

Business Continuity Plan

The Forum School

This document will help Cambian Group and Registered Managers/Heads/Principals meet their statutory responsibilities. In particular it will ensure:

- Compliance with relevant sections of The Management of Health and Safety at Work Regulations 1999, the Health and Safety at Work Act 1974 and associated regulations and the Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation.
- The premises are suitable for the regulated activity
- The premises are accessible to people who need to enter the premises and meet the appropriate requirements of the Equality Act 2010.
- The premises are designed and operated in a way that takes account of guidance from expert bodies in relation to specific needs
- Account is taken of identified risks.
- The relevant requirements of the following standards are met:
 - Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Part 3) (as amended)
 - CQC Fundamental Standards 2015 - Cleanliness, safety and suitability of premises and equipment Regulation 15
 - Guide to the Children's Homes Regulations including the quality standards 2015 - Review of premises
 - The Children's Homes (England) Regulations 2015 - Regulation 46
 - Parts 3 to 20 of The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017, Regulations 43-58. Version 2 – April 2019 The Regulation and Inspection of Social Care, (Wales) Act 2016, <https://gov.wales/sites/default/files/publications/2019-04/guidance-for-providers-and-responsible-individuals.pdf>
 - The Regulated Services (Registration) (Wales) Regulation 2017 <http://www.legislation.gov.uk/wsi/2017/1098/contents/made>
 - Independent School Standards Regulations 2019 - part 3 & 5
 - 162a Education Act 2002 amended schedule 8
 - School Premises Regulations 1999
 - Residential Special Schools 2015 - National Minimum Standards 5, 6 & 7

Business Continuity Plan

Contents

1.	Planning for and Dealing with Emergencies	3
2.	Continuity Plan Contacts	3
3.	Location of Main Services and Equipment	7
4.	Fire Precautions.....	8
5.	Electrical Power Failure	9
6.	Water Leakage.....	10
7.	Gas and Oil Leakage	12
8.	Lift Failure	13
9.	Temporary Loss of Heating.....	13
10.	Accidents in the Location	15
11.	Evacuation of the Location	16
12.	Dealing with the Media	17
13.	Temporary Accommodation.....	17
14.	Security of the Location.....	19
15.	Dealing With Missing Persons	21
16.	Protocol for Managing Outbreaks of Infection.....	21
17.	Terrorist Attack – Bomb Scare.....	23
18.	Adverse Weather.....	26
19.	IT/Telephony Failure	28
20.	Disruption to Food Supply.....	29
21.	Review of the Business Continuity Plan	30
23.	Plans Of The Location And Mains Services	31

Business Continuity Plan

1. Planning for and Dealing with Emergencies

Scope

This document describes specific responsibilities in planning how to deal with emergencies and actions to be taken in emergencies.

Principles

- The safety of individuals, visitors and staff is of paramount importance.
- No one should put themselves or others at additional risk when responding to an emergency situation.
- Preservation of life and preservation from injury are over-riding concerns
- The successful handling of emergencies is related to the meticulous emergency planning and the practice of using the plan.
- Confidential records should, as far as reasonably practicable in the prevailing circumstances, be made secure. As soon as is safe to do so, they should be removed to a safe and secure location e.g. another Cambian site.

2. Continuity Plan Contacts

The location Principal should ensure that the continuity plan is maintained.

A copy of the continuity plan should be kept in the Principals office and with the Duty Manager information

Additional copies of the continuity plan are kept:

- At each staff base/general office/reception/staff room as applicable to the specific location.
- At the homes of the Manager/Head/Principal and their appointed deputies.

A copy of the emergency plan should also be uploaded onto Cambian Point.

The location Manager/Head/Principal should ensure that an up to date hard copy of the continuity plan is available to all staff at the location and that staff are familiar with the contents.

The Continuity plan co-ordinators for this location are:

- The Principal and their appointed deputies.
- Person in charge on shift.
- The Regional Facilities Manager.
- The Location Administrator.
- The Maintenance Team.

The Continuity plan should be reviewed **at least annually** (or sooner if there is a known material change) and updated and amended as necessary. This plan will be reviewed again in **May 27**

Business Continuity Plan

2.1. Contacts

Name of Location: **The Forum School**
 Address **Shillingstone, Dorset DT11 0QS**
 Tel. No: **01258 860295**
 What 3 words **///brimmed.sponsors.sushi**
 Fax No: n/a
 Pay phone No n/a

2.2. Other Staff Continuity Contacts:

Name	Job Role	Mobile Number
Melissa Mccarthy	Responsible individual	07917048872
Tracey Wilson	Principal	07732 600688
Jane Holloway	Head of Education	07876 771853
Kerry Byron	Care Services Manager/Registered Manager	07525 629525
Mark Rogers	Care Manager	07525 632629
Hannah Everard	Care Manager	07525 629524
Bilal Siddiqui	Director of Facilities Management	07827300530
Andrew Sutherland	Operations Director	0141 5872710

2.3. Continuity Contact Numbers:

1.	Emergency Services (Fire, Police, Ambulance)	Tel No: 999
2.	Cambian Head Office	Cambian Group Metropolitan House 33-37 Darkes Lane Potters Bar EN6 1BB Tel : 01707 601800
3.	Local Health Board	NHS Foundation Trust, Dorset County Hospital, Williams Avenue, Dorchester DT1 2JY Telephone: 01305 251150
4.	GPs	Child Okeford Surgery Upper Street Child Okeford Blandford Forum DT11 8EF Telephone: 01258 860687
5.	Pharmacist	Boots Pharmacy Dorchester 12-13Cornhill, Dorchester, DT1 1BQ Tel: 01305 264340

Business Continuity Plan

6.	Builder	<p>During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
7.	Glazier	<p>Glazier During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
8.	Electrician	<p>During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
9.	Plumber	<p>Plumber During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
10.	Heating	<p>Heating During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p> <p>If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.</p>
11.	Fire Alarm / Nurse Call / Access Control	<p>During normal working hours (8am – 5pm Mon - Fri) contact your Regional Facilities Manager (see section 2.2).</p> <p>For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.</p>

Business Continuity Plan

		If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.
12	Gas	<p>National Gas Emergency Helpline</p> <p>Tel: 0800 111 999 (24 hours a day)</p> <p>Above applies to all sites on mains gas only. Alternatively Insert supplier's emergency number for LPG or oil (generally located on storage tanks).</p>
13.	Electricity	<p>Emergency Tel: Western Power Distribution</p> <p>0845 600 3600 General Enquiries 01225 526206 (24 hours a day)</p> <p>This should be your distribution network operator emergency contact number (rather than that of who you pay your bills to).</p> <p>The following links will help you identify the appropriate number:</p> <p>http://www.nationalgrid.com/uk/Electricity/AboutElectricity/DistributionCompanies/</p> <p>http://www.westernpower.co.uk/About-us/Our-Business/Distribution-area/Find-your-distributor.aspx NOTE: This link will identify electricity distributor on entry of post code for anywhere in the UK</p> <p>General electrical faults should be reported to Regional Facilities Office (see 8 above)</p>
14.	Water	<p>Emergency Tel: Insert Water Provider emergency contact number</p> <p>Tel: Insert telephone Number (24 hours a day)</p> <p>Following link will help you identify your suppliers web site where you should find an emergency contact number:</p> <p>http://www.water.org.uk/consumers/find-your-supplier</p> <p>General leaks (within the building/site boundary) and plumbing issues should be reported to Regional Facilities Office (see 9 above)</p>

Remember

- Always keep calm, be reassuring and use your skill, knowledge and training to deal with the situation in a professional manner.
- Never rush
- Provided it is safe to do so, you should always put the needs of individuals in our care first.
- At no time, however, should you put yourself at risk.

Business Continuity Plan

3. Location of Main Services and Equipment

1.	Gas	<p>There are two main Gas Cut Off points</p> <ol style="list-style-type: none"> 1. Main gate green box on the grass bank 2. Secondary entrance outside the Lodge green box <p>Calor gas – Tanks located at the end of gravel drive behind swimming pool, 3 cut off valves attached to tanks</p>
2.	Gas meters	LG19 Main house in the basement – main boiler room
3.	Water	<p>Master Stop Cocks</p> <ol style="list-style-type: none"> 1) Main Building Waters End Drive by the Lodge on public pathway 2) Main Boiler Room - LG19 3) Brook, Science /art, staff/training room – pathway outside lodge 4) Lodge – under kitchen sink 5) Cottage/Willows/workshop – Courtyard between Cottage and main dining room 6) Laurels – GF9 Kitchen under sink 7) Meadow Block and Living Skills – GF2 kitchen area behind classrooms. 8) Gym & Theatre – GF5 store room in Gym 9) Swimming Pool – GF4 Boiler 10) Stables – outside entrance to activity room 11) Activity Building – GF2 12) Hambledon – GF12 Boiler room <p>Post 16 – Activity Block</p>
4.	Water Meters	<p>Outside Main Gate</p> <p>Outside Lodge on public pathway</p>
5.	Electric Main Distribution Board	<p>There are 3 Main Distribution Boards for the Main Building</p> <ol style="list-style-type: none"> 1) GF35 Next door to main kitchen dry store on the way out to bin area. 2) GF22 Corridor GFC5 corridor from main dining room to Bursars office. 3) Above GF4 outside Finance Office GF11 <p>Each individual Building on main site has its own.</p> <ol style="list-style-type: none"> 1) Gym/Theatre – GF5 inside Gym store cupboard 2) Stables – GF1 Office 3) Hambledon – GF12 Boiler Room 4) Willows – ST12, GFC12 bottom of stairs 5) Cottage – GFC9 in the lobby 6) Drey – SF2 Kitchen Diner 7) Waters End – GF7 Plant room 8) Laurels – GF3 Store Room 9) Brook Block – GF10 Store Room 10) Science Art – GF5 11) Staff Room/Training Room - GF1 Lobby 12) Living Skills – GF4 13) Meadow – FF11 Top of stairs & GF5

Business Continuity Plan

		Activity Room & Post 16 – GF15 OT Room above cupboards
6.	Electric Meters	GF35 Meter Room – Next door to kitchen dry store on the way to bin area
7.	Spare supply of light bulbs	Maintenance Workshop
8.	Key Safes etc	Office Main Building GF31 Maintenance Workshop

4. Fire Precautions

- If fire alarm sounds dial (9)999 and follow the Group Fire Action policy (GHS 6) and the procedures specific to your location.
- Ask for the Fire Brigade providing the full Location address and state that “This is The Forum School Shillingstone, Blandford Forum, Dorset DT11 0QS, there are 21 young people who are classed as vulnerable children/adults.
- (Do not hang up until told to do so)
- The evacuation strategy for this location is **ZONAL** evacuation. Contact your Facilities Manager if there is any doubt about which evacuation strategy applies at your location.
- Do not fight the fire unless it is safe to do so.
- Wait for the Fire Brigade to arrive at the location.
- The Fire Marshal will be in control of the building when the fire alarm sounds until either the alarm is silenced because of false activation or the Fire Brigade arrive.

NOTE: At some locations fire exits will release automatically either immediately or after a short (2–3 minute) time delay and allow free egress for both staff and individuals. The positioning of staff when the alarm is sounding is therefore important to ensure that any detained individuals are not allowed free access to the exterior of the building in breach of Section 17 leave conditions as part of the Mental Health Act 1983.

In most instances, the fire service will be in attendance within 10 minutes.

Remember!

- The fire service should remain present whilst the fire panel is reset and stay until the all clear is given.
- Read all fire notices and know the location of all manual call points and fire extinguishers.
- Know all fire exit points and zone areas.
- Keep all fire exits free from obstruction and report any faults with doors etc.
- Do not wedge doors with objects.
- Turn off electrical appliances which are not in use.
- **It is illegal to silence the alarm until a false alarm has been declared. Under no circumstances should the alarm be silenced in the event of a genuine alarm.**

Most importantly, Remain Calm!

As soon as reasonably practicable the following should be contacted:

- Regional Facilities Office/Facilities Emergency Line: Tel: **01782 948989** (24 hours).
- The location Manager/Head/Principal.
- Regional Facilities Manager
- Operations Director/Regional Manager.

Business Continuity Plan

5. Electrical Power Failure

The main electrical isolation point is located
Main Building

- 1) GF35 Next door to main kitchen dry store on the way out to bin area.
- 2) GF22 Corridor GFC5 corridor from main dining room to Bursars office.
- 3) Above GF4 outside Finance Office GF11

Each individual Building on main site has its own.

- 1) Gym/Theatre – GF5 inside Gym store cupboard
- 2) Stables – GF1 Office
- 3) Hambledon – GF12 Boiler Room
- 4) Willows – ST12, GFC12 bottom of stairs
- 5) Cottage – GFC9 in the lobby
- 6) Drey – SF2 Kitchen Diner
- 7) Waters End – GF7 Plant room
- 8) Laurels – GF3 Store Room
- 9) Brook Block – GF10 Store Room
- 10) Science Art – GF5
- 11) Staff Room/Training Room - GF1 Lobby
- 12) Living Skills – GF4
- 13) Meadow – FF11 Top of stairs & GF5
- 14) Activity Room & Post 16 – GF15 OT Room above cupboards. See attached plan.

5.1. Section Power Failure

If the power fails to a room or a small section of the location, the Person in Charge should try to reset the circuit breakers, locations as above. See attached plans for locations.

If the fault remains contact your Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The Person in Charge should state the nature of the fault and request assistance.

5.2. Total Power Failure

If the power fails to the whole location, the Person in Charge should try to ascertain if the failure is solely confined to the Location or, does it affect the wider neighbourhood, by contacting:

Western Power Distribution General Enquires 0845 6012989, Emergency number 0800 365900 [as per section 2.3.13]

Business Continuity Plan

Try to ascertain the estimated timescale for restoration of the supply. If the disruption to supply is unknown or likely to be greater than two hours contact your Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For assistance out of hours (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Principal.
- Operations Director and Regional Manager.

If the fault lies within the location, and the power cannot be reset, the Person in Charge should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For assistance out of hours (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- Principal.
- Operations Director and Regional Manager.

Staff should reassure individuals and continue with their duties in a calm manner.

The location has internal, independently powered, emergency lighting which should automatically take effect when power fails. This will provide some working light in corridors and other key locations for about 3 hours.

A torch should be kept in Reception in case of emergency and tested before the start of each night shift to ensure that they work.

There is numerous sources of guidance in the event of prolonged power outage published online. Below are a few that may be useful

- [National Grid - Power cut advice](#)
- [Preparing for Power Outages – a Guide for Essential Services](#)
- [What to do in a power cut - Met Office](#)
- [Power outage risk on the rise: making sure your business is prepared](#)

6. Water Leakage

6.1. Stop Valve Location in Bedrooms

Bedroom Stop valves are located: Isolation valves are found under each basin, they are screw operated or have a handle. The handle needs to be in line with the pipe for on, or at a right angle to the pipe is off

6.2. Water Leakage to A Section of The Location

The area should be cordoned off to prevent accidents and individuals moved to a different area of the location if necessary.

Business Continuity Plan

The **Person in Charge** (or maintenance person if on duty) should attempt to isolate the water supply to the area/building by turning off the supply. See attached plans.

In some circumstances it may also be necessary to request advice on heating if the water supply also feeds the heating system for the location.

The **Person in Charge** should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

6.3. Flooding to a Major Section of the Location

If flooding occurs to a large area of the location, the Person in Charge should contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergencies (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- Principal.
- Operations Director and Regional Manager.
- Off duty staff to come to the location as required.

Mains water stop valve(s) are located

- 1) Main Building Waters End Drive by the Lodge on public pathway
- 2) Main Boiler Room - LG19
- 3) Brook, Science /art, staff/training room – pathway outside lodge
- 4) Lodge – under kitchen sink
- 5) Cottage/Willows/workshop – Courtyard between Cottage and main dining room
- 6) Laurels – GF9 Kitchen under sink
- 7) Meadow Block and Living Skills – GF2 kitchen area behind classrooms.
- 8) Gym & Theatre – GF5 store room in Gym
- 9) Swimming Pool – GF4 Boiler
- 10) Stables – outside entrance to activity room
- 11) Activity Building – GF2
- 12) Hambledon – GF12 Boiler room Post 16 – Activity Block

See attached plans

The Person in Charge might need to inform the Police and Ambulance Services if appropriate.

Business Continuity Plan

Where practicable all individuals should be moved to a safe area of the location. Staff should reassure individuals and prepare to evacuate the location should this prove necessary.

For calls relating to water extraction, de-humidifying and drying due to flooding contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergencies (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

Equipment hire is available through:

HSS, SCBS, Nuffield Industrial Estate
Poole
BH17 0SS
United Kingdom
///spoil.scouts.boats

Tel: 01202 509256
Email: Bournemouth@hss.com

Website: www.hss.com

Account CA2250

NOTE: Facilities Manager or Facilities Emergency Line to be consulted before placing orders.

7. Gas and Oil Leakage

Mains Gas or LPG

Enter “N/A” below if site does not have mains gas or LPG] and then delete following paragraph. Or complete below.

The main isolation valves Gas CUT OFF points

Main gate green box on the grass bank and

Secondary entrance at Waters End Drive outside The Lodge green box.. See attached plans

Calor Gas tanks are located on the gravel drive behind the swimming pool and each has its own cut off valves. See attached plans. The gas supply can be turned off by quarter turn clockwise.

All staff must report any incidents of gas leakage (or suspected gas leaks) to the Person in Charge who should immediately ensure that the gas supply is isolated.

The Person in Charge should then contact National Gas Emergency Helpline

Tel: 0800 111 999
(24 hours a day)

Liaise with the operator and assess the situation concerning evacuation of the Location.

The person in charge should also contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

Business Continuity Plan

For out of hours assistance (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Off duty staff to come to the location as required.
- Operations Director/Regional Manager.

Safety is the first consideration!

Staff should reassure the individuals and prepare to evacuate the building if advised to do so.

Oil

N / A

8. Lift Failure

N / A

9. Temporary Loss of Heating

In the event of loss of heating, identify if the problem is :

- Location based or
- Externally based (Electricity/gas supply)

by contacting the numbers in sections 2.3.12 and 2.3.13 above. Try to ascertain the estimated timescale for restoration of the supply from the electricity/gas distributor.

9.1. If the fault appears to be only within your Location

Contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

When the contractor has inspected the boiler they should provide clear feedback as to what the problem is and how long it will take to effect a repair and restore the heating.

If the general temperature in the location is likely to drop below 18°C for more than 4 hours approx. you must:-

- Inform individuals of the interruption to the heating supply.
- Inform the Manager/Head/Principal.
- Contact the Operations Director/Regional Manager.
- Consider whether the evacuation procedure is appropriate.
- Consider what alternative measures are required to ensure that adequate heating can be arranged.
- Contact local hire shops to arrange alternative heating in communal areas (consult your Regional Facilities Manager/Facilities Emergency Line).
- The Manager should also consider making provision of:

Business Continuity Plan

- Hot water bottles.
- Foot warmers.
- Electric Blankets.
- Spare blankets/duvets.
- Oil filled radiators
- Convector heaters.

9.2. If the fault appears to be externally based

If the timescale for restoration of supply is unknown or likely to be greater than two hours contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours assistance (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

The following should also be contacted:

- The Manager/Head/Principal.
- Operations Director/Regional Manager.

9.3. Contact Telephone Numbers

Regional Facilities Dept	Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri). For out of hours emergency repairs (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989. If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.
Electricity Distribution Company	<i>Emergency Western Power Distribution</i> <i>0845 600 3600 General Enquiries</i> <i>01225 526206 (24 hours a day)</i>
Gas Supplier	National Gas Emergency Helpline Tel: 0800 111 999 (24 hours a day)
Local Hire Shop	HSS, SCBS, Nuffield Industrial Estate Poole BH17 0SS United Kingdom ///spoil. scouts. boats Tel: 01202 509256 Email: Bournemouth@hss.com Website: www.hss.com Account CA2250

Business Continuity Plan

NOTE: Facilities Manager or Facilities Emergency Line to be consulted before placing orders.

10. Accidents in the Location

10.1. Minor Accidents

Staff should report to the Person in Charge any minor accident which occurs to any individual/patient, visitor or member of staff.

The Person in Charge or trained "first - aider" should assess the severity of the accident and if appropriate administer first aid treatment.

First aid boxes are located:

First Aid and Ligature cutter
Brook
Cottage
Gym/Theatre
Hambledon
Laurels
Meadow 2 x first aid and 2 x ligature
Nest
Reception
Stables 2 first aid and 1 ligature
Okeford
Otter
Waters End 2 first aid and 1 ligature
Willows
First Aid only
Kitchen
Laundry
Living Skills
Maintenance x 2 first aid
Manager's office
Outdoor learning/Art
Therapy/Treetops
The Lodge - AREA NOT IN USE

Business Continuity Plan

The Person in Charge should record the details of the accident on an IR1 form/accident form.

It may also be appropriate for the Person in Charge to make a record in other places such as the care plan, communication book, handover book etc.

10.2. Major Accidents

In cases involving a serious accident (eg: airway obstruction, fractures, laceration, haemorrhage) the person in charge should ring the Ambulance Service for immediate assistance by dialling (9)999.

A member of staff should remain with the injured person (if safe to do so) until assistance arrives or appropriate first aid can be administered.

At locations with a nurse call system, assistance may be summoned by pressing the personal alarm carried by each member of staff.

The Person in Charge should give as much information to the Ambulance Service and state the circumstances of the accident as far as they are known.

Note:

State clearly the address and telephone number of the location and listen carefully to any instructions which may be given by the Ambulance Service.

The full address of the location is :

The Forum School, Shillingstone, Blandford Forum Dorset DT11 0QS

What 3 words ///spoil.scouts.boats

Tel. No: **01258 860 295**

The Person in Charge should record the details of the accident on an IR1/Incident Form. It may also be appropriate for the Person in Charge to make a record in other places such as the care plan, communication book, handover book etc.

The Manager/Head/Principal should ensure that an accident investigation is completed and, where appropriate, a draft RIDDOR report is prepared and submitted to the Health and Safety Team for approval prior to filing an online report to HSE.

The location must inform the relevant regulatory body (CQC, Ofsted or HIW) of any event which requires notification as prescribed in their respective regulations.

Nothing in these instructions should be seen as detracting from any other statutory duty that the manager or Company may have to notify the relevant authorities in the event of an accident.

The Person in Charge should also inform the location Manager/Head/Principal, who will notify other relevant Senior Staff.

11. Evacuation of the Location

This location has been carefully designed, built, maintained and managed to the highest standards and specifications. Incidents, accidents and emergencies do, however, arise. **Consider moving individuals to other buildings, if you cannot access "go home" option first.**

Business Continuity Plan

In an emergency the first priority is to protect individuals, staff and visitors.

In the event of a fire alarm activation the policy and procedure on fire action as detailed in section 4 must be rigidly adhered to.

In the event of any other emergency that that may impact on the safety of remaining in the building, the person in charge should assess the situation and where considered necessary call the emergency services as soon as practicable.

Remember, our individuals are considered to be vulnerable children/adults so, any decision which considers evacuation, should not be taken lightly as remaining inside the building is usually considered safer than outside, particularly at night and in winter.

A decision to evacuate or partially evacuate is likely to be taken on the advice of the emergency services representative when they arrive.

Consider all options around moving individuals within the building before evacuation, provided individuals are not put at risk remaining within the building.

Consider the small animals as well as the horses, protocols are in place. Please see Appendix A.

12. Dealing with the Media

Do not speak with any representative of the media, including local newspapers, national newspapers, radio or television.

You should refer any responses to them by stating that:

"I am not authorised to make any comment on the situation, but can give you the name and telephone number of the person handling the situation."

The most appropriate course of action is to avoid any discussion whatsoever and staff must refer media personnel to the Group Business Development Director, usually via their line Manager

*The Cambian Media contact is: **Jeremy Wiles, Mobile 07919 023207***

13. Temporary Accommodation

Wherever possible, in the event of an evacuation of the building, individuals should be transferred to other buildings on site or parents / family home.

Detained individuals should be prioritised for internal transfer.

Location Name	Address and Telephone
Cambian Lufton College	Lufton, Yeovil BA22 8ST Tel: 01935 403120
Cambian Grateley School	Pond Ln, Grateley, Andover SP11 8TA 01264 889751
Cambian Hill House	Rope Hill, Boldre, Lymington SO41 8NE

Business Continuity Plan

	01590 672 147
Cambian Southlands School	Southlands school, Vicars Hill, Lymington
	01590 675350

The Person in Charge should make immediate contact with the other Cambian locations listed and arrange for their transport to be dispatched to your location in order to move individuals safely and with appropriate staff support. The Person in Charge should ask the other locations to raise additional staff, if possible, to act as escorts.

The Person in Charge should also seek to contact as many staff as possible who are not on duty and ask them to come on duty to act as escorts and individual/patient support.

Wherever possible, Cambian transport should be utilised. Always ensure that there are escorts with individuals, not including the driver of the vehicle.

Where further transport is required, the Principal should ensure that there is a list of taxi companies identified who might be utilised as a transport service.

Where possible this should include companies with 7 – 11 seat transport to accommodate individuals, their immediate personal effects and escorts.

When all internal transfer routes have been explored, have in place a protocol with other locations, eg NHS, with whom reciprocal arrangements can be made.

The Principal should seek to establish protocols with other organisations (eg NHS) which could provide temporary accommodation if no internal transfer routes are available.

The location Principal should also make enquiries in the local area as to which premises might be able to offer temporary/short term refuge in the event of a full scale evacuation of the building whilst a longer term solution is sought. This might include local schools, church halls and community centres.

The Person in Charge should first check the individuals Contingency Care Plan for Contingency Placement before arranging for the provision of other emergency accommodation.

In the event of an overnight stay, the accommodation must be suitable for the individuals concerned.

Church Halls and Community Centres are not usually appropriate in an overnight stay, however, they may be considered during the daytime.

Contacts should be made with larger hotels in the area that could accommodate the individuals in the events of an evacuation of the location.

Contacts should be made with local taxi firms for local community transport to transport individuals from the location to their temporary accommodation in the event of an evacuation.

Consider asking the local Salvation Army (or similar organisation) for their help as they are quite expert at crisis management in many areas of the country.

13.1. Hotels

Hotel Name	Address and Telephone
Premier Inn Poole Centre (Holes Bay) hotel BH15 2BD Sat Nav Directions: BH15 2BD What 3 Words: ///singer.dinner.opera	Holes Bay Road, Poole, Dorset 0333 321 1397

Business Continuity Plan

Premier Inn Poole North hotel BH17 7DA Sat Nav Directions: BH17 7DA What 3 Words: ///dinner.flock.dizzy	In Cabot Lane, Poole, Dorset 0333 321 1398
Premier Inn Yeovil Town Centre hotel BA20 1LT Sat Nav Directions: BA20 1LT What 3 Words: ///badly.stump.dawn	Key Market House, Middle Street, Yeovil 0333 321 9309

13.2. Church Halls/Community Centres etc.

Church Hall / Community Centre Name	Address and Telephone
Shillingstone Portman Hall	Blandford Road Shillingstone Dorset DT11 0SF 01258 863861
The Exchange Sturminster newton Contact Sharon Clifton	Old Market Hill Sturminster Newton Dorset DT10 1FH 01258 475137
Shillingstone Church Centre Contact Ann Powell powellanne@btinternet.com	Shillingstone, Blandford Forum DT11 0SW 01258 861397

13.3. Taxi Firms/Local Community Transport

1	M&S Travel Dorset 28schelin way, Shillingstone, Blandford Forum DT11 0TH 07485 005412
2.	Roy's Taxi Kingston Cl, Blandford Forum DT11 7UQ 07900 605383
3.	Oakwood Taxis ltd Unit 12 Holland Business Park, Holland Way, Blandford Forum DT11 7GH 01258 455555
4.	Riverside Travel (Dorset) Limited Brixeyes Barn Blandford Road, Tarrant Hinton, Blandford, Dorset, England, DT11 8HX 01258 453512

14.Security of the Location

Each location has a specific security programme depending on the needs and risks at the location.

Business Continuity Plan

This *may* include:

- Security fencing.
- Door entry systems.
- Individual Burglar alarms.
- Security lighting.
- Window locks.
- Security Grills.
- CCTV.

14.1. Key Monitoring System

Identified doors are to be locked at all times. Locks for doors are opened in one of four ways:

- Using the individual key for that individual lock.
- Using the fob, card or code for locks with an integral access control system.
- Using the master key for the suite installed.
- Using the thumb turn where installed.

Keys or fobs should be issued only to those people who can prove the need (or right) to have a key. All keys and fobs issued must be recorded and timed when given out and timed upon return.

14.2. Location Security Check

At the end of each day a security check must be made by the Person in Charge or a nominated person. This will include:

- Checking that all keys, staff alarms and access control fobs are accounted for.
- Walking the location to physically check that all fire exits are secured and communal doors and windows are closed and where appropriate locked.

14.3. Staff Confronting Intruders

If a member of staff is confronted by a suspected intruder:

Stay Calm - Ask the person or persons for formal identification. If none can be produced, ask them to leave the building.

Do not physically or verbally confront the person or persons as they may be violent. When they are leaving the building write out a description and call the police. If the person or persons become abusive call the Police immediately. At locations with a nurse call system, assistance may be summoned by pressing the personal alarm carried by each member of staff.

All adults have handicomms to alert SLT

14.4. Suspected Intruders in the Location.

The following principles should be adopted to ensure that no member of staff is put at risk.

- Call the Police and wait for them to arrive.
- *Do not under any circumstances attempt to enter a room to Investigate.*
- Try to ensure that a member of staff is waiting at the front door when the Police arrive.

Business Continuity Plan

14.5 Dealing with Emergency Repairs after Forced Entry

Contact the Regional Facilities Manager (see section 2.2) during normal working hours (8am – 5pm Mon - Fri).

For out of hours assistance (5pm-8am Mon-Fri, weekends and bank holidays) call the Facilities Emergency Line on 01782 948989.) If you are unable to contact your Regional Facilities Manager during normal working hours call the Facilities Emergency Line.

15. Dealing With Missing Persons

Each location should refer to their missing protocols, reporting of such incidents should be carried out in line with those protocols.

Missing persons information can be found at reception, all adults unallocated to a young person, must meet at reception to discuss areas to search.

16. Protocol for Managing Outbreaks of Infection

This protocol is to ensure that there are effective arrangements in place for reporting of infections and that all employees are aware of their roles and responsibilities.

Any significant infection control incidents should be recorded on an IR1 form/incident form and the location Infection Control Lead informed as soon as is practical. The Infection Control Lead should be contacted where there are:

- Two or more individuals or employees with vomiting and/or diarrhoea (amongst individuals or staff) or sudden onset of coughing with raised temperature
- Two or more individuals suffering from the same infection
- There is a high sickness rate amongst staff that appear to be suffering from the same infectious disease.

Employees should be aware that they should wash their hands before and after any contact with an infected individual, their clothing or any contaminated item.

Ensure that there are effective arrangements in place for staff to access Occupational Health services where they may have been exposed to infection.

When an individual or member of staff is confirmed as having an infectious disease (as defined by a general practitioner, the CQC/HIW, Ofsted, PHE/NPHS Wales or the Department of Health) the Registered Person should inform the Ofsted without delay. In addition, the relevant Operations Director, Regional Manager and the Health and Safety Team should also be informed.

Once an infection has been confirmed, the individual will be treated as per the Incident and Outbreak Management Procedure.

Depending on the infection, isolation within the individuals own room may be necessary.

In extreme cases, and subject to medical advice, closure of the location may be necessary over a set period.

In all cases, high standards of infection control practices are essential. This will include environment cleaning, cleaning of equipment, laundry, hand hygiene and personal protective equipment and waste management (see the relevant procedures). These should already be in place.

Individuals and visitors should be kept informed of infection related incidents and outbreaks, the action being taken and what is expected from them. Other locations should be advised of the outbreak of infection and visitors to the facility should be kept at minimal levels with priority to only those necessary.

Business Continuity Plan

The following types of infections need to be reported in line with Incident and Management procedures.

Acute encephalitis	Plague
Acute poliomyelitis	Rabies
Anthrax	Relapsing fever
Cholera	Rubella
Covid-19 and variants (see attached appendix)	Scarlet fever
Diphtheria	Smallpox
Dysentery (amoebic or bacillary)	
Food poisoning	
Leprosy	Tetanus
Leptospirosis	Tuberculosis
Malaria	Typhoid fever
Measles	Typhus
Meningitis	Viral haemorrhagic fevers
Meningococcal septicaemia (without meningitis)	Viral hepatitis
Mumps	Whooping cough
Ophthalmia neonatorum	Yellow fever
Paratyphoid fever	

If unsure staff are advised to seek advice from the Registered Manager or Principal and/or the Group Infection Control Lead.

Group Infection Control Lead:

Mary Purtil

Email: Mary.Purtil@caretech-uk.com

Health and Safety Team:

Colin Muddle Tel: 07585 790817 (Health and Safety Manager)

Email: Colin.Muddle@cambianguroup.com

Michelle Brennan Tel 01782 987954

Email: Michelle.Brennan@cambianguroup.com

Lucy Mountford Tel: 01782 987956

Email: Lucy.Mountford@cambianguroup.com

The local office of Public Health England/National Public Health Service for Wales should be notified in the event of an outbreak of infection at the location (generally defined as two or more related cases of an infectious disease).

Contact details:

South West HPT

UK Health Security Agency

2 Rivergate

Temple Quay

Bristol

BS1 6EH

Telephone 0300 303 8162 (option 1, then option 1)

Out of hours advice 0300 303 8162 (option 1)

Business Continuity Plan

Email for PII phe.swhpt@nhs.net

[Details of your local office can be found using the following links:

England: <https://www.gov.uk/government/organisations/public-health-england>

Wales: <http://www.wales.nhs.uk/sites3/home.cfm?orgid=457>

For any life-threatening scenarios there is a defibrillator located in reception.

17. Terrorist Attack – Bomb Scare

You will normally be informed of such an event either indirectly or directly by the perpetrator. Whether the threat is deemed real or not, **all cases should be treated as genuine** and responded to in the same way.

You should always remain alert to the danger of terrorism and report suspicious activity:

- In an emergency call (9)999.
- Call the Anti-Terrorist hotline on 0800 789 321 to report any suspicious activity.
- For current threat level refer to <http://www.homeoffice.gov.uk/counter-terrorism/current-threat-level>

There are two activity offsite risk assessments in the event of terrorism or civil unrest when out in the community. These can be found in activity risk assessments, numbers 003 and 004.

IN THE EVENT OF A BOMB SCARE

Once the alarm has been raised all staff must without delay evacuate individuals from the building. Ensure all are out and safe. If someone refuses to leave the building for any reason don't delay, leave them for the Emergency services and inform rescuers via the "PEEPS" form. Do not re-enter the building under any circumstances unless advised it is safe to do so by the authorities.

"Oops" cards and social stories are in place for change of schedule – Go to police station in Blandford Forum.

Using Company vehicles ensure all individuals are driven away to the nearest place of safety. This ideally would be Blandford Forum Police Station. Inform the Desk Sergeant why you are there and contact a senior manager from Cambian to advise.

If the threat is real and you can't return to the building disperse all individuals and staff to allocated safe Cambian locations. The Principal if on duty should remain locally to advise authorities of actions and to act as an information link.

IN THE EVENT OF A FIREARMS/WEAPON ATTACK

In the event of the above, staff should use RUN-HIDE-TELL. Click on the link below for guidance in line with government guidelines & counter terrorism Policing.

"Oops" cards and social stories are in place for change of schedule to remain in a room and lock doors. Use upstairs rooms where possible.

17.1 Protect Duty (Martyn's Law)

Our approach prioritises:

- Preparedness
- Clear communication

Business Continuity Plan

- Staff confidence in emergency response
- Minimising risk and harm

CORE EMERGENCY PROCEDURES

The Forum School has implemented four key procedures required under Martyn's Law

1. Evacuation

Already detailed in Section 11:

- Immediate evacuation when required
- Support for vulnerable learners
- Movement to pre-identified safe locations

2. Invacuation (Moving to Safety Inside Site)

Invacuation may be required if there is:

- External threat (e.g. intruder nearby, weapon incident off-site)

Procedure:

- Staff immediately bring all learners inside
- All external doors secured
- Registers taken and reported to SLT
- Movement to safest interior spaces where required

3. Lockdown Procedure

A lockdown will be initiated where there is:

- Immediate threat on or near site
- Suspected intruder or weapon

Signal:

- Verbal instruction or agreed emergency alert via handheld radio/phone

Actions:

- Lock and secure doors immediately
- Close blinds and turn off lights
- Move away from windows and doors
- Maintain silence
- Account for all learners
- Await SLT or emergency services instruction

Business Continuity Plan

4. Communication

The Forum School will use:

- Mobile phones
- Radios (where available)
- Face-to-face communication where safe

Staff must:

- Follow instructions from SLT
- Not share unverified information
- Ensure messages are clear and calm

Terrorism Risk Awareness

The school maintains awareness of:

- Site access points
- Visitor control procedures
- Supervision of external workers
- Community risks

This is reviewed as part of:

- Health & Safety audits
- Safeguarding reviews

Training and Drills

- Staff receive guidance on **RUN-HIDE-TELL principles**
- Lockdown and evacuation procedures are shared through briefings
- Drills are undertaken periodically to ensure readiness

Review and Continuous Improvement

This section will be reviewed annually or following any incident to ensure continued compliance with Martyn's Law and emerging national guidance

[RUN HIDE TELL CT policing school teaching guide | ProtectUK](#)

For off-site activities the task specific risk assessment in place will include consideration for emergency situations including the threat of acts of terror.

Martyn's Law – See Self-assessment emergency checklist.

Business Continuity Plan

18. Adverse Weather

18.1. Snow, flooding and adverse weather

In the event of heavy snow, flooding or adverse weather leading to travel disruption, staff within walking distance should, where practicable, be contacted to cover shifts. Staff who are able to travel by checking dorsetcouncil.gov.uk live travel updates should make their way to work.

Local car rental companies should be contacted for availability of 4X4 vehicles to assist with staff movements to cover shifts:

Dorset Vehicle Rentals
Somdor House, Station Rd,
Gillingham, SP84QA

No individuals in our care should be transported in hire vehicles without prior confirmation of validity of insurance.

Non-urgent medical appointments for individuals should be rearranged. If urgent medical attention is required then the emergency services should be contacted. Off-site therapeutic activities should be suspended. This will be allocated to the admin team

As far as reasonably practicable, all primary footpaths and walkways on site should be cleared and gritted and arranged by duty manager.

Consideration of school closure

This will be decided by members of the SLT and senior on call. **Only this group can make this decision.**

If it is deemed that the school must close then the SLT team will make plans to call all day students parents and transport services at the earliest convenience. Principal/HOE must contact Dorset council to provide an update.

Deciding to close a school/college can be a stressful situation for a site leader. It is fundamentally based on a thorough risk assessment on the impact on young people and staff safety by keeping the site open. If the decision of the Principal/HT is to close their school/college then it's important that clear communication is immediately sent to:

- the local authorities linked to the school/college,
- the parents/carers of the young people,
- any transport provider used and,
- all staff and young people directly affected.

The decision should also be emailed to Jeremy Wiles Jeremy.wiles@caretech-uk.com, the appropriate Director and Regional Lead for their information and possible further dissemination. If in doubt about a decision you can contact your Regional Lead or Director out of hours and they will be pleased to assist with your decision making.

Once a decision has been made to close, the Principal/HT will monitor the situation, keep a risk assessment live, maintain open communication links with all relevant parties during the period of closure and advise on a daily basis. with as much notice as possible, when the school is ready to open again. Any further questions about the process please contact Andrew.sutherland@caretech-uk.com or Graham.Norris@cambiagroup.com who will be pleased to discuss.

All staff due on shift should then check their access to work by utilising dorsetcouncil.gov.uk live travel website. If staff are unable to travel to work due to road closures that would affect them they must utilise the absence email line with a screenshot of the image of unsafe travel. This must be checked by the member of staff hourly and the staff must be ready to travel to work once conditions are again safe. Staff should then update the absence line to close with their expected arrival time.

SLT and duty managers will have a pack of resources/information/social stories to share with residential young people that school will be closed for the day.

Kitchen manager should be informed of school closure as soon as possible by duty manager

Business Continuity Plan

Arrangements are needed for the care and feeding of the animals at the stables by the duty manager

SLT must inform Duty managers who are present at the school to ensure the closure of the school is communicated to all of the team present and social stories provided for adults to share with residential young people

If adults are unable to travel home safely, arrangements will be made for accommodation throughout the school site to accommodate this.

Our key objective during the worst weather conditions is to keep the school open and ensure that it is safe and adequately staffed.

It is recommended that staff have an overnight bag to hand if bad weather is predicated, especially for staff that travel a fair distance. It is also advisable to have suitable clothing such as boots and warm clothing. Staff that are unable to leave the site due to weather conditions or covering staff shortage will have meals provided and a remuneration will be given.

Rooms will be set up for these staff, and there are plenty of sleeping bags, blankets and duvet if necessary. (These are in Drey and this will be set up by senior staff on duty)

In the event of adverse weather leading to travel disruption, it is expected that staff will make every effort to come into school. However, staff should not put themselves in danger when trying to come into and out of school. Staff will need to assess the risk themselves.

Staff within walking distance should, where practicable, be contacted to cover extra shifts. Duty manager will have a list of staff who live locally and will coordinate transport or group walking.

As far as reasonably practicable, all primary footpaths and walkways on site should be cleared and gritted. Grit is kept at the bottom of the ramp by the staff car park, salt is kept in the bins around the school.

The kitchen should be well stocked for meals for any member of staff who cannot leave due to adverse weather conditions

Staff that are unable to come into school will unfortunately not be paid.

There is a list of first aiders that senior on call./duty managers are aware of who are the first aiders on site



School closed
generic - adults to ac



School closed due to
floods.ipdot

18.2. Heat Wave

The main risks posed by a heatwave are:

- Dehydration (not having enough water).
- Overheating, which can make symptoms worse for people who already have problems with their heart or breathing.
- Heat exhaustion.
- Heatstroke.

Some of the most vulnerable people in extreme heat are:

- Older people.
- Young people.

Business Continuity Plan

- People with serious mental health problems.
- People with a serious chronic condition such as heart or breathing problems.

The following advice applies:

- Shut windows that are exposed to the sun when it is hotter outside and open them for ventilation when it is cooler.
- Avoid the heat. Stay out of the sun and don't go out between 11am and 3pm (the hottest part of the day) particularly those who are vulnerable to the effects of heat.
- Drink cold drinks regularly, such as water and fruit juice. Avoid tea and coffee.
- If outdoors wear loose, cool clothing, and a hat and use high protection sun screen.
- Have cool baths or showers, and splash yourself with cool water.
- Keep rooms cool by closing the curtains or blinds **but note that metallic blinds and dark curtains can make the room hotter.**

If someone feels unwell, get them somewhere cool to rest. Give them plenty of fluids to drink. Seek medical help if symptoms such as breathlessness, chest pain, confusion, weakness, dizziness or cramps get worse or don't go away.

Please also refer to applicable Government guidance in relation to specific actions required in accordance with the heat-health alert service.

19.IT/Telephony Failure

The Forum School is part of the wider Caretech Cambian group. IT within Caretech Cambian is centrally managed and controlled. As part of the IT structure the strategic management and planning of systems are managed by our inhouse team of experts in Stockport.

Following a cyber attack where data was stolen, Caretech Cambian have updated the protection of the IT systems. TFS is working with the local authority and complies with their requests for periodic action. One such example is cyber security checks through National Cyber Security Centre, last checked Autumn 2023.

To protect our systems Cambian use:-

Sentinel One – Sentinel One are one the major players in the fight against cyber crime, at The Forum School every machine has Sentinel One software installed that delivers autonomous endpoint protection that prevents, detects, and responds to attacks. This is transparent to the end user.

[SentinelOne | Autonomous AI Endpoint Protection Platform | s1.ai](#)

CAE are the preferred partners of Cambian. Cambian have been working with CAE for many years. As a managed service CAE provide machine monitoring, policy setting, management of accounts, data backup services to our Core in Slough. By using an off site backup we negate the risk of total loss, should an event happen at the site. CAE are partners with Cisco, Microsoft and Dell.

[IT Infrastructure Solutions | CAE Technology Services \(thisisca.com\)](#)

City Com – City Com are the preferred telephony partner of Cambian. This ensures that all telephony has the same stringent safeguards applied to its phone system (including mobiles) as the network. City Com ensure that all communication is secure, whilst protecting the privacy of our data. Link to their site below

[Citycom | Integrated Business Communication Solutions](#)

Business Continuity Plan

Robust policies – The Forum School has robust policies around cyber security – user accounts are only created by CAE and on the instruction of the HR department. All changed to accounts must go through CAE where they are documented and logged. At Cambian the use of team accounts is not permitted ensuring accountability.

The group uses CAE as its preferred security of our data and systems are at the forefront of but the internal team in Stockport and CAE a specialist Complete loss of local computer systems access should be reported in the first instance to CAE

Tel No. 01923 944399 (24 hours a day).

Central IT will assess impact of loss of services and likely timeframes to restore.

Actions for up to 48 Hour Outages

Business Heads to be advised of outage and regularly updated on progress and time to resolve,

- Local IT Services to be used as available.
- External Business contacts to be advised in the event of loss of email communications
- Fax Facilities to be utilised if available).
- Senior Managers to utilise mobile phone as issued – at The Forum School all homes as well as the Duty and Senior Mangers have access to a mobile phone with Email and WhatsApp
- Consider appropriate staff working from alternative Cambian locations or home via VPN connectivity.

Actions for Outages Beyond 48 Hours

As above plus:

- Arrange for 3G Dongles to be deployed to Admin Team.
- Enhance Mobile IT Communications for necessary via Laptop and Tablet Devices.
- Provide Temporary alternative networked storage capabilities for staff if appropriate

Total telephone communications failures should be reported in the first instance to CAE 01923 944399 (24 hours a day).

Actions for Up to 48 Hours

- Business Management to be advised of outage and alternative contact means.
- Main Business Telephone number to be routed to an available Mobile Telephone Number
- Individuals NOK to be advised and alternative communication methods provided.
- External Business contacts to be advised and alternative communication methods provided.
- Senior Site Staff to be contacted via Mobile phone as issued.
- Redirect to be cancelled upon restoration of telephone services.

Actions for Outages beyond 48 Hours

- As above
- Emergency Mobile Devices to be provided. These may be PAYG services for non-essential service provision.

20. Disruption to Food Supply

Business Continuity Plan

Contingency arrangements are in place should the provision of normal food supplies be unavailable.

Source local shops, eateries, takeaways to obtain food to bring back to the location.

21. Review of the Business Continuity Plan

DATE	COMMENTS	APPROVED MANAGER / HEAD / PRINCIPAL	APPROVED OPERATIONS DIRECTOR / REGIONAL MANAGER
28/07/23	Prepared by Alexandra White (ICT Technician)	Daniel Pitt <i>D Pitt</i>	
26.06.24	Prepared by melissa mccarthy executive lead	Daniel Pitt <i>D Pitt</i>	
30.10.24	Prepared by Melissa McCarthy interim principal	Melissa McCarthy	Shared to Graham Norris 31.10.24
15.11.24	Reviewed by Hannah Everard care manager	Melissa Mccarthy	Shared to Graham Norris 15.11.24
28.01.2025	Prepared by Melissa McCarthy Interim Principal	Melissa McCarthy	Shared to Graham Norris 18.02.2025
21.05.2026	Prepared by Tracey Wilson Principal	<i>Wilson</i>	Shared to Graham Norris 21/05/2026

A copy of this Business Continuity Plan should be sent to Lucy.Mountford@cambianguroup.com for central record holding.

23.Plans Of The Location And Mains Services

Plans attached.

INSERT PLANS/SKETCH OF LOCATION LAYOUT HERE

These should show the following:

- **Water meter if on metered water**
- **Mains water stop valve(s)**
- **Gas meter**
- **Gas/oil isolation valve(s)**
- **Electric meter**
- **Main electrical isolation switch(es) and all distribution boards**
- **COSHH Store(s)**

23.1.

- **Appendix A – Emergency evacuation procedures & codes for stable area**
- **Martyn’s Law**
- **Fire Plan**
- **Oops cards & Social Stories for school closure.**