

Saint Francis Xavier Catholic Sixth Form College

College Continuity Plan 2026

Audit control

Plan Created	Policy Owner	Governors Committee	Policy Overview	Version	Date of next review
01/12/2021	Principal	F&RC	Principal	2.0	01/08/2025

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Version Control

Version	Author	Summary of Changes	Date
1.0	Graham Thompson	Policy Created	01/12/2021
2.0	Jonathan Hitchinson	Re format and review	01/11/2023
3.0	Graham Thompson	Re-format; Review; Personnel updates	21/01/2026

Introduction

College Continuity Plan

The College Continuity Plan is a document which outlines how the College would continue to operate in the event of both a serious crisis or short-term closure and all members of staff are therefore asked to familiarise themselves with the content of the plan.

It should also be noted that the Continuity Plan is a general document, outlining the way in which the College will approach a short or long-term crisis, set-back or system failure. As such, it is supported by a range of more detailed plans at department level.

e.g.

- IT disaster management plan
- Fire risk procedures
- Health & Safety procedures etc.

These documents should be consulted as appropriate to the needs of the 'continuity' situation.

Objectives

The two main objectives of this Continuity Plan are:

- To avert, or to minimise the effects of a disaster.
- To bring the College back into full operation with minimum disruption.

Legislation and guidance

This document is based on guidance from the Department for Education (DfE) on [emergency planning and response for schools](#) and [school security](#). It also complies with the following statutory guidance and legislation:

- [Keeping Children Safe in Education](#)
- [Health and Safety at Work Act 1974](#)
- [Management of Health and Safety at Work Regulations 1999](#)

The Crisis Management Team (CMT) & Management of an Incident

The CMT has ultimate responsibility for the development, implementation and monitoring of the Continuity Plan.

The Role of the Crisis Management Team

To manage a major incident by:

- Implementing alternative strategic arrangements contained within Departmental Emergency/Disaster Recovery Plans, Business Interruption Plans or College Health and Safety Policies. E.g. Bomb Threat, Power Failure/ IT failure etc.
- Ensuring statutory compliance with regard to RIDDOR (see College RIDDOR Policy available on the Staff Shared Area)
- Ensuring adequate resources are available to implement emergency plans
- Informing where applicable:
 - ❖ Chair of Governors and Governing Body
 - ❖ Diocese
 - ❖ Parents or next of kin
 - ❖ Insurance Company
 - ❖ Department for Education
 - ❖ Wandsworth LA
 - ❖ Media
 - ❖ Police
- Organising assistance for parents to visit hospital etc.
- Enlisting the help of trained counsellors for stress or bereavement support
- Instructing lawyers
- Maintaining adequate records

Specific Responsibilities of the Crisis Management Team

Principal:

- To oversee and facilitate the action plan.
- To disseminate information via the media.
- To report under RIDDOR (in accordance with RIDDOR policy).
- To inform appropriate bodies or HR.
- To appoint lawyers.

Estates Manager and Health & Safety Compliance Officer:

- To isolate and make safe building services.
- To prevent unauthorised access to areas of danger.
- To liaise with emergency services and specialist contractors.
- To procure temporary buildings; services or alternative accommodation.
- To appoint building consultants/surveyors.
- To report to the HSE under RIDDOR (In accordance with RIDDOR policy).

Associate Principals / Director of Finance and Resources:

- To assist with the recovery process by assuming specified delegated tasks as determined by the Team Leader or Deputy Team Leader.

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Assistant Principals:

- To implement pre-determined departmental emergency plans and to deputise, as appropriate, for Associate Principals.

Clerk to the Governors:

- To keep the Chair of Governors and Governors informed.

Director of Finance & Resources:

- To set up emergency budgets and to monitor spending

HR Manager:

- To liaise with all teaching and support staff areas as required.
- To record news bulletins and information regarding the current crisis on the college telephone answering service.
- To activate 'call divert' on the college telephone system.
- To respond to diverted telephone calls made to the college (Clerk to Governors as back up)

Director of Marketing and Admissions

- To relay written communication regarding the current crisis to the website and eST Dashboard managers.

The Crisis Management Team Details

Name	Title	Areas of Responsibility	Ext.	Home/ Mobile Telephone
Graham Thompson	Principal	Team Leader	6001	07889 757516 07464 592519
Suzanne Higgins	H&S Compliance Officer	H&S/ Business continuity	6102	07852735741
Ciaran Graham	Associate Principal	Ethos & Student Welfare	6047	07771 680639 0208 653 2918
Karen Foan	Associate Principal	Curriculum / MIS/ Exams	6030	07760 272576
Margaret Searle	Director of Finance and Resources	Estates/ Finance / Cross College support staff functions (SSMC)	6075	07753 608243 0208 673 0008
Kier Hull	Assistant Principal	Student Welfare	6095	07980 043267
Anna Griffiths	Assistant Principal	Curriculum	6065	07779 041049
Jessica Hardy	Director of Behaviour and Attitudes	Student Welfare	6329	07742 134820
Tom Worms	Director of Personal development	Student Welfare	6055	07533 368007
Katy Townsend	Associate Assistant Principal	IT/ Digital	6097	07710 019563
Siobhan Flint	Associate Assistant Principal	Curriculum	6066	07885 644095
Tom Spindler	Associate Assistant Principal	Curriculum	6026/ 6312	07729 207829
Anna Mason	HR Manager	Human Resources	6094	07840 362730
Louisa Yena	MIS Manager	MIS	6082	07776 255288
Zaber Kiyani	RM	IT		07500882627
Ana Trahlo	Head of Exams	Examinations	6080	07584 576160
Mark Preece	Estates Manager	Building/Engineering etc.	6017	07841 679426
Clare Baskott	Clerk to the Governors	Informing Governing Body Commercial Services		07806 446865

The Crisis Management Team may co-opt or invite other key staff as required.

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Other Key Staff

Name	Title	Ext.	Home/mobile Telephone
Witold Daszkiewicz	Deputy Estates Manager	6018	07720 840510
Andrew Mitchell	Head of Marketing and Communications	6008	07740 435165
Emma Thompson	Nursery Manager	6056 /6116	07989 580776
Franklyn Sonoiki	Security Guard	6018	07984 654481

Effects of a Major Incident

- The inability of the College to meet its contractual obligations to deliver its teaching programme to students and/or external fee-paying clientele.
- Prosecution and litigation
- Adverse publicity

Types of Major Incidents

Large-scale incidents that should be considered significant include:

- Loss of key staff
- Fire
- Flood
- Explosion
- Serious adverse weather condition
- Vandalism
- Sabotage
- Theft
- Cyber breach leading to loss of IT/MIS Loss of confidential information/Data Protection issue/GDPR
- Extortion
- Serious accident
- Serious Assault
- Armed or Dangerous Intruder
- Bomb Threat
- Pandemic
- Notifiable disease

In some instances, these incidents can be due to natural-causes e.g. severe weather, while in other cases, equipment failure, progressive deterioration or human error or involvement may be the cause. They have the potential to lead to the following losses, which are likely to have a major impact on the operation of the College.

Loss of:

- Control
- Expertise
- Buildings
- Equipment
- Facilities
- Data
- Personnel
- Reputation
- Funding
- Income

Critical Losses

Some departments and facilities are considered to be crucial to the functioning of the College in either the short or long time. They include:

Critical Buildings/Facilities	Critical Losses
Essential Building Services (Electricity, Water and Gas)	Power, Lighting, Heating, Hot Water Services, Catering, Security Systems and Fire Alarm System, Data Services and Communications, Passenger Lifts.
Integrated Student Services (ISS) /Foyer	Reception, ISS, Fire Alarm System, Public Address System, Intruder Alarm, Security Gates, Estates Department, Student Records, Lettings documentation
Principal's Office, Professional Services: HR Finance Department MIS Internal corridor ground floor,	Principal's Office, HR/Staff Records, Student Records (Physical Archives), Finance Department (Funding & Finance records) Commercial Services Governance Records Lettings Agreements Corporate contracts, Estates Office, Computer Server Room
MIS - College Information and Data system	College Information and Data system, ILR, Funding Claims
ALS Corridor (Ground Floor)	Historic Finance and Funding records
I.T. Rooms and Servers – Back up System	Communication systems
Examinations Department	Examination Papers/Store
Nursery	Loss of Income/Child Care Services

In some instances, the loss of individual rooms or services may not in itself be crucial; however, the loss of a number of similar facilities may constitute a crisis.

Risk Assessment

In order to minimise the possibility of a major incident occurring, the Associate and Assistant Principals, Director of Finance and Resources, Associate Assistant Principals, Heads of House and departmental managers shall ensure as far as is practicable, that any perceived risks have been determined, assessed and registered with the Health and Safety Compliance Office (SHi). There are also separate disaster recovery plans for key areas such as IT, and separate policies regarding 'safety and security' such as the student 'Search and Restraint' policy and the College 'Lock-Down' procedures which are updated regularly.

Responding to a Crisis

- Out of Normal Hours** – If the crisis concerns security of the college or the building fabric, e.g. fire or flood, the call is likely to be taken by a member of the Estates staff* via the alarm monitoring company or the police. The Estates staff member will assess the situation and contact the Estates Manager. If the Estates Manager is unavailable, the Estates staff member will contact either the Principal, Associate Principals or Director of Finance and Resources.

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- The Principal, Associate Principals, Director of Finance and Resources and Estates team shall maintain the home/mobile telephone numbers of all members of the CMT and in periods of College closure will have access to the Principal/ Associate Principals' 'rota of availability'.
- It should be noted that no member of the Estates Team or CMT is retained to be 'on call' during out-of-normal working hours, however the Associate Principals and Director of Finance and Resources operate several periods of holiday cover during the year and are committed, wherever possible, to attend the College in the event of a serious incident.

Statement of IT Disaster Recovery & Backup Management

- **Service Provider:** RM plc
- **Scope:** Managed IT Infrastructure & Data Protection
- "As the appointed Managed Service Provider (MSP) for St Francis Xavier Sixth Form College, RM plc assumes full responsibility for the management, monitoring, and maintenance of the College's data backup and restoration services. This managed service includes the daily verification of backup success, troubleshooting of failures, and the execution of data restoration requests ranging from individual files to full server recovery.
- In the event of a catastrophic infrastructure failure, cyber-incident, or significant service outage, RM plc will invoke its own internal **IT Disaster Recovery (ITDR) Policy**. This proprietary framework dictates the technical methodology, escalation paths, and recovery workflows required to restore critical systems. RM plc's ITDR procedures function as the technical execution arm of the College's wider Business Continuity Plan, ensuring that IT services are recovered in a controlled, secure, and prioritized manner to minimize operational impact."
- **Server Build Documentation:** To facilitate rapid recovery, RM commits to maintaining "server build documentation to enable networks to be restored to their latest configuration" in the event of a disaster.
- **ISO Certification:** RM's Assessment and Technology divisions are certified to **ISO 22301**, which is the international standard for Business Continuity Management Systems (BCMS).

Implementation Process and Action Plans

As soon as possible after a major incident the Principal will assess the situation to determine if the Continuity Plan needs to be put into effect.

If the Principal is no longer able to undertake the duties of the post, or is unavailable at the time of the incident, the Associate Principal Ethos and Student Welfare will 'deputise' as Team Leader until such time as the Principal returns or the Governors appoint a successor. If the Associate Principal, Ethos is unable to undertake these duties then team leadership will pass, in turn, to the Associate Principal Curriculum and then to the Director of Finance and Resources until the Principal or "Deputy" are able to resume overall responsibility.

The senior person present should follow the instructions below:

- Assess the situation and establish a basic overview of the incident
- Take immediate action to safeguard students, staff and visitors
- Ensure casualties are attended to and first aid is administered, if appropriate
- If appropriate, dial 999 for the emergency services and provide them with an overview of the situation. The emergency services notify each other of incidents but consider speaking directly to each organisation required. If in doubt dial 999
- Fetch any equipment that may prove useful (e.g. first aid kit; grab bag etc...)
- Log all communications and actions

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- Notify the crisis management team, as necessary.
- Refer to the list of emergency contact details for additional support, as necessary
- College closure should be a last resort so as normal operations can be maintained.

Evacuation & Emergency Action

The procedures for safe evacuation of the premises and the alerting of the emergency services are as set out in the College [Fire Policy](#) available on the [Staff Shared Area](#). This is also available as part of the published '[Health & Safety Policy](#)'.

SLT will be responsible for determining whether a full or partial closure of the college is necessary.

Immediate security of buildings and salvage arrangements

The Estates Manager will arrange for the immediate security of the damaged areas, including arranging for temporary cover of exposed areas and storage of furniture, equipment etc. The Estates Manager will also supervise all salvage and recovery work, bringing in specialist firms where necessary e.g. salvage of books, electrical and electronic equipment etc.

Suppliers and Contractors

The Finance Department is required to keep a list of suppliers who may make deliveries to or who service the College so that they may be contacted to advise their staff/suspend or redirect delivery of supplies if necessary. The Estates Manager maintains a list of Specialist Authorised Contractors who may be called upon to assist with refurbishment or emergency repairs.

Insurance

The Director of Finance and Resources shall notify the insurance company as soon as possible after the incident (and normally before any salvage work has begun).

Alternative Control Centre

Church of the Ascension - Malwood Road, Balham Hill, London SW12 8EN

Contact: Mike Addis (Curate) 020 8675 8626, mike.addis@ascensionbalham.org
ascensionbalham.org

Key Contact Lists

The HR Manager shall keep up-to-date contact lists (work & home phone numbers and addresses of individuals and next of kin) of all staff and should be able to access student records in case of an emergency.

Course Sponsors & Commercial Clients

The ISS manager will keep a list of course sponsors and commercial clients to be contacted in case of an emergency and will be responsible for communications with these clients and for negotiating any alternative arrangements.

Contact arrangements and emergency numbers

If the College or part of the College is closed with no immediate alternative accommodation available, then the staff and students affected shall be advised to stay at home. Staff and students are expected to seek regular information bulletins regarding the immediate situation by visiting the College Website or by dialling the College directly to listen to a recorded message which will relay up to date advice and instruction. If appropriate, The Team Leader will set up a help desk at the Control Centre where students and staff can talk to someone on the phone or in person during working hours. Enquiry staff should be ready to offer useful information e.g. telephone numbers of local hospitals, Cruse, and Samaritans etc. Key staff may need to be issued with temporary mobile phones.

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Internal Communications

The Team Leader will be responsible for the format and content of all internal communications to students and staff concerning the incident and its aftermath. Members of staff deputed to give out information should be well briefed, with a written statement provided to them by the Team Leader available for reference. A meeting of all staff should be arranged if possible on the same day to give information on the incident. Students should then be briefed in their class groups if appropriate. Questions should be answered as straightforwardly as possible. Only the facts should be presented, without speculation on the causes or consequences of the incident; in particular no blame should be attributed. If questions arise to which there are as yet no answers, this should be acknowledged honestly. Regular news bulletins should be issued, including up-to-date information on the location and contact numbers of all displaced staff and alternative teaching accommodation.

External Publicity

The Team Leaders (Principal, Associate Principals, Director of Finance and Resources) are the only nominated persons for media liaison. ***On no account shall any other member of staff contact the media without authorisation from the Principal or Chair of the Governing Body.***

The Clerk to the Governors will be kept abreast of developments in order to keep Governors up-to-date.

Alternative Accommodation

The Director of Finance and Resources and Estates Manager shall be responsible for procuring alternative accommodation. The Team Leader and Director of Finance and Resources will be responsible for assessing the amount and type of accommodation required, and the equipment needs. This information will be provided to the Estates Manager who may instruct Local Chartered Surveyors; he will also be responsible for any special storage and transport arrangements.

All furniture and equipment shall be clearly labelled prior to removal.

Office Re-scheduling

Where possible, alternative office space will be allocated to staff on the basis of priorities agreed by the Team Leader. Practical office reallocations if necessary will be the responsibility of the Associate Principal Curriculum and Director of Finance and Resources.

Examinations arrangements

[See appendices](#)

Temporary Staff

If temporary staff are required the HR Manager, should be contacted with all the relevant details so that they may contact an appropriate agency.

Counselling

If the incident has involved violence, injury, loss of life, or other stressful situation, the Team Leader will make arrangements for counselling advice to be available for staff and students via the College Chaplain, College Counsellor or other external agencies.

Extra Travel Costs

If students have to pay extra travel costs to attend another site, then arrangements will be made to provide assistance with these costs. The Finance Department will calculate the additional cost involved and arrange to make payments to students through the control centre.

Budget

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An emergency budget will be available to cover additional costs associated with the emergency. The Team Leader will have discretion to use this budget in consultation with the Director of Finance and Resources. The Director of Finance and Resources is responsible for making any necessary arrangements for bank overdraft or loan, pending settlement of insurance claims.

Incidents off-site

A log of off-site incidents, where relevant to issues of continuity planning at the College should be maintained by the Team Leader, Deputy Team Leader or members of the Crisis Management Team

Expressions of Sympathy

A representative from the College should visit the injured in hospital and fellow staff and students should be encouraged to send cards and messages.

Funerals

Burial rites will vary according to religious faith and family wishes. A number of faiths require funerals to take place within 24 hours of death. A member of staff should therefore be appointed to swiftly make enquiries about burial customs and determine if flowers are acceptable, and whether female and male representatives from the college, including students would be welcome to attend.

Assembly or Memorial Services

Consideration should be given as to whether it would be appropriate, following a suitable period, to hold a memorial service. It may also be appropriate to consider some lasting memorial, and/ or to mark anniversaries.

Monitoring

Staff should receive advice on how to look for signs that the distress caused by the incident is having a continuing effect on a member of staff or a student's performance. Staff and students should be asked to keep alert to differences in behaviour in one another and signal if they have any concerns that an individual may be suffering from stress related to an event. A member of staff should be designated to keep contact with anyone who has been injured to monitor their progress and re-entry into the College.

Record Keeping

The Team Leader shall ensure that an accurate written record of events is compiled for future reference. Each member of the CMT should be encouraged to keep a diary during the crisis that notes specific times that actions were instigated and completed. Diaries can then be used during team meetings to confirm specific action or instruction and help to provide crucial information for the final report.

Remote access to college network and online resources

Provided that the college IT network system is fully functional and the internet access is not disrupted, staff will be able to access the college system remotely. All teaching staff and support staff managers have an IPad which gives them access to Google Classroom for teaching and learning and other college resources such as est Dashboard

Online widely available resources

Accessible by the following URL links below and using any standard web browser:

Resources available:

- ❖ Google Classroom <https://www.google.com> internal/ external
- ❖ SFX Dashboard <https://portal.sfx.ac.uk> external only

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- ❖ SFX Webmail <https://webmail.sfx.ac.uk> internal / external

VPN access

The following staff have full VPN access:

Graham Thompson, Principal
Ciaran Graham, Associate Principal
Karen Foan, Associate Principal
Mark Preece, Estates Manager
Suzanne Higgins, Health and Safety Compliance Officer
Margaret Searle, Director of Finance and Resources
Anna Mason, HR manager
Ana Tralhao, Exams manager
Katy Townsend, Associate Assistant Principal (IT)
Louisa Yena, MIS manager
Jocelyn Allan, MIS officer
Tony Smith, External Software developer
Andrew Mitchel, Director of marketing and admissions
Eve Preece, ISS manager
Clare Baskott, Clerk to the governors

Resources available:

- ❖ SFX Dashboard
- ❖ SelectHR
- ❖ User documents
 - User Home Drive
 - Department Private Folder
 - Department Public Folder
 - Admin Folders

Management of Short-Term College Closures

The College may be disrupted due to events outside of our control, which will necessitate closure for part of a day or more. Such events include:

- Power failure
- Water failure
- Failure of Heating Services
- Severe snow or other hazardous weather conditions
- Serious Security risk
- Other

Information to staff and students regarding the current situation will be relayed via the college answer phone service and College website.

During these times, most staff will be sent home or requested to stay at home until further notice. However, it may be necessary to call on a number of key staff, and/or other members of the Crisis Management

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Team to remain at or attend college to help oversee the remedial action and to maintain essential services as determined at the time.

Key Staff required to attend (if reasonably practicable) under such circumstances may include members of the following departments, though this list is not exhaustive and particular arrangements will be made on the day or as conditions dictate.

- Members of the CMDC
- Estates (Full time staff only)
- Examination Staff
- IT Technical Services (RM)
- Integrated Student Services (ISS) Staff
- Professional Services Staff (HR & Finance)

For this group of staff, (unless previously agreed) messages left on the website or College answer phone regarding the temporary closure will not apply and communications will take place via mobile phones and/or College email.

Attendance

The college will continue to record absence in the attendance register if it remains open, using the most appropriate code. The codes used will be in line with the [Education \(Pupil Registration\) \(England\) Regulations 2006 as amended \('the Pupil Registration Regulations'\)](#), and [working together to improve school attendance guidance](#).

Where pupils are unable to attend college:

- In some exceptional circumstances, this will be recorded as code Y (unable to attend in exceptional circumstances) unless a more appropriate code applies. The college will also record the nature of the circumstances in which a pupil is unable to attend college
- Because they are ill or have an infectious illness, this will be recorded as code I (illness)
- The college will also continue to record and monitor pupils' engagement where the provision of remote education is made, although we will not formally track this in the attendance register

Remote Education

Where possible, the college will provide remote education when attendance in college is either not possible or contrary to government guidance. The college will implement an appropriate curriculum, teaching and support that will enable pupils to continue learning effectively and in accordance with DfE guidance. Where pupils with special educational needs and disabilities (SEND) are not able to access remote education without adult support, the college will work with families to put in place reasonable adjustments.

Safeguarding

Safeguarding and promoting the welfare of students remains of paramount importance. The college will continue to have regard to relevant statutory safeguarding guidance. This includes:

- [Keeping Children Safe in Education](#)
- [Working together to safeguard children](#)

Vulnerable pupils

In all circumstances, the college will prioritise vulnerable children and young people for face-to-face education and childcare.

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We will try to support any students who we believe may have challenging circumstances at home.

Wellbeing and support

To handle the potential emotional impact on pupils due to the disruption of critical activities, the school will:

- Aim to follow normal college routines as far as possible
- Set up support systems for students to talk and share their feelings
- Signpost students to appropriate support and advice
- Where needed, provide access to counselling services or specialist treatment

The college will follow the DfE's guidance on [promoting and supporting mental health and wellbeing in schools and colleges](#)

Provision of Free College Meals

Where pupils eligible for benefits-related free college meals are receiving remote education, the college will ensure those students can continue to receive the benefits by making payments directly into their bank accounts.

Copies of Continuity Plan

The Principal shall ensure that all relevant staff hold an extra copy of the Continuity Plan and all contact lists at home.

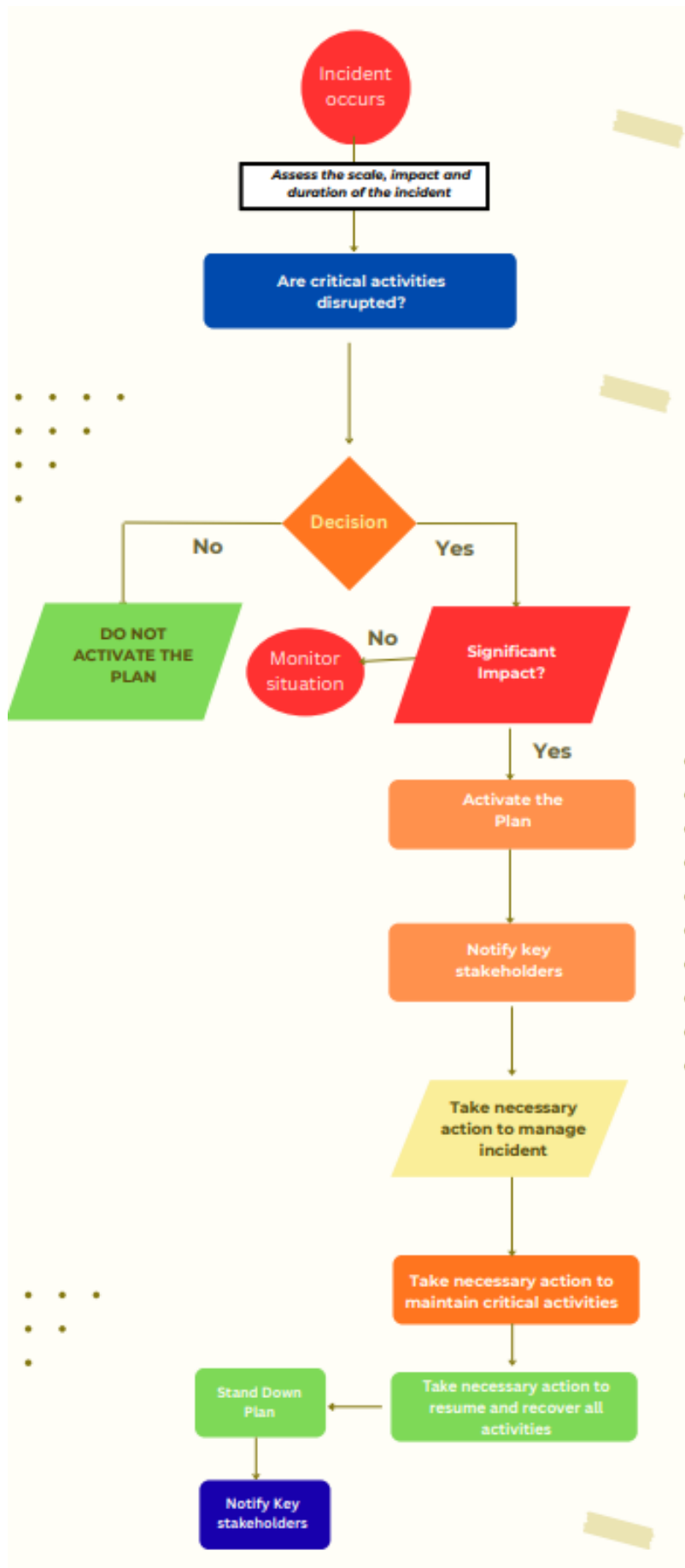
Appendices

Check List

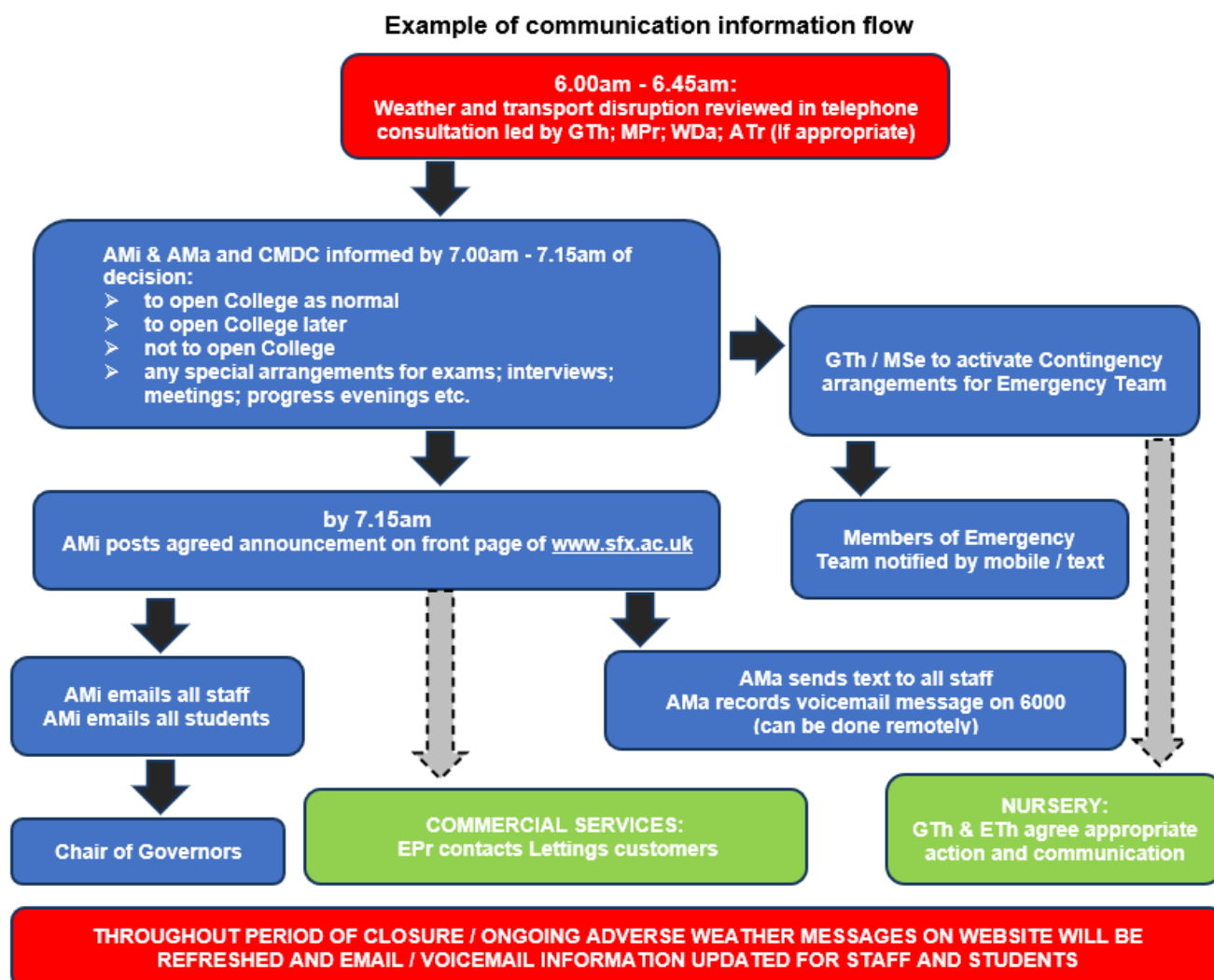
For Action Following Major Incident

Item no	Item description	By whom	Done <input checked="" type="checkbox"/> or N/A
1	Secure damaged area	Estates Manager	
2	Contact salvage firms	Estates Manager	
3	Set Up Emergency Budget	Director of Finance and Resources	
4	Contact Insurers	Director of Finance and Resources	
5	Establish Control Centre & Helpdesk	Estates Manager/Team Leader	
6	Notify – Police, HSE, EFA, Chair of Govs, Diocese, Next of Kin, Media, London Park School	Team Leader/Clerk to the Governors/ Senior Business Manager	
7	Set up information bulletins on Dashboard, Website and recorded telephone message	Team Leader assisted by Senior IT Infrastructure Engineer, Director of HR & SSMC and Clerk to the Governors	
8	Set up separate briefing meetings for staff & students	Team Leader	
9	Contact staff and students	Team Leader/Associate Principals/Assistant Principals/ HR Manager	
10	Hire mobile phones	Director of Finance and Resources	
11	Prepare public statement	Team Leader	
12	Procure alternative accommodation	Estates Manager/ Director of Finance and Resources	
13	Hire temporary staff	HR Manager	
14	Course team meetings to discuss course and exam arrangements	Associate Principal and Assistant Principal Curriculum/ Head of Examinations	
15	Arrange counselling	Team Leader/ Director of HR /Chaplain/College Counsellor	
16	Arrange to pay extra student travel costs	Team Leader/Finance/Bursary Department	
17	Maintain written record of events	Team Leader/CMT	
18	Newsletter to students and staff	Team Leader	

Flow Chart Decision Maker



Example Communication Flow



Emergency Information

Emergency information for team leaders following a catastrophic event

Immediate Emergency

Service	Contact	Notes
Emergency (Life Threatening)	999	Police, Fire, Ambulance
Police (Non-Emergency)	101	Police
NHS (Non-Emergency)	111	Medical Advice

Local Hospitals

St. George's Healthcare, NHS Trust
Blackshaw Road, Tooting, SW17 0QT
020 8672 1255

King's College Hospital
Denmark Hill, SE5 9RS
020 3299 9000

Guy's Hospital
Great Maze Pond, SE1 9RT
020 7188 7188

St. Thomas' Hospital
Westminster Bridge Road, SE1 7EH
020 7188 8801

Croydon University Hospital (Mayday)
530 London Road, Croydon, CR7 7YE
020 8401 3000

Counselling Services

LAP – telephone counselling service 24/7 For all employees through College insurance
0330 058 4885

Samaritans General counselling service
116 123

Cruse Croydon Bereavement counsellors
020 8916 0855

Cruse Lambeth Bereavement counsellors
020 7620 3999.

Cruse National Helpline Bereavement counsellors
0808 808 1677

Staffing Agencies

Strategy Education, Katie Raven, Teachers
01621 600 020, Katie@strategyeducation.co.uk

Reeson Education, Rahul Bahal, Teachers
020 3841 0777, Rahul@reesoneducation.com

College Continuity Plan

Destination Education, Charlotte Martin, LSAs
020 8066 0472, Charlotte@destinationeducation.net

Reed Clapham, Jeyda Ayer, Support Staff
020 7223 8484 /11528, Jeyda.Ayer@reedglobal.com

Examinations Information

Examinations Department Centre no. 11049

Security and Key Holders

There are four key holders to the secure store for examination and test materials, as permitted under JCQ regulations.

The key holders are:

- The Head of Examinations
- The Deputy Head of Examinations
- The Principal
- The Associate Principal

A set of keys is held in a secure key safe in the examinations office, room 043, to which all key holders have access through a PIN code.

In the event of a fire, flood or similar issue that made the centre inaccessible or closed due to health and safety reasons, alternative venues are available which include:

- Local partner institutions such as Christ The King SFC and St. Charles SFC, both approved JCQ Examination Centres.
- The Ascension Church hall in Malwood Road, SW12 is also available in extremis

Inability to store secure materials

- In the event of the scenario outline above (point 2), if examination materials were still intact and uncompromised but it was not possible to guarantee their ongoing security (e.g. due to damage to the premises), then alternative storage facilities are available at our partner institutions (see above).
- In the case of the main examination venues at the college being unavailable (e.g. fire damage or flood) but the secure store being unaffected, as long as the overall premises were secure, then examination materials would continue to be kept in the existing secure store.

Emergency Evacuation (e.g. fire alarm sounded during an exam session)

- Separate procedures are in existence for this scenario. The documentation is included separately in the Examinations Department folder. It is also covered in Examination Guidelines to Staff (issued to staff for each examination session) and the College Fire Policy

Coursework and Examinations.

- The College is required to keep copies of all essential coursework and examination results in a fireproof safe, or a second (electronic) copy off site, to ensure that no essential information is lost in the event of a disaster. Course teams will meet as soon as possible to consider the effect of the disaster on student coursework and examination entry. This information will be disclosed to the Head of Examinations who will liaise with and be advised by the Awarding Bodies. Students should be offered individual advice sessions with a member of staff to discuss their concerns about the effects of the disaster on their work and any extra measures (advised by the Awarding Bodies) which are required to enable them to complete the course successfully.