



Business Continuity Plan 2026-27

Plan Custodian: person responsible for updating the plan. Name, Position and contact details.	Director of Business and Operations – post holder tbc
Issue Date: date last issued	October 2022
Review Date: date review due (1 year maximum)	Spring 2026
Location: places where plans are located and names of those who hold them. At least 1 copy must be held off-site.	1 Heads Office
	2 Director of Business Office
	3 Finance Office
	4 School ICT Network Manager Office

IF YOU ARE DEALING WITH AN EMERGENCY RIGHT NOW GO
TO [BUSINESS CONTINUITY ACTIONS](#)

SECTION 1: Introduction

The purpose of the business continuity phase of the response is to ensure that **critical** activities at St John Bosco College are resumed as quickly as possible and/or continue to be delivered during the disruption. This may involve activation of one or more of the business continuity strategies to enable alternative ways of working. During an incident, it is unlikely that all resources will be available; it is therefore likely that some “non-critical” activities may need to be suspended at this time.

1.1 Risk Assessment

Prior to the plan being activated, a risk assessment must be carried out and key services, essential equipment and essential data (both electronic and paper records) must be identified. Use Appendices 1 to 5 to complete these processes.

1.2 Circumstances

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

Examples of circumstances triggering activation of this Plan include:

- Loss of key staff or skills e.g., above normal levels of absenteeism due to illness or other scenarios such as severe weather, transport disruption
- Loss of critical systems e.g., ICT failure, power outage
- Denial of access, or damage to, facilities e.g., loss of a building through fire or flood, an external emergency with the School in the Emergency Service's cordon preventing access, severe weather scenarios or utilities failure
- Loss of a key resource e.g., an external supplier/partner vital to the delivery of a critical school activity such as a catering provider or any providers of transport e.g., for SEN pupils
- Pandemic

1.3 Responsibility for Plan Activation

A member of the nominated **School Incident Management Team** will normally activate and stand down this Plan.

1.4 Escalating a Serious Incident

All serious incidents should be reported to the Director of Education & Social Services via **020 8871 7974**. If the incident is deemed to be of a 'critical' nature, the Corporate Emergency Plan will be activated and other Council Services notified to respond as appropriate.

All incidents affecting the physical infrastructure of the School should be reported to Education Planning & Resources on **020 8871 5747**. The Council will then take appropriate action to support the School's response to an incident in terms of activating other Council Services and partner agencies as required.

Contact Details at the Local Authority	Tel. No
Ana Popovici	
Deputy Chief Executive and Executive Director of Children's Services	020 8871 7891
Email: ana.popovici@RichmondandWandsworth.gov.uk	
Lisa Fenaroli	
Assistant Director of Education	020 8871 8794
Email: lisa.fenaroli@richmondandwandsworth.gov.uk	
Gary Hipple	
Assistant Director of Children's Support Services	020 8871 8378
Email: gary.hipple@richmondandwandsworth.gov.uk	

1.5 Activation Process

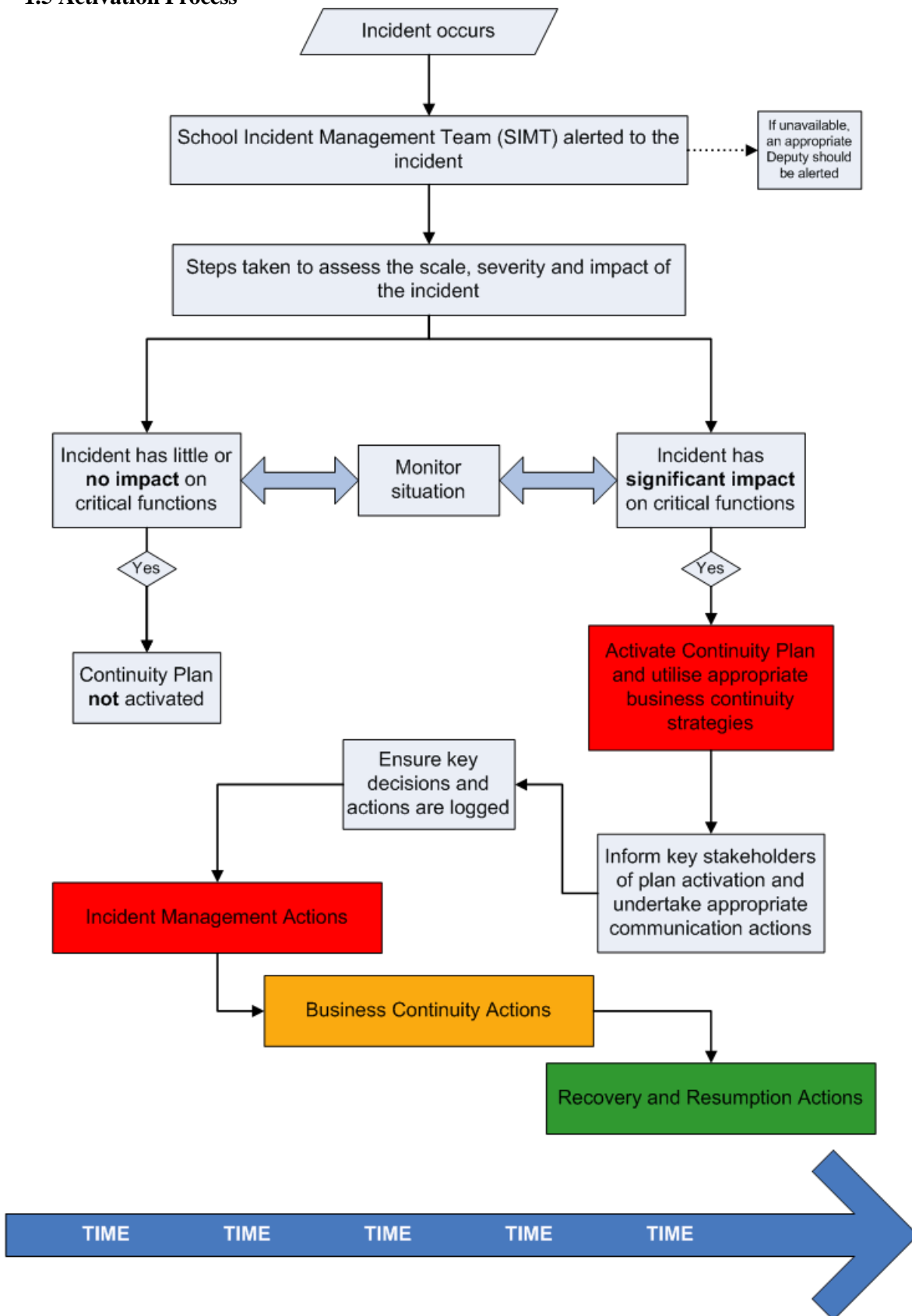
David Sharp	
Director of Property Services	020 8487 5108
Email: David.Sharp@richmondandwandsworth.gov.uk	
Lewis Brunton	
Children's Support and Contracts Manager	020 8871 7992
Email: lewis.brunton@richmondandwandsworth.gov.uk	

Charlie Masson Smith	
Press Officer	020 8871 6173
Email: Charlie.Masson-Smith@RichmondandWandsworth.gov.uk	
Debbie Western Emergency Planning and Business Continuity Lead Email: debbie.western@RichmondandWandsworth.gov.uk	020 8871 5747
24 hours Emergency Control Centre (WEC)	020 8871 7490
Emergency Planning Unit	020 8817 5747
Schools & Community Psychology Service	020 8871 8744
Education Welfare Service	020 8871 8306
School Inspectors	
Primary Schools:	020 8871 7608
Secondary Schools:	020 8871 8790

Public Affairs (press office)	020 8871 8902
Transport Manager	020 8871 8015
Association of Teachers and Lecturers (ATL)	020 7930 6441
GMB	020 8202 8272

NAHT	01628 524 087
NASUWT	020 7490 6130
NUT	020 8846 0600
Association of School and College Leaders	0116 299 1122
UNISON	0845 355 0845

1.5 Activation Process



Section 2: Business Continuity Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? <i>(tick/cross as appropriate)</i>
1.	Identify any other stakeholders required to be involved in the Business Continuity response	Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities, this may require the involvement of external partners	<input type="checkbox"/>
2.	Evaluate the impact of the incident	<p>Take time to understand the impact of the incident on ‘business as usual’ School activities by communicating with key stakeholders to gather information.</p> <p>Consider the following questions:</p> <ul style="list-style-type: none"> ▪ Which School activities are disrupted? ▪ What is the impact over time if these activities do not continue? ▪ Would the impact be: <ul style="list-style-type: none"> ○ Manageable? <input type="checkbox"/> ○ Disruptive? <input type="checkbox"/> ○ Critical? <input type="checkbox"/> ○ Disastrous? <input type="checkbox"/> ▪ What are current staffing levels? ▪ Are there any key milestones or critical activity deadlines approaching? ▪ What are your recovery time objectives? ▪ What resources are required to recover critical activities? 	<input type="checkbox"/>
3.	Plan how critical activities will be maintained, utilising pre-identified or new business continuity strategies (See Section 5.3)	Consider:	<input type="checkbox"/>

Section 2: Business Continuity Actions

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Section 2: Business Continuity Actions

		<p>Produce an action plan for this phase of response.</p>	
4.	Log all decisions and actions, including what you decide not to do and include your decision making rationale	Use the Decision and Action Log to do this. <i>The log template can be found in Appendix A</i>	<input type="checkbox"/>
5.	Log all financial expenditure incurred	<i>The Financial Expenditure Log can be found in Appendix D</i>	<input type="checkbox"/>

Section 2: Business Continuity Actions

6.	Allocate specific roles as necessary	Roles allocated will depend on the nature of the incident and availability of staff	<input type="checkbox"/>
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	ACTION	FUTHER INFO/DETAILS	ACTIONED? <i>(tick/cross as appropriate)</i>
7.	Secure resources to enable critical activities to continue/be recovered	Consider requirements such as staffing, premises, equipment, ICT, welfare issues etc.	<input type="checkbox"/>
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. Staff, Parents/Carers, Governors, Suppliers, Local Authority, Central Government Agencies etc.	<input type="checkbox"/>

2.1 Business Continuity Strategies

Some of the risks identified in the Risk Analysis (Appendix 1) can be reduced/mitigated by having business continuity strategies in place. Use the table below to consider some of these strategies.

Risk Identified	Mitigation	Further Information (details of who would provide the resource, contact details etc)
Loss or shortage of Staff or skills	Use of temporary staff e.g., Supply Teachers, Office Staff etc.	Supply Agencies
	Multi-skilling and cross-training to ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence e.g., maternity leave	Teacher planning stored on network; remote access available. SLT/HODs meetings ensure staff work collaboratively and know what is happening week to week. Whole staff briefing. Curriculum overview maps available on network.
	Using different ways of working to allow for reduced workforce, this may include: <ul style="list-style-type: none"> Use of Teaching Assistants, Learning Mentors etc. 	SLT to coordinate SLT/HODS to ensure pre prepared educational resources are available for their Departments.

	<ul style="list-style-type: none"> • Virtual Learning Environment opportunities (Office 365, online resources, Arbor Parent APP) • Pre-prepared educational materials that allow for independent learning • Team activities and sports to accommodate larger numbers of pupils at once 	
	Suspending 'non critical' activities and focusing on your priorities	To be coordinated by Head/SLT
	Using mutual support agreements with other Schools (To be coordinated by Head/SLT
	Ensuring Staff management issues are considered i.e., managing attendance policies, job description flexibility and contractual requirements etc.	To be coordinated by Head/SLT
Arrangements to manage denial of access to your premises or loss of utilities	Using mutual support agreements with other Schools	
	Pre-agreed arrangements with other premises in the community i.e., Libraries, Leisure Centres, Colleges, University premises	Salesian House, Sacred Heart Parish Church
	Virtual Learning Environment opportunities (use of pages on website)	Office 365, online resources, Arbor Parent APP,
	Localising the incident e.g., isolating the problem and utilising different sites or areas within the School premises portfolio	Facilities Manager & SLT

	Off-site activities e.g., swimming, physical activities, school trips	Use of Battersea Park
Loss of technology / telephony / data / power	Back-ups of key school data e.g., CD or Memory Stick back-ups, photocopies stored on and off site, mirrored servers etc.	Please see refer to Appendix 4
	Reverting to paper-based systems e.g., paper registers, whiteboards etc	<p>School office has master sets of</p> <ul style="list-style-type: none"> • paper register (printed termly) • parent contact lists (printed termly) • staff contact lists (printed termly) <p>School can use Arbor to communicate with parents and have a dedicated mobile phone (07979 375 822) as well as a backup line (0207 738 1867)</p>
	Flexible lesson plans	Teachers to keep printed lessons plans in class folder
	Emergency generator e.g., Uninterruptible Power Supply (UPS)	The school has Uninterruptible Power Supply (UPS) on the admin and curriculum server
	Emergency lighting	The school has emergency lighting which can last for 3hours
Loss of key suppliers, third parties or partners	Pre-identified alternative suppliers	LA has a list of suppliers

	Ensuring all external providers have business continuity plans in place as part of contract terms	
	Insurance cover	School has buildings, contents and public liability insurance
	Using mutual support agreements with other Schools	
Access to safe in the absence of Key Personnel	Safe Codes	Director of Business and Operations, Finance Officer and Finance Assistant has access to the safe code

Section 3: Stand down and Recovery Actions

	ACTION	FUTHER INFO/DETAILS	ACTIONED? (tick/cross as appropriate)
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	<input type="checkbox"/>
2.	Respond to any on-going and long-term support needs of Staff and Pupils	Depending on the nature of the incident, the School Incident Management Team may need to consider the use of Counselling Services	<input type="checkbox"/>
3.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff are aware that the business continuity plan is no longer in effect. This will be done using Arbor	<input type="checkbox"/>
4.	Carry out a 'debrief' of the incident with Staff (and possibly with Pupils). Complete a report to document opportunities for improvement and any lessons identified	The incident de-brief report should be reviewed by all members of the School Incident Management Team and in particular by the Business Continuity Coordinator to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the School.	<input type="checkbox"/>
5.	Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan. Ensure any revised versions of the Plan is read by all members of the Business Continuity Team	<input type="checkbox"/>

Appendix 1:
IDENTIFYING, EVALUATING AND MANAGING RISKS
GUIDANCE FOR COMPLETING THE RISK MATRIX:

LEGEND	
I	Impact
P	Probability
I x P	Risk Rating

To establish your risk rating, it is necessary to multiply the perceived consequence (or impact) of the risk (score 1 - 5) with the perceived likelihood (or probability) of that risk occurring (score 1-5). Please see tables below for guidance on risk rating scores.

Impact (or Consequence)	
5 - Major	The risk has a Major impact if realised
4 – Significant	The risk has a significant impact if realised
3 – Moderate	The risk has a moderate impact if realised
2 – Minor	The risk has a minor impact if realised
1 – No consequence	The risk has no consequence impact if realised

Probability (or likelihood)	
5 - very likely	The risk will emerge
4 – Likely	The risk should emerge
3 – Unlikely	The risk could emerge
2 – Very Unlikely	The risk is unlikely to emerge
1 – impossible	The risk will not emerge

Score	Risk Description	Action Required
2 5	Extreme Risk	<ul style="list-style-type: none"> ▪ Immediate escalation to Head-teacher for risk control activities
20 - 15	High Risk	<ul style="list-style-type: none"> ▪ Risk to be actively managed with appropriate risk control activities
12 - 6	Medium Risk	<ul style="list-style-type: none"> ▪ Take appropriate action to manage the risk
5 and below	Low Risk	<ul style="list-style-type: none"> ▪ Risk to be removed from register with monitoring activity to assess changes in risk rating

	Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
1.	Pandemic or epidemic e.g. influenza virus, meningitis	4	3	12	<ul style="list-style-type: none"> • Staff Absence Policy • Use of Supply Teachers • Teaching of good hygiene to staff and pupils • Follow Health Protection Agency (HPA), NHS and Central Government 	<p>Availability of online teaching resources in event of school closure</p> <p>Use of school website & Arbor to communicate with parents</p> <p>Continued CPD</p>	<p>Deputy Head</p> <p>Director of Business and Operations</p>
2.	Severe weather events e.g. high winds, snow, heat wave, drought	4	3	12	<ul style="list-style-type: none"> • Advice staff to ensure themselves and pupils remain in the building if necessary. • Keep away from high risk areas • Follow Meteorological guidance for severe weather • Availability of necessary equipment, to ensure public paths and external areas are safe to use • Consultation with Council Arboriculture Officer • Ensure BMS system is operating effectively to maintain satisfactory internal climate 	<p>Availability of online teaching resources in event of school closure</p> <p>Use of school website & Arbor to communicate with parents</p>	<p>Facilities Manager</p> <p>Deputy Head</p>

	Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
3.	Power outage	4	3	12	<ul style="list-style-type: none"> • Emergency Lighting • Emergency Action Plan • Hard copies of Pupil Emergency Contact Information are printed termly • UPS which last for 30mins to allow shut down and communication with parents 	Dedicated Phone (07979 375 822) Number which is given to parents as a contact number should telephone or power failure occur	Facilities Manager
4.	Utilities disruption e.g. gas, electricity or water supply	4	3	12	<ul style="list-style-type: none"> • Emergency Lighting • Hard copies of Pupil Emergency Contact Information are printed termly • UPS which last for 30mins to allow shut down and communication with parents • UK Power Networks Gas 0800 028 0247 (or 0333 202 2022 from a mobile phone) • UK Power Networks Electric: 0800 3163105 • Thames Water: 0800 316 9800 	Availability of online teaching resources in event of school closure Dedicated Phone Number which is given to parents as a contact number should telephone or power failure occur	Facilities Manager
5.	Telephony failure	3	3	9	<ul style="list-style-type: none"> • Arbor email and texting service via the school IT Network 	Back Up Line (020 7738 1867) Dedicated Phone (07979 375 822) and other staff work mobiles	Student Services
6.	Fire affecting the School premises	4	3	12	<ul style="list-style-type: none"> • Fire Risk Assessment carried out annually 		Facilities Manager

	Risk Description	I	P	Risk Rating	Risk Control(s)	Additional Controls Required (if any)	Lead for Risk Control Activities
					<ul style="list-style-type: none"> Weekly testing of alarm call points Fire equipment serviced annually Termly Fire Drills Training for fire marshals Evacuation Plan Reviewed Annually 		
7.	Mass staff absence e.g., industrial strikes, lottery syndicate	4	3	12	<ul style="list-style-type: none"> Use of Supply Teachers (not for strike) 		Director of Business and Operations Headteacher
8.	Transport disruption	3	4	12	<ul style="list-style-type: none"> Use of Supply Teachers Knowledge of staff proximately to school 	Action Point Purchase one day parking permits Liaise with Salesian Community for emergency use of carpark	Director of Business and Operations
9.	Violent extremist activity on School premises	5	2	10	<ul style="list-style-type: none"> Panic button in reception and student services office Policy on Lone Working Emergency Procedure Reviewed Annually Lockdown Drills 	New Policy introduced October 2017, for Lockdown in event of violent extremist activity	Headteacher SLT Facilities Manager

Appendix 120
KEY SERVICES THAT MUST BE MAINTAINED

- List in priority order the essential functions that the school/establishment perform and if possible, include the Statutory Duty that applies to the function.
- State in the first column if the function is critical at a particular period.
- The third column is to indicate how many staff would be required in the first week following an emergency to provide that function at a minimum level of service.

<i>Essential Functions</i> State any critical times of year	<i>Statutory Duties</i> Include timeframes	<i>No Of Essential Staff Needed FIRST WEEK</i>
Attendance Records AYR	Records must be provided to LA	Student Services
Security of premises AYR	The premises must be secure at all times	Facilities Manager
Safety of Environment AYR	School must ensure that school is safe for use	Facilities Manager
Ability to contact parents and for parents to contact the school AYR	Parents must be contactable at all times in cases of emergency (paper list in case where no Network is available). Working phone is required for communication in and out of the school.	Student Services
Access to food AYR	School will need to ensure that they can provide enough food for pupils entitled to free school meals.	1
Minimum amount of space required for whole school AYR	The school would require the use of 24 classrooms and two offices and a reception area to receive members of the public	31 (including adequate first aiders)
Provide adequate education AYR	Staff to ensure school is functional	31 (including adequate first aiders)
Running water AYR	The school will need to ensure running water is available	Facilities Manager
Toilet facilities AYR	The school will need to ensure adequate toilet facilities are available across two floors.	Facilities Manager
First Aid AYR	Ensure that there are adequate number of first aiders in the school	Director of Business and Operations

Appendix 121:
Essential Equipment

Use this form to summarise the minimum resources that your school/establishment will require to run the essential services assuming an incident prevents access to the normal place of work. This can be broken down by room, class, area, building or a single column for the whole school.

Resource		Requirement
Number of staff:		
<input type="checkbox"/> Administration		4
<input type="checkbox"/> Teachers		24
<input type="checkbox"/> Other (please state)		Head teacher, Facilities Manager
Number of classrooms:		
<input type="checkbox"/> Basic		24
<input type="checkbox"/> Specialist (please state)		6
Number of desks and chairs:		
<input type="checkbox"/> Office desks		6
<input type="checkbox"/> Classroom desks		15 in each (classroom.)
<input type="checkbox"/> Office chairs		6
<input type="checkbox"/> Classroom chairs		668 plus 24 teacher chairs
<input type="checkbox"/> Specialist desks and chairs (please state)		3 Specialist desk
Telephone requirements (number of units):		
<input type="checkbox"/> Normal office phones		6
<input type="checkbox"/> Mobile phones		2
<input type="checkbox"/> CB Radios		6
Equipment:		
<input type="checkbox"/> Office (e.g., fax machines, shredders)		Photo Copier/Scanner
<input type="checkbox"/> Classroom (e.g., whiteboards)		Books Pencils Portable projectors Paper
Wheelchair access requirements		3

Special provisions e.g.:	
<input type="checkbox"/> Confidential interview area.	1
<input type="checkbox"/> Floor loading for a safe.	1
<input type="checkbox"/> Secure area.	1
<input type="checkbox"/> Additional power.	
<input type="checkbox"/> Goods/in out provision.	
<input type="checkbox"/> Other	
Storage space (sq meters)	
Hardware and Networking requirements:	
<input type="checkbox"/> Number of networked workstations.	6
<input type="checkbox"/> Number of local PCs	
<input type="checkbox"/> Access to other systems.	
<input type="checkbox"/> Printing requirements. <ul style="list-style-type: none"> • Printing requirements. 	2 printers
Other essential equipment	Exercise Books Pencils and rubbers First aid kits Hi-Vis High power PC (As temporary server) Networking equipment Wireless 4G dongles

Appendix 4

ESSENTIAL IT INFORMATION

Use this form to list the minimum systems or applications that your school/establishment will require to run the essential services assuming an incident prevents access your normal PC and Servers and those that would have to be reconstructed. Entries may include Email, Internet, systems, applications, spreadsheets, databases etc. “Required By” is to identify the maximum length of time before the system is required. “Backups” is the person/group who takes regular backups of the data.

Essential Systems/Application.	Required by (Hours/Days)	Min. Number Of Users Requiring Access.	Who Takes Backups	Function(S)	Availability Agreed With
Microsoft Office Package	1 day	30	eduthing	Word – Letters /lessons etc Email Spreadsheets / lessons admin	eduthing
Arbor	1	30	Arbor back up to AWS and on physical server	Pupil Database (required for day to day and statutory returns)	Arbor and IT Support Team
Internet	1	30	N/A	Emails, Arbor, School Website /	Mobile Hot Spot Options for Internet Use

				online applications/sites e.g. S2S, HR, egress	
Server	1	30	eduthing on External Hard drive & Iland	Whole school backup	eduthing
Intra/ Network	1	30	eduthing	Planning / shared documents	eduthing
SJBC System documents	IT Support Team	1	Network Manager	Setups and Guides for whole IT system	Director of Business and Operations /Headteacher

Back up Details

Where are backups held?	2 Backups onsite Online backup with Iland		Network Manager
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Appendix 5

PAPER BASED RECORDS

Please record here any vital paper-based records which are not on the computer network. Vital documents = those which if lost would prevent or severely impair the school's/department's ability to deliver a service, expose it to greater risk of litigation or achieve essential business objectives. These documents are likely to be those where it is not possible to replace in whole or part the information contained in them.

Document Type	Location	Duplicated?	Where Are Duplicates Held?
Receipt Books	Finance Office & Store Room 3 rd floor	No	
Finance Records to 2024/25 (invoices. Orders) 2025/26 – electronic files on Access Finance System	2025/26 Finance Office. Store Room 3 rd Floor 2025/26	Part	FMS Access Finance System
Pupil Files	Student Services Archive room Ground Floor	Part	Arbor
Staff Files	Archive room	Part	Arbor, Y:drive
Governor Files	Heads PA Office G10 Finance Office	Part	G:drive, Y:drive; with Clerk offsite
Pupil Medical Records	Student Services Savio SENCO office	Part	Arbor
Incident Folder	Finance Office	Yes	Y: drive

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