPENDIX 4: SIMT SUGGESTED AGENDAS (FIRST & SUBSEQUENT MEETINGS).....23
APPENDIX 5: SERVICE CONTINUITY CONSIDERATIONS AND ARRANGEMENTS 26
APPENDIX 6: REMOTE LEARNING PLAN 28
APPENDIX 7: CONTENTS OF 'GRAB BAG' 29
APPENDIX 8: DEALING WITH THE MEDIA 30
APPENDIX 9: CONTACT LISTS .....**Error! Bookmark not defined.**

APPENDIX 1: INCIDENT INFORMATION SHEET

Information about an incident may come from a number of sources. Whoever receives the alert should ask for, and record, as much information as possible.

<table>
<tr><td>Date</td><td></td><td>Time</td><td></td><td>Class involved</td><td></td></tr>
<tr><td colspan="3">Person in charge / reporting incident</td><td colspan="3"></td></tr>
<tr><td colspan="6">Location of incident:</td></tr>
<tr><td colspan="6">What has happened? (a brief description of what has occurred)</td></tr>
<tr><td>Evacuation?
(On-site evacuation or evacuation to alternative safe place)</td><td colspan="5"></td></tr>
<tr><td>Casualties
(Number/nature of injuries plus location i.e. hospital)</td><td colspan="5"></td></tr>
<tr><td>Emergency services
(Those involved/advice given)</td><td colspan="5"></td></tr>
<tr><td rowspan="2">Number of people involved</td><td>Pupils</td><td colspan="2">Teachers</td><td colspan="2">Others</td></tr>
<tr><td></td><td colspan="2"></td><td colspan="2"></td></tr>
<tr><td>Hazards / Forward Look
(Any known continuing hazards or potential issues arising that senior managers need to consider)</td><td colspan="5"></td></tr>
<tr><td>Any other information?</td><td colspan="5"></td></tr>
<tr><td>Recorded by</td><td colspan="5"></td></tr>
<tr><td>Date / Time</td><td colspan="5"></td></tr>
</table>

APPENDIX 2: INCIDENT LOG

Log of Events, Decisions, Actions		
Completed by		Sheet no.
Incident		Date
Time	Log details	
24hr clock		

APPENDIX 3: INDIVIDUAL SIMT MEMBER ACTION CHECK LIST

The Following Check list is provided to assist the School Incident Management Team (SIMT) to carry out their roles and responsibilities. The check lists should be viewed as a general guide, further actions may be required that are specific to the incidents as it occurs

Head Teacher / SIMT Lead – Emergency Response Check List

Action	Contacts/Comments	Date/Time completed	Initials
Evacuate the premises if appropriate	• Consideration of appropriateness to evacuate or invacuate (incident dependent) • Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Activate the School Resilience Plan	• Headteacher to declare activation • School secretary to support activation and notifications		
Convene the School Incident Management Team (SIMT)	• Consider suitable location for Team to manage the incident • School secretary to notify team members		
Establish/assess, where possible, the nature of the loss of service, the likely cause and likely timescale of recovery.	• Consider whether the incident can be managed locally • Consider whether the incident requires the implementation of any special contingency arrangements		
Media liaison	• Head teacher to be informed of all media requests • Requests should be passed to the Council Media/PR department as soon as possible: 020 8760 5644 – See Appendix 8 – for guidance on how to deal with media		

As SIMT lead, ensure that all other actions in Appendix 3 have been considered as part of your incident response and recovery.

Office Manager–Emergency Response Check List

Action	Contacts/Comments	Date/Time completed	Initials
Support Headteacher evacuate the premises if appropriate	• Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Collect School Emergency Grab Bag and Visitor book	• Grab Bag located in Office • Ensure all SIMT members have copy of plan and checklists		
Obtain a copy / have access to key administration documentation: • Registers • Contact lists of pupils & parents • Staff & Board of Governors • Medical Records • SIMS data base relating to pupil information • Key supplier list	• Office Manager to **request** from Admin • Undertake roll call of students and staff		
Identify and record the details of casualties and obtain relevant information for injury considerations.	• Who is accompanying injured person(s) to hospital • Provide accommodation • Provision of immediate transport, assistance and counselling		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Support activation of the School Resilience Plan	• Headteacher to declare activation • School Secretary to support activation and notifications		
Determine which children walk home alone from school	• Inform parents of incident		
Media liaison	• Head teacher to be informed of all media requests • Requests should be passed to the Council Media/PR department as soon as possible: 020 8760 5644 – See Appendix 8– for guidance on how to deal with media		

You may be asked by SIMT to undertake further actions as part of the progressing incident, as guided by this Resilience Plan.

Deputy Head Teacher – Emergency Response Check List

Support the Head Teacher and School Secretary in their tasks; you may have to deputise as the SIMT lead should the HT be unavailable.

Other key actions:

Action	Contacts/Comments	Date/Time completed	Initials
Evacuate the premises if appropriate. Deputize for Headteacher in event of Headteacher's absence	• Consideration of appropriateness to evacuate or invacuate (incident dependent) • Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Establish/assess, where possible, the nature of the loss of service, the likely cause and likely timescale of recovery.	• Consider whether the incident can be managed locally • Consider whether the incident requires the implementation of any special contingency arrangements		

You may be asked by SIMT to undertake further actions as part of the progressing incident, as guided by this Resilience Plan.

Deputy Head Teacher – Emergency Response Check List

Support the Head Teacher and School Secretary in their tasks; you may have to deputise as the SIMT lead should the HT or SBM be unavailable.

Other key actions:

Action	Contacts/Comments	Date/Time completed	Initials
Evacuate the premises if appropriate. Deputize for Headteacher and SBM in event of their absence	• Consideration of appropriateness to evacuate or invacuate (incident dependent) • Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Establish/assess, where possible, the nature of the loss of service, the likely cause and likely timescale of recovery.	• Consider whether the incident can be managed locally • Consider whether the incident requires the implementation of any special contingency arrangements		

You may be asked by SIMT to undertake further actions as part of the progressing incident, as guided by this Resilience Plan.

Site Manager/ Assistant Caretaker – Emergency Response Check List

Action	Contacts/Comments	Date/Time completed	Initials
Support Headteacher to evacuate the premises if appropriate	• Consideration of appropriateness to evacuate or invacuate (incident dependent) • Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Secure school site as best as possible and enable access for emergency services as required	• Liaise with emergency services • Ensure all building and gate keys are available		
Isolate utilities (gas, electricity, water) as required	• Incident dependent and/ or on the advice of the emergency services		

You may be asked by SIMT to undertake further actions as part of the progressing incident, as guided by this Resilience Plan.

School Business Manager – Emergency Response Check List

Deputise for Office Manager in the event of their absence

Action	Contacts/Comments	Date/Time completed	Initials
Support Headteacher evacuate the premises if appropriate	• Consideration of appropriateness to evacuate or invacuate (incident dependent) • Ensure everyone is safe (including joint users and visitors) • Restrict access to the affected areas • Refer to evacuation process for locations of safety		
Start incident log: complete and maintain the appropriate incident documentation	• Incident notification sheet • Incident log sheet • **School secretary to keep central decision log**		
Support Headteacher to distribute regular situation updates to key stakeholders	As led by School Secretary: • SIMT and site manager • Board of Governors • Local authority • Other key suppliers (where appropriate) – see below & Appendix 9		
Arrange for scheduled visitors to be notified of school disruption	• Cancel meetings for rest of day / next day		
Advise providers of goods/ services of interruption to school	As led by School Secretary: • ICT provider • Catering • SEN transport • Hygiene provision • External site users (clubs etc.)		

You may be asked by SIMT to undertake further actions as part of the progressing incident, as guided by this Resilience Plan.

Role of the Chair of Governors

The Chair, once notified of the incident, should support the Head Teacher and SIMT where appropriate and possible.

Tasks and actions may include:

- Attending SIMT meetings
- Notifying members of the management committee
- Supporting the HT, DHT and School Secretary in media liaison
- Supporting the HT, DHT and School Secretary in local authority liaison
- Providing strategic advice to the SIMT
- Assisting in the recovery strategy for the return to business as usual as soon as possible

APPENDIX 4: SIMT SUGGESTED AGENDAS (FIRST & SUBSEQUENT MEETINGS)

SIMT AGENDA *Suggested agenda for first meeting*	
1. Impact	• What has happened? • Evacuation and roll call (successful? Where are students currently?) • Site security (caretaker) • Does the school need to be closed? (for the rest of the day / week?) • Outstanding health & safety considerations
2. SIMT immediate responsibilities	• Liaison lead for emergency services • Determine lead for central action checklist • SIMT aware of their own responsibilities (checklists) • Relocation of students (immediate; tomorrow; long-term) • Communication with students / parents (use of text service) • Consider advice that needs to be communicated • Informing the council (identify support required, insurance needs) • Record any incident-specific expenditure
3. Information & communication	• Student welfare (including those with specific support needs) • Key stakeholder notification (in addition to pupils, parents, staff): • Chair of the Board of Governors (& committee) • Local authority • Key suppliers (ICT, transport, hygiene, catering, utilities) • Media liaison (see 'Appendix 8') • What are the potential longer term implications?
4. Longer Term/Recovery	• What do we need to have ready to report back on at next meeting?
5. AOB	
6. Time of next meeting	• Tempo & location of future meetings

Ongoing SIMT meeting agenda and considerations

Ongoing considerations for the SIMT
(the following should be raised by the Head Teacher / SIMT lead, as & when appropriate or as the incident dictates)

Suggested agenda

1. Situation update (including re-cap of delegated actions since last meeting)
2. Information and communication
    a. Pupils/ parents/ staff
    b. Local authority
    c. Media
3. Recovery options
4. A.O.B
5. Time & location of next meeting

School relocation	Relocation of school- Reciprocal agreements with nearby schools / churches / sports halls Alternative sites (i.e. church hall or temporary classrooms on school site)
Staff briefings	Including changes to standard rotas and timetables Supply cover for teaching / non-teaching staff
Special assemblies (pupils)	All school communication – updates and support for pupils
Parent briefings	Consider appropriate way to communicate updates for staff (i.e. website; face to face meetings; text / e-mail service)
Psychosocial support / welfare provision	Counseling services for school community
Premises management	Assess and arrange alternatives upon identification of impact: • Perimeter security • Classrooms • Communal areas (incl. canteen) • Parking
Examinations	Reschedule examination arrangements Consideration of examination locations
Key supplier arrangements	Catering Hygiene (cleaning) Utility companies (incl. fire safety, heating contractors) Royal Mail postal deliveries
Financial implications	Record all incident-related expenditure
Inventory and salvage	Provision of school asset inventory and establish priorities for salvage Identify required replacement goods (desks, chairs, etc.)
Return to BAU / standing down of SIMT	Frequency of SIMT meetings Consideration of stand-down of School Resilience Plan and return to BAU (and communication of this)
Debrief	Debrief staff and SIMT members as soon as possible (‘hot’ debrief, quick lessons

	learned) Approx. 2 weeks after event, 'formal' debrief (consider what went well?; what not so well?; what would we do differently next time?) Use to inform 'lessons learned' in incident report for management committee
Briefing and incident report	Full incident briefing/ report for full management committee (at an appropriate time following the incident)

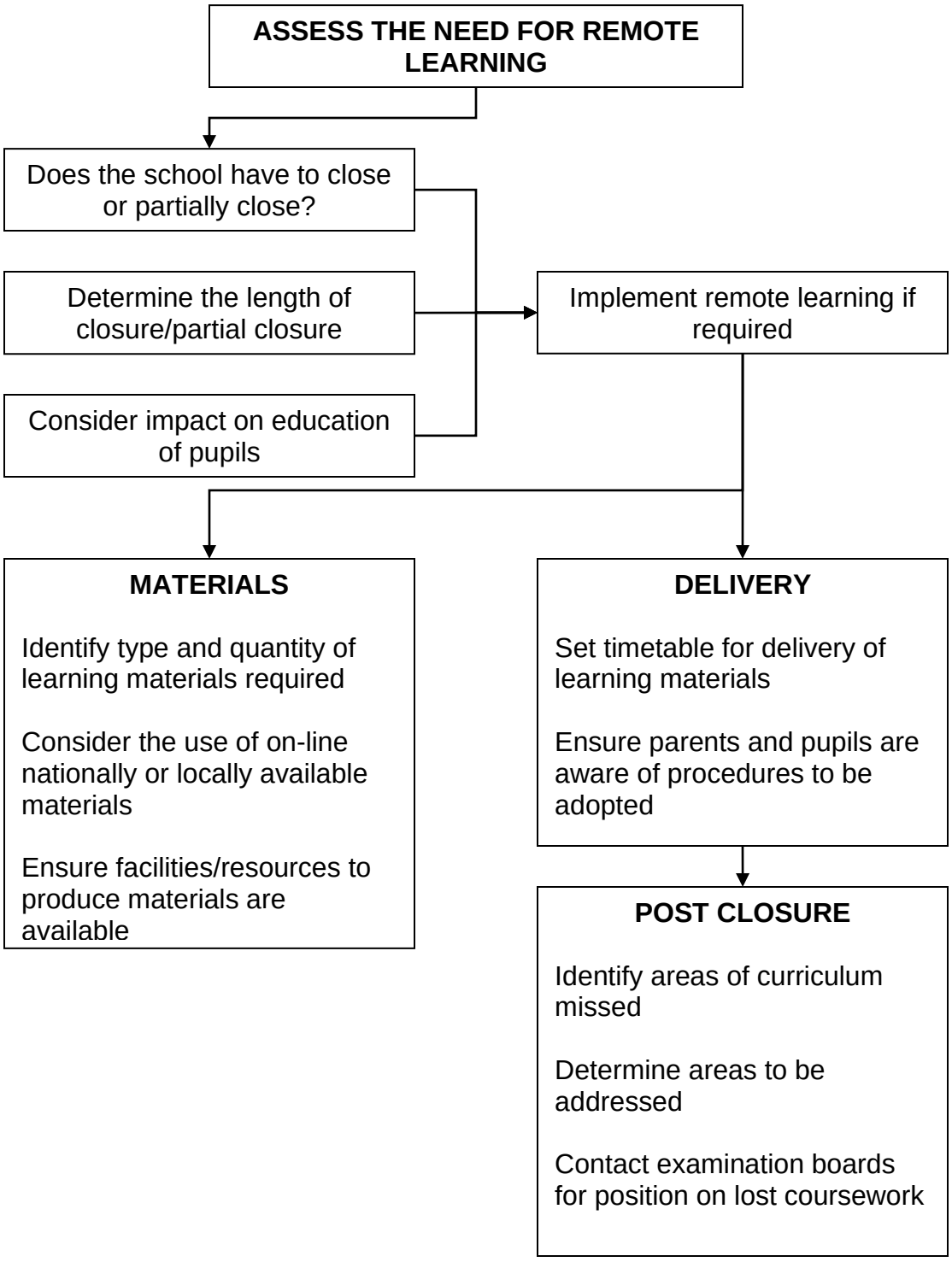
APPENDIX 5: SERVICE CONTINUITY CONSIDERATIONS AND ARRANGEMENTS

ITEM	RESOURCE	CONTINGENCY REQUIREMENT		
		SHORT TERM	**MEDIUM TERM**	**LONG TERM**
Staffing loss	Head Teacher	Deputy Head	Deputy Head	Recruit new HT
	Teaching Staff	Other St Cyprian's staff or agency staff	Agency staff	Recruit permanent staff
	Teaching Assistants	Other St Cyprian's staff or agency staff	Agency staff	Recruit permanent staff
	Administrative support staff	Other St Cyprian's staff or agency staff	Agency staff	Recruit permanent staff
	Other staff	Other St Cyprian's staff or agency staff	Agency staff	Recruit permanent staff
	Site manager	Caretaker	Agency / Interserve	New site manager
Premises	Damage/denial of use of general classroom and/or associated contents	Use alternative location within St Cyprian's, if appropriate. In the event of total loss of site refer to medium term measures.	Agreement currently in place to use Downsview Primary school facilities. Contact Head teacher, Ms Pugh – 020 8764 4611 ***For school address details refer to page 31***	Agreement currently in place to use Downsview Primary school facilities. Contact Head teacher, Ms Pugh– 020 8764 4611 ***For school address details refer to page 31***
	Damage/denial of use of administrative areas and/or associated contents	Use alternative location within St Cyprian's		
	Damage/denial of use of some common parts (eg hall for examinations)	Use alternative location within St Cyprian's		
	Loss of utilities (gas, electric, water)	Seek resolution from utility company (& SIMT to consider impact of loss)	Seek resolution from utility company	Seek resolution from utility company
Catering	Failure of catering facilities	Agreement in place for catering facilities in nearby school to be used in the interim. St Joseph's R.C Infant school ***For school address details refer to page 31***	Agreement outlined in short term, in place until service within the school returns.	Agreement outlined in short term, in place until service within the school returns.

ICT	Loss of telephony system	Text service/web site/letters home	Text service/web site/letters home/different telephone provider	Text service/web site/letters home/different telephone provider
	Loss of IT servers/software - School records & Financial data.	IT data backed up on a second server located onsite. Damage mitigated unless there is total damage to premises.	Admin and finance data backed up via LGFL online backup services. Therefore school files can be accessed remotely. Teaching staff are able to send curriculum data to self via email.	Admin and finance data backed up via LGFL online backup services. Therefore school files can be accessed remotely. Teaching staff are able to send curriculum data to self via email.
	Loss of IT hardware	Ensure sufficient insurance cover to re-purchase.	Ensure sufficient insurance cover to re purchase	Replacement through Reserves
Cleaning	No cleaning staff available	Alternative contractor/site manager to cover if required on a temporary basis.	Alternative contractor	Alternative contractor
Records	Loss or damage to administrative records	All records should be kept in fireproof filing cabinets/records on SIMS	All records should be kept in fireproof filing cabinets/records on SIMS	All records should be kept in fireproof filing cabinets/records on SIMS

APPENDIX 6: REMOTE LEARNING PLAN

Remote learning may be a requirement should the school site, or alternative physical location, be unavailable during normal school hours. Consideration will need to be given by SIMT for those students who are unable to access on-line learning tools.



APPENDIX 7: CONTENTS OF 'GRAB BAG'

The Grab Bag is located in the Office and should be collected by the Office Manager/Office Staff.

*(**Note**: this list is adaptable and should be amended once final contents are agreed with the Head Teacher)*

Section	Details
School Resilience (Emergency Planning & Business Continuity)	School Resilience Plan (plus spare copies of forms in Appendices)
Equipment and other items	First aid kit
	Laptop with wireless connection
	Stationery including permanent markers, clipboards, pens, blue-tac, pins, pencils and notebook paper
	Spare keys
	School site building/ floor plans
	Mobile Phone

APPENDIX 8: DEALING WITH THE MEDIA

***Note: INCIDENT LOG:** obtain facts and information - keep an on-going written record of events/actions – what/who/where/when? It is vitally important to write everything down as this information may be required at a later date as evidence at a public enquiry, in court etc.

- **Record all actions –** see above note*****
- **Nominate one person to deal with the media**, and ensure that all staff are aware of this arrangement. There will be pressure from the media wishing to talk to those directly involved.
- **Gain agreement** for ALL press statements from the Governing Body.
- **Seek advice/guidance from the Council's Press and Public Relations team** (020 8760 5644) who have experience of dealing with the media in crisis situations.
- If the **Metropolitan Police Service are involved**, and it is deemed a 'major incident', they will generally lead on the communications.
- **Brief reception/staff on known facts** and the information which can be released to callers.

Advice for nominated spokesperson

- **Stick to the facts**
  Do not give any fact unless you are certain it is correct.
- **Be sympathetic**
  "Our thoughts are with etc ……."
- **Do not speculate or apportion blame**
  Your interpretation or understanding may be exaggerated or quoted as hard fact.
- **Do not allow yourself to be distracted from the main point of any statement**
- **Try to avoid "no comment" -** unless the question relates to legal/criminal matters. It can be taken as an unhelpful, negative answer as in "refused to comment".
- **Do not be afraid to say "I don't know"**
  Try to obtain an answer for a later response.
- **Tell the truth**
- **Have confidence in yourself and your command of the situation in order to take a positive attitude towards the media**

Questions that will need answering

- What happened, when and where?
- Are there any injuries or fatalities?
- How many pupils/staff were present when the incident happened?
- Has everyone been accounted for?
- What action is being taken?
- What advice do you have for next of kin/local residents?
- When will normality be restored?