



**Keskowethyans**

*Multi Academy Trust*

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# Disaster Response & Recovery Plan

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## 1. Introduction

The Keskowethyans Multi Academy Trust (MAT) Disaster Response and Recovery Plan (DRRP) has been produced for those who will be involved in re-establishing the delivery of services following a major incident. Such an incident may be theft or vandalism following a break-in, water damage, fire etc. causing significant damage to the facilities of the MAT.

Because these events are impossible to predict they have the potential to significantly affect the operations of the MAT.

The MAT must therefore be prepared to respond in an appropriate manner in order to limit the damage and disruption such an incident may cause.

This plan aims to assess the potential risks and impact to the MAT and to outline a plan of action to provide an immediate response to maintain the operations of the MAT.

## 2. Risk Assessment -Types of Disaster

The following list is not exhaustive but demonstrates the range of threats that could affect the facilities and operations of the MAT.

**Adjacent Building Instability** – Damage, fire or structural instability of a building adjacent to a MAT building could cause damage to the MAT building. However given the distance of the nearest neighbouring buildings to any of the MAT buildings this is unlikely.

**Computer or Telecommunications Failure/Virus** – this type of failure from either software error, physical failure or malicious intent could significantly interrupt the educational, and business activities of the MAT.

**Death** – either from knife violence, shooting, public suicide. While the number of students or staff who would be impacted by such an act would likely to be minimal, an event like this could have disastrous consequences on the public perception of the MAT and the morale of staff and pupils.

**Epidemics** – A widespread disease could cause a significant number of staff to be unable to fulfil their duties, causing considerable disruption to MAT operations

**Fire** – whether by accident or deliberate could cause damage to part or all of a MAT building and its contents.

**Flooding/Water Damage** – Flooding caused by rain ingress, drainage failure or burst supplies would result in buildings or parts of buildings being rendered unusable, with the potential for longer term problems.

**Lightning** – a lightning strike could destroy electronic equipment, or partial or total loss of buildings due to fire.

**Power Failure** – power failure of less than two hours would have minimal impact, however, longer periods of ongoing power failure would result in a more serious impact.

**Subsidence or Building Collapse** – Damage or total loss of buildings could occur.

**Theft** – This could be small scale or a much larger scale, affecting for example a significant number of computers or a server. The disruption caused would be dependent on the size of the theft but could have a significant impact.

**Vandalism** – this could be small scale such as graffiti, or more serious such as fire causing partial or complete loss of buildings.

**Wind Damage** – Damage to the MAT buildings as a result of high winds.

### 3. Incident Management Team (IMT)

In the event of a disaster it is important to have a team in place to be responsible when the MAT is forced to deal with such a crisis. The members of the IMT will comprise of:

- Chair of Directors
- Headteacher (Chair and Disaster Controller)
- Ast Headteacher (Deputy Chair)
- Business Manager
- Relevant Lead Teacher

In the absence of the Headteacher the responsibility falls to the Ast Headteacher. In the absence of the Ast Headteacher the responsibility falls to the Business Manager.

In addition to the above the IMT can supplement the team as they deem necessary in response to a particular problem. The contact details of the IMT can be found in [Appendix A](#).

The main responsibilities of the IMT can be found in [Appendix B](#).

### 4. Training & Testing

All members of staff should be fully informed of the DRRP which will be reviewed periodically by the Senior Leadership Team. Each time the plan is reviewed staff should be made aware of the changes.

The DRRP should be tested where possible. Fire and evacuation drills should be carried out at the very least.

### 5. Identification of Disaster and Severity

The Chair or in his absence the Deputy Chair must determine if the incident is a disaster and if so qualify it according to the descriptions of types and levels outlined in [Appendix C](#)

The Chair and Deputy Chair must assess the degree of damage and impact and decide the best course of action to address the situation and minimise any further damage resulting from the incident.

#### General

The initial response for all disaster types and severity levels is the same. Proper procedures should be followed in order to minimise the incident and any damage resulting from the incident.

The first person to witness an incident that may be classified as a disaster should follow the procedure:

- Stay calm and personally assess the situation
- Call the emergency services
- Confirm the nature and scale of the incident
- Call the Chair of the IMT or the most senior officer if the Chair unavailable
- Solicit help as needed

- Attend the scene and take written or mental notes of details
  - I. Coordinate information with members of the emergency services
  - II. Continue to relay information to the IMT
  - III. Listen to instructions given by emergency services or the IMT

Use discretion when sharing information. Only share information with members of the emergency services, the IMT and other staff members who are assisting. Refer all media enquiries to the IMT.

### **Buildings**

The building will be evacuated using the normal “fire drill” evacuation procedure.

Depending on the nature of the disaster, children and staff may be temporarily moved to another area of the building. In circumstances where the building is deemed unusable, staff and children may be moved temporarily to another school in the MAT, or to a local amenity such as a village hall. Arrangements for using other premises must be in place prior to a disaster occurring to facilitate ease and efficiency of operational transition.

Admin support can be relocated to another office in the MAT.

In the event of an extended power outage, MAT buildings may become unusable because of environmental concerns or H & S requirements imposed by government. In this instance staff and pupils will need to be temporarily relocated to another facility until power is restored.

It is critical that at this stage the MAT communicates with insurers and utility providers. The MAT should also start working with service contractors to facilitate the restoration of building facilities as quickly as possible.

### **People**

Loss of staff from a disaster has the potential to cause considerable damage to the welfare and morale of the MAT.

It is possible that there may be periods of time when an individual school could be incapacitated because of an epidemic or severe shock/trauma following an incident. Decisions regarding transferring operations will be made as above by the IMT. The IMT will decide whether to staff the school from elsewhere in the MAT or access external agencies. It may also be necessary to access counselling services.

### **IT Systems and Equipment**

There is potential that the school IT system could be affected to the point of causing major interruption to educational activities and the functionality of admin systems.

In the event of such a disaster, it is critical that an initial assessment is made and action taken to secure the system against further damage. This may include taking compromised systems offline.

In the case of malicious intent it is important that the point of entry is identified and shut down.

Once actions have been taken to secure the IT system, an investigation should immediately take place to understand which areas of the system need urgent repair/restore. IT

engineers should keep a record of their observations as these records may be needed should legal proceedings be necessary.

The IMT must be notified of IT system failure and the action being taken to address it. In the case of malicious attack it will be up to the Chair to decide whether to escalate the situation to legal proceedings.

### **Transport**

In the event of a transportation accident, the driver is likely to be the first person to witness the accident. The driver should notify the Chair of the IMT as soon as possible to address the situation and control the outflow of information. There should always be one member of staff on a trip who will hold emergency mobile phone contact details.

MAT officials must consistently maintain a constant communication link with the driver and promptly investigate any unusual situation. Should the driver be incapacitated this communication will be with the second member of staff.

Should the incident require it, counselling resources will be made available for students and staff involved.

The IMT will communicate with the insurers.

### **Communication**

#### Staff, Parents and those Affected

In order to ensure best communication it is essential that the school MIS system is reviewed and updated regularly with contact details. One or more methods of communication may be used for notification purposes.

Should a disaster occur the chairman of the IMT must release information to parents and staff informing them of the situation within 24 hours of the event along with details of arrangements during the period of disruption.

#### Press

The IMT must control the information regarding a disaster that is given to the public by means of the press. The Chair and Vice Chair should prepare a press release for significant disasters at the discretion of the IMT. This should be released as soon as possible to protect the MAT's public image.

### **Documentation**

The first person who witnesses an incident that seriously affects people or property should assess the situation and record observations as soon as possible on a Disaster Reporting Form found in [Appendix D](#).

This will help the emergency services to provide the correct level of support. The following protocol is the preferred format for the emergency services

- M – Major Incident Declared?
- E – Exact location
- T – Type of incident e.g. building collapse, explosion
- H – Hazards present, potential or suspected
- A – Access – routes that are safe to use
- N – Number, type and severity of any casualties
- E – Emergency services now present and those required

### **Insurance**

The BM will be responsible for advising and liaising with the Insurance Company with regards to any claims resulting from the incident. Depending on the scale of the incident, a loss adjuster may be required on site to assess damage and recovery options.

## **6. RECOVERY PROCEDURE Strategy**

The recovery strategy is based on the actions required to return the school operations back to pre-disaster conditions. Full recovery may require resources and/or time, which will vary according to the severity of the incident. The Board of Directors should ensure that funding is available to handle the most severe disaster if such an event were to strike.

### **Buildings**

The strategy for buildings and facilities is likely to involve reconstruction or repair of damaged buildings. Until this can be completed the school will relocate to other MAT premises, other local facilities or to temporary buildings . Arrangements would have to be made to secure long term use of local facilities. The views of the insurers would be sought for the siting of temporary buildings given the cost implication.

With temporary relocation, it is almost inevitable that furniture and equipment will need to be sourced. The BM will evaluate the need and act to provide the necessary replacements.

It will also be critical that a fully functioning IT system is restored. The BM will work with IT providers to accomplish this.

### **People**

The MAT will need to support staff members who may be ill / incapacitated as a result of a disaster. Temporary teaching staff will need to be engaged and the preferred option for the MAT would be to use staff that are already familiar with working in the MAT schools. A list of preferred supply teachers is available in each school.

Temporary support staff may need some initial training, but will be supported by other staff working across the MAT.

## **Transportation**

If minibuses are damaged or destroyed the BM will immediately begin working with the insurers to address the financial loss. Resources may then be secured to repair/replace minibuses affected by the disaster.

## **7. TIMETABLE**

### **Day 1**

- Evacuation of the affected premises
- Safety and security of staff/students
- Calls to emergency services
- Liaise with contractors re making safe buildings and services
- Notify parents/public
- Transfer staff/pupils to other facilities
- Secure premises
- Notify Insurance Company

### **Week 1**

- Liaise with insurance company and loss adjusters
- Receive quotes for repair/replacement
- Redirect post if necessary
- Liaise with utility companies regarding damaged premises
- IMT meeting to plan recovery and allocate responsibilities
- Write to parents
- Liaise with surveyors regarding any structural damage
- Hire temporary buildings if necessary
- Hire/purchase equipment needed to continue educating pupils
- Recover data
- Pollution control
- Provision of temporary staff
- Provision of counselling services

### **Month 1**

- Progress insurance claims
- Possible repair/replacement work commences
- Staff updates

APPENDIX A

**Contact Information for IMT**

<b>IMT</b>	<b>Home Telephone</b>	<b>Mobile Telephone</b>
Headteacher		
Ast Headteacher		
Business Manager		
Chair of Directors		
Relevant Lead Teacher		
<b>Insurance Brokers – Marsh</b>	Office	e-mail
<b>Motor</b>		
Account Manager      Colin Gaitt	01444313142	<a href="mailto:colin.gaitt@marsh.com">colin.gaitt@marsh.com</a>
Motor Claims            David Hamper	01444313177	<a href="mailto:david.f.hamper@marsh.com">david.f.hamper@marsh.com</a>
24 hour emergency (Accident)	08456091283	
(Equity Red Star)		
<b>General Insurance</b>		
Ian Smith	01444313176	<a href="mailto:ian.x.smith@marsh.com">ian.x.smith@marsh.com</a>
Claims Team	01444313170	<a href="mailto:epg.claims@marsh.com">epg.claims@marsh.com</a>
24 hour emergency      Alan Carter Jon Taylor	07770803478 07770686892	

## APPENDIX B

### IMT RESPONSIBILITIES

This is a brief and general outline of individual responsibilities and may be altered as deemed necessary.

#### Chair

- Chairs IMT
- Informs and liaises with staff and BOD
- Holds authority to take all necessary action to minimise loss
- Documents all incident management activity for later review
- Coordinates information to parents/public
- Deals with all enquiries from the Press
- Coordinates school effectiveness during recovery period

#### Deputy Chair

- Acts as Deputy Chair of IMT
- Fulfils role of chairman in the absence of the Chair
- Instructs and liaises with management and staff as appropriate
- Assists with publicity when required
- Arranges temporary staff replacement
- Arrange counselling for students/staff when appropriate

#### Business Manager

- Fulfils the role of the Chair in the absence of the Chair and the Deputy Chair
- Provides support to the Chair of the IMT
- Liaises with the Insurers and Loss Adjusters
- Liaises with management and staff as appropriate
- Arranges alternative accommodation for staff
- Manages security arrangements and site access
- Gets site clearance from building contractors
- Arranges resumption of mains services
- Arranges IT recovery
- Arranges provision of equipment as appropriate

APPENDIX C

Classification	Description	Examples	
1	Minor	Short term ICT failure, petty theft, vandalism(not fire)	Minor disruption to school activities; school activities maintained with little or no interruption/ minimal amount of resources required for full recovery
2	Moderate	Small (contained) fire, bus accident	Medium disruption to school activities for a period of hours
3	Major	Widespread IT failure, lightning(not fire), long term power failure, major theft, wind damage	Major disruption to school activities with closure for a period of days
4	Significant	Death, epidemics, major fire, flooding/water damage/explosion/pollution/ subsidence or building collapse, major bus incident	Significant disruption to school activities, with loss of lives, or buildings for a period of weeks
5	Severe	Bomb Attack, Earthquake	Total loss of all buildings and/or lives with disruption to school activities for a period of months. Extensive amount of resources required for full recovery

## APPENDIX D

### Disaster Reporting Form

The form should be completed as soon as possible after first phoning for emergency assistance

This information will assist the Emergency Services to provide the correct level of support at the right time, therefore minimising risk of injury to staff, emergency services personnel and the public.

Category	Explanation	Information required
M	Major Incident declared?	
E	Exact Location	
T	Type of incident	
H	Hazards present, potential or suspected	
A	Access – routes that are safe to use	
N	Number, type and severity of casualties	
E	Emergency services now present and those required	

Completed by \_\_\_\_\_

Emergency reported at \_\_\_\_\_ hours by \_\_\_\_\_

Date \_\_\_\_\_

