

## Gateway Learning Community Trust Business Continuity Plan Forms

**Responsible Person:** *Viki Reid*

**Adopted by - Chair of Governors:** *Hilary Hodgson,*



**Date:** *October 2022*

**Review Date:** *Autumn 1 meeting of the GLC Board of Directors 2024*

### Form 1 - Plan Control

<b>Plan Owner:</b> <i>(Name, Job Title, Location)</i>	Viki Reid CEO Gateway Academy
<b>Plan Scope:</b> <i>(School covered)</i>	Gateway Academy Gateway Primary Free School Herringham Primary Academy Lansdowne Primary Academy Tilbury Pioneer Academy
<b>Issue Date:</b>	<u>November 2019</u>
<b>Location:</b>	GLC Shared Drive / Policies

### Emergency Response Team

Role	Name	Home tel.	Mobile
CEO	Viki Reid	07912 366349	07912 366349
HoS	Grainne McLaughlin	07950 181023	07950 240496
HoS	Dan George	07850 728931	07850 728931
HoS	Sam Otto	07850 728937	07850 728937
HoS	Emma Pattison		
HoS	Clare Hall		

## Form 2 – Critical Services that must be maintained

*A business critical issue would most likely mean that one of the GLC academies cannot be occupied [as a result of a fire or flood etc]. The contingency in place would be for pupils to be redictributed in year groups to other GLC schools. Staff would be reallocated as appropriate.*

<i>Essential Functions</i>	<i>Statutory Duties</i>	<i>No. Of Essential Staff Needed First Week</i>
Website	We would use the website to give precise information to parents and staff about the contingency that has been put in place in order to minimise the impact on puils' learning	Ryan Summerhayes
Site Staff	Ensure <ul style="list-style-type: none"> <li>- All aspects of Health and Safety and statutory compliance [including escape]</li> <li>- New risk assessments will need to be produces for classes moved temporarily to other GLC academies.</li> </ul>	Lee Spall Minimum of 1 per school
Attendance Records	Admin required to produce paper registers if MIS not available. Teachers will call registers	1 admin per school + teachers
Teaching	Timetables may need to collapsed in the first instance with single members of staff being responsible for whole classes throughout the day.	Head of School Minimum of 1 per class of 30
Administration	Ensure <ul style="list-style-type: none"> <li>- Check the identity of GLC staff temporarily located on another GLC site and completed the SCR as appropriate</li> <li>- SIMs is functioning or an alternative is provided</li> <li>- Paper registers are printed and distributed as necessary</li> <li>- Timetables and class locations are printed and distributed as necessary</li> <li>- Maintain communications with stakeholders</li> </ul>	Minimum of 1 per school
Finance	<ul style="list-style-type: none"> <li>- Make provision with data plan to ensure that all staff are paid on time</li> <li>- Make emergency orders for additional resourcing so that teaching can proceed.</li> </ul>	Jo Jones
Catering	<ul style="list-style-type: none"> <li>- Relocate the catering teams from the affects GLC academy to the host academies to support with the additional workload.</li> </ul>	Sarah Kempton

Form 3-Key Contacts Confidential

<b>Name of Contact:</b> Viki Reid	
<b>School:</b> GLC	
<b>Title/Position:</b> CEO	
<b>When to Contact:</b> In the event of any serious issue regarding staff, pupils and buildings	<b>Actions to be taken when contacted:</b> Contact to attend base for emergency response team meeting
<b>Contact's address (home):</b> 2B Grosvenor Gardens Upminster RM14 1DJ	<b>Contact's telephone numbers:</b> <b>Home:</b> 07850 728927 <b>Mobile:</b> 07850 728927

Signed: ..... *V. J. Reid* ..... 6<sup>th</sup> October 2022

<b>Name of Contact:</b> Lee Spall	
<b>School:</b> GLC	
<b>Title/Position:</b> GLC Estates Manager	
<b>When to Contact:</b> In the event of any serious issue regarding staff, pupils and buildings	<b>Actions to be taken when contacted:</b> Contact to attend base for emergency response team meeting
<b>Contact's address (home):</b>	<b>Contact's telephone numbers:</b> <b>Home:</b> <b>Mobile:</b> 07939 855263

Signed: ..... Date  
updated/confirmed:

Form 4-Register of School Staff

Confidential

Job Title	Name	Home Address	Telephone	Email
HoS Gateway	Grainne McLaughlin			<a href="mailto:Grainne.McLaughlin@theglc.org.uk">Grainne.McLaughlin@theglc.org.uk</a>
Deputy Gateway	Julian Moruzzi			<a href="mailto:Julian.moruzzi@theglc.org.uk">Julian.moruzzi@theglc.org.uk</a>
Deputy Gateway	Nathan Hunnisett			<a href="mailto:Nathan.Hunnisett@theglc.org.uk">Nathan.Hunnisett@theglc.org.uk</a>
Site Manager Gateway	Maggie Earey			<a href="mailto:Maggie.Earey@theglc.org.uk">Maggie.Earey@theglc.org.uk</a>
HoS GPFS	Emma Pattison			<a href="mailto:Emma.pattison@theglc.org.uk">Emma.pattison@theglc.org.uk</a>
Deputy GPFS	Amanda Arnold			<a href="mailto:Natalie.carroll@theglc.org.uk">Natalie.carroll@theglc.org.uk</a>
SSM	Casey Townsend			<a href="mailto:Casey.townsend@theglc.org.uk">Casey.townsend@theglc.org.uk</a>
Site Manager GPFS	Maggie Earey			<a href="mailto:Maggie.Earey@theglc.org.uk">Maggie.Earey@theglc.org.uk</a>
HoS Herringham	Sam Otto			<a href="mailto:Sam.Otto@theglc.org.uk">Sam.Otto@theglc.org.uk</a>
Deputy Herringham	Zoe Singh			<a href="mailto:Zoe.Singh@theglc.org.uk">Zoe.Singh@theglc.org.uk</a>
SSM	Jo Sanham			<a href="mailto:Joanne.sanham@theglc.org.uk">Joanne.sanham@theglc.org.uk</a>
Site Manager Herringham	Dan Starns			<a href="mailto:Dan.Starns@theglc.org.uk">Dan.Starns@theglc.org.uk</a>
HoS Lansdowne	Dan George			<a href="mailto:Dan.George@theglc.org.uk">Dan.George@theglc.org.uk</a>
Deputy Lansdowne	Dan Burnett			<a href="mailto:Dan.Burnett@theglc.org.uk">Dan.Burnett@theglc.org.uk</a>
Deputy Lansdowne	Nicola Spindler			<a href="mailto:Nicola.Spindler@theglc.org.uk">Nicola.Spindler@theglc.org.uk</a>
SSM	Kathryn Luckin			<a href="mailto:Kathryn.Luckin@theglc.org.uk">Kathryn.Luckin@theglc.org.uk</a>
Site Manager Lansdowne	Lee Spall			<a href="mailto:Lee.Spall@theglc.org.uk">Lee.Spall@theglc.org.uk</a>
HoS Pioneer	Clare Hall			<a href="mailto:Clare.hall@theglc.org.uk">Clare.hall@theglc.org.uk</a>
Deputy Pioneer	Sarah Jones			<a href="mailto:Sarah.jones@theglc.org.uk">Sarah.jones@theglc.org.uk</a>
Deputy Pioneer	Cath Bignall			<a href="mailto:Cath.bignall@theglc.org.uk">Cath.bignall@theglc.org.uk</a>
SSM Pioneer	Jo Allison			<a href="mailto:Jo.allison@theglc.org.uk">Jo.allison@theglc.org.uk</a>
Site Manager Pioneer	Lee Spall			<a href="mailto:Lee.spall@theglc.org.uk">Lee.spall@theglc.org.uk</a>

### **Form 5 Essential Accommodation**

*All staff from the affected GLC school will be directed to other [unaffected GLC schools] to support the students as necessary. The table below outlines the number of spaces that will be required for each year group.*

GLC Academy	N	R	1	2	3	4	5	6	7	8	9	10	11
Gateway									8	8	8	8	8
GPFS		2	2	2	2	2	2	2					
Herringham		2	2	2	2	2	2	2					
Lansdowne	2	3	3	3	3	3	3	3					
Pioneer	2	2	2	2	3	2	2	2					

## Servers – RE: Data Loss Protocols

### Introduction

In the GLC there are many servers to which the everyday functionality of the GLC relies on. Some of these servers are critical which is why we have regular backups made. These backups are performed on each server using the software 'Veritas Backup Exec System Recovery'. Monday through to Thursday at 10pm a backup is made of our critical servers. We call these our 'daily' backups are stored on 'Pribackup2'. They do not re-write over each other. These are incremental backups and once the server is full and cannot backup anymore, we manually delete the oldest backups (usually 6 months before the current date). The most critical servers that are backed up are:

**GLC-AD-01** – This is our most critical server. This holds our DHCP, DNS and Active Directory. The Active Directory holds all machine names, User accounts, GPOs and permissions for our domain. If this was to corrupt or fail it would need to be brought back up in order for anyone to log onto the network or use any of the IT facilities – and to offer IP services to GLC Sites (VOIP, Inet, Access Control).

**GLC-AD-02** – This server is partnered with GLC-AD-01. It holds Active Directory information.

**Gateway-12** – This server holds all global **student** user documents from across the GLC. All network desktops have a mounted drive called 'N'. This is the drive that locates to the logged on user's network area. If this server was to corrupt or damage, when logging on as a domain user, the drive would not be able to locate the User's documents.

**Gateway-13** – This server holds all global **staff** user documents from across the GLC. All network desktops have a mounted drive called 'N'. This is the drive that locates to the logged on user's network area. If this server was to corrupt or damage, when logging on as a domain user, the drive would not be able to locate the User's documents.

**GLC-MIS** – This is our Management Information System server for the whole GLC. This contains SIMs which holds all information about pupils and employers across the GLC. This is sensitive data which can only be accessed by authorised personnel. This server also contains the finance system, Resource 32000, which also serves the whole GLC. It is important that this server gets backed up every day as the information contained could take some time to gain. The Server Also holds the HyperV Role which acts as our Phone system / Printing System too.

### Process of Backing up

On a Friday, a backup of all of our servers is made. There are 24 backups in total. The server's backup onto a separate server called 'Pribackup', which is housed at The Gateway Academy. This is called our 'full' backup. This backup re-writes over the previous weekends so it is important that it gets transferred as soon as possible on a Monday morning to 1 of 4 locations. These 4 locations are other GLC premises. A 5<sup>th</sup> Backup Location (A total offsite solution) also receives the latest weekend backup date. Once the transfer is complete that week's backup is remotely checked to make sure that they transferred correctly and did not corrupt in the process. If a problem is found then a single backup of the server(s) affected will be made immediately. Our backup locations are able to hold at least 3 weeks' worth of backups at a time.

Please refer to accompanying Visio document.

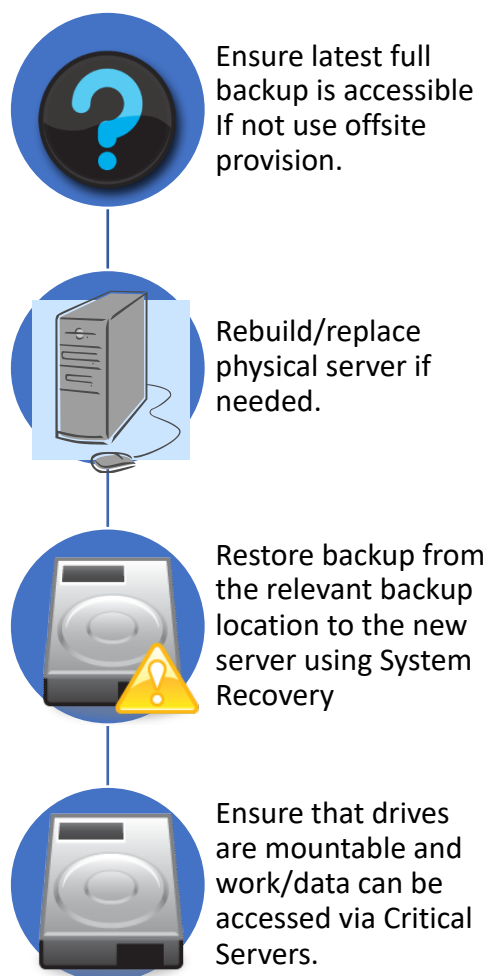
### In the event of a disaster involving The GLC

If any of the schools within the GLC was to be harmed in a serious manner which produced the loss of data, an action plan would be followed. This action plan is agreed by the CEO, Principal and Network Manager.

The first thing we would need to do in the event of one of the GLC schools loss of data would be to ensure that the latest full backups are accessible. Once it's clarified that the backups are available and to what date we will need to rollback too, any servers that need rebuilding physically or replacing gets put to action. After all relevant/critical servers are stable and ready to be restored we can recover the data by using the same software we use to create the

backups. This software allows us to recover drives or to dissimilar hardware if necessary. Restoring servers can take some time, for example – Gateway-12 takes around 17 hours to backup and 8 hours for a full restoration. However, drives can be mounted as virtual drives almost instantly in extreme cases when data is needs to be accessed straight away. There will be a decrease in speed when accessing data if this is done.

The current plan for a serious loss of data is illustrated in the chart below:

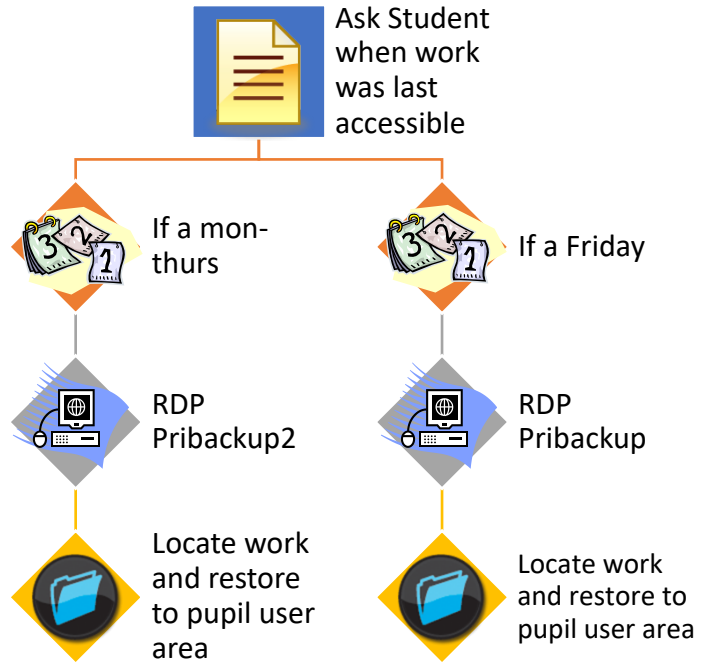


Full backups aren't just there for disasters. The full backups are also there for if our servers ever need replacing or updating. This is only needed in extreme cases when all of the hard drives in our server malfunction. All Servers make use of disk RAID systems to ensure that the data is replicated for times such as these.

### **In the event of a pupil or staff member losing Academic Work**

In the event of a pupil losing academic work there is a similar but slightly different protocol to which we follow. The first thing that we need to clarify is when the work was last accessible. This gives us a rough date to start from in terms of sorting through our backups. Once we know when the work was last accessed we locate the relevant backups found in either Pribackup or Pribackup2. As these are incremental we are able to recover almost as far back as 6 months. Once we have located the correct date and backup file we are able to view the Users area as it was to that day at 10pm. We are then able to recover the file to the Pupil's network area.

The current plan for pupil loss of data is illustrated in the chart below:





**Form 7 Temporary Accommodation**

GLC Academy	
Gateway	Ellis Theatre Blue Floor Gym Hums heart space 2 rooms in community area
GPFS	5 classrooms Lower and upper heart space
Herringham	2 halls
Lansdowne	2 halls
Pioneer	2 halls 3 classrooms

**Form 8 Paper Based Records**

Document Type	Location	Duplicated?	Where Are Duplicates Held?

**Form 9- A-Z of External Contacts (Contractors etc.)**

Organisation	Purpose e.g Supplier Of Stationery, Portacabin etc.	Name Of Usual Contact	Tel No (Office Hrs)	Out Of Office Hrs	Other Info
Information regarding external contracts can be accessed from any of the 5 GLC sites					

An example is shown on the template.

**Form 10 Inventory**

<b>ROOM</b>				
Desks/Tables	1			
Chairs	2			
Computer	1			
Scanner				
Printer	1			
Photocopier				

Docking Station	1			
Cabinets	2			
Book cases	1			
Shelves				
Fans	1			
Electric Heater				
Lamp				
Microfiche				
Fax				
Shredders				
Telephones	1			
Lockable Wipe Board				
Notice / White Boards				
Window Blinds	1			
Safe				
Key Boxes				
Key Pads				
Kettles				
Dishwasher				
Toaster				
Microwave				
Fridge				
Laminator				
Water Coolers				
Interactive White Board				
White Board Projector				
TV+Video	1			
Other (State Description)				

### **Items Over £500**

*(Any item, excluding leased PC equipment, with a cost of £500 and over is also to be itemised for insurance purposes. Owner and Termination date should be left blank for non-leased items.)*

<b>Description</b>	<b>Make</b>	<b>Model Number</b>	<b>Serial Number</b>	<b>Purchase Price</b>	<b>Purchase Date</b>	<b>Owner (Leased items only)</b>	<b>Termination Date (Leased items only)</b>	<b>ROOM</b>

### **Business Continuity Planning - Forms Guidelines**

The aim of this document is to provide guidelines to help complete the following forms. These forms will develop a basic Business Continuity Plan (BCP) for schools.

Complete Forms 1 to 10 referring to these guidelines as required. Most forms have some notes within to help provide guidance.

### Form 1 Plan Control

**Purpose:** To record details of the actual plan

**Quantity:** 1 form required.

**Plan Owner** The name of the person who is responsible for ensuring the BCP is maintained. List that person's job title and the location where they are based

**Plan Scope** List the name of the school that is covered by this BCP.

**Issue Date** The date this version of the BCP was issued/updated

**Location** This is a useful reminder of where copies are held and will need to be maintained.

**Emergency Response Team** The key people that would form a team to aid in managing the crisis and recovery actions. The people listed would also have their full contact details on Form 3

### Form 2 – Critical Services that must be maintained

**Purpose:** To list the critical services that must be maintained and the number of staff to provide each service

**Quantity:** 1 form required. Additional rows should be inserted if necessary

**Essential Functions**

The name of the service and if it is critical at a particular time of the year then state when.

**Statutory Duties**

If the service has to comply with a statutory duty then state the name of the duty and the time requirement.

**No Of Essential Staff Needed FIRST WEEK**

Assuming the appropriate staff is available, state how many staff members would be needed at any stage in the first week to provide the service. This would help in the calculation of the number of facilities to provide to the staff.

**Form 3-Key Contacts Confidential**

**Purpose:** To provide contact details and the initial actions of the key staff who may be involved in recovery work. A signed copy should be obtained to confirm the person is happy with the details.

**Quantity:** 1 form required for each key contact. Additional forms should be inserted if necessary

The details required are as implied by the title of each field.  
For clarification, please note the following:

**When to Contact**

Outline what needs to have happened to trigger the requirement to contact this person e.g. any issue which may impact the premises

<b>Actions to be taken when contacted</b>	e.g. Contact to attend base for emergency response team meeting
<b>Contact's address (home)</b>	Will be useful to know if person has to work from home.
<b>Private email address (optional)</b>	Another method of contact

**[Form 4-Register of School Staff](#)**

**Purpose:** To list all staff and will be used if and when individual staff need to be contacted.

**Quantity:** 1 form required . Additional rows should be inserted if necessary.

The details required are as implied by the title of each field.

**Email** Provides another method of contact.

**[Form 5 Essential Equipment](#)**

**Purpose:** To summarise the minimum that the school will require to run the essential services assuming an incident prevents access to the normal place of work.

**Quantity:** 1 form required Additional rows should be inserted if required to itemise other equipment.

<b>1st Week</b>	Total required at any stage during the first week following the incident
<b>Longer Term</b>	Total required should the access be denied for over 2 weeks
<b>Other</b>	Equipment not specifically listed on the template can be added as a new row or against this heading.

**Form 6 Essential IT Information.**

**Purpose:** To list the minimum systems or applications that your school will require to run the essential services assuming an incident prevents access your normal PC and Servers and that these would have to be reconstructed.

**Quantity:** 1 form required . Additional rows should be inserted if necessary.

<b>Essential Systems/Application</b>	These are the essential requirements to provide the key services. Entries may include email, Internet, systems, applications, spreadsheets, databases etc
<b>Required by (Hours/Days)</b>	Identifies the maximum length of time before the system is required, e.g. within 3 days
<b>Min. Number Of</b>	How many users need to use that system/application to provide all the



<b>Users Requiring Access.</b>	essential functions identified on Form 2
<b>Who Takes Backups</b>	Person/group who takes regular backups of the data.
<b>Function(s)</b>	Essential functions on the Critical Services Form 2 that are dependent on the availability of the system/application e.g. All
<b>Availability Agreed With</b>	To avoid surprises this is the person/agency that has agreed the requirement and arranged the recovery agency.
<b>Back up Details</b>	State where the back ups are held.

**Form 7 Temporary Accommodation**

**Purpose:** To list the location where each school would be temporarily located to provide their critical services if an incident prevents access to the normal place of work.

**Quantity:** 1 form required. Additional rows should be inserted if necessary.

**Class/Department** If the Class/Department is likely to be separated to be accommodated in a number of areas then add an entry for each section. If not then enter "All"

**Current Location** Location/premises currently occupied

**Temporary Location** Use the Option 1 for the preferred location and optionally, Option 2 (or more) to identify other possible locations. If the temporary locations can only be used for 2 weeks or less then state "Short Term"

**Form 8 Paper Based Records**

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

**Quantity:** 1 form required but state "None" if there are no paper based records. Additional rows should be inserted if necessary

**Document Type** E.g. Admission Files

**Location** E.g. Metal cabinets in secure store room, Maths Block

**Duplicated?** Yes or No

**Where Are Duplicates Held?** E.g. Metal cabinets in secure store room, Maths Block

**Form 9- A-Z of External Contacts (Contractors etc.)**

**Purpose:** To list the contacts that are required to deliver the critical services.

**Quantity:** 1 form required but state “None” if no essential external contacts. Additional rows should be inserted if necessary

The details required are as implied by the heading on each column.

It is suggested they are grouped alphabetically for future easy access.

**Form 10 Inventory**

A full inventory of the office should be included here for ready access when assessing the amount of loss from the incident. (PFI schools may find that the inventory is held with the PFI Provider.)

1 form required. Additional rows and columns should be inserted if necessary

Create a column for each room/ area covered.

If there are multiple rooms add a “Total” column to show

the total inventory/assets for the Establishment/Team.