

# RINGWAY PRIMARY SCHOOL

# BUSINESS CONTINUITY PLAN

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Plan Owner	
Plan Writer	
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*This template and associated guidance has been designed to complement and enhance existing Local Authority procedures and guidance, such as those covering Educational Visits and Health and Safety in Education Premises. It does not supersede those procedures or any existing arrangements for contacting key partners and the Emergency Services during a critical incident.*

*Although the template has been produced with Schools and other Educational settings in mind, it serves as a generic template for Business Continuity Planning and should be adapted to meet your individual School's needs.*

*As a user of the Business Continuity Plan you must familiarise yourself with the whole document upon receipt of it, and wherever necessary, raise any queries immediately with the Plan Owner.*

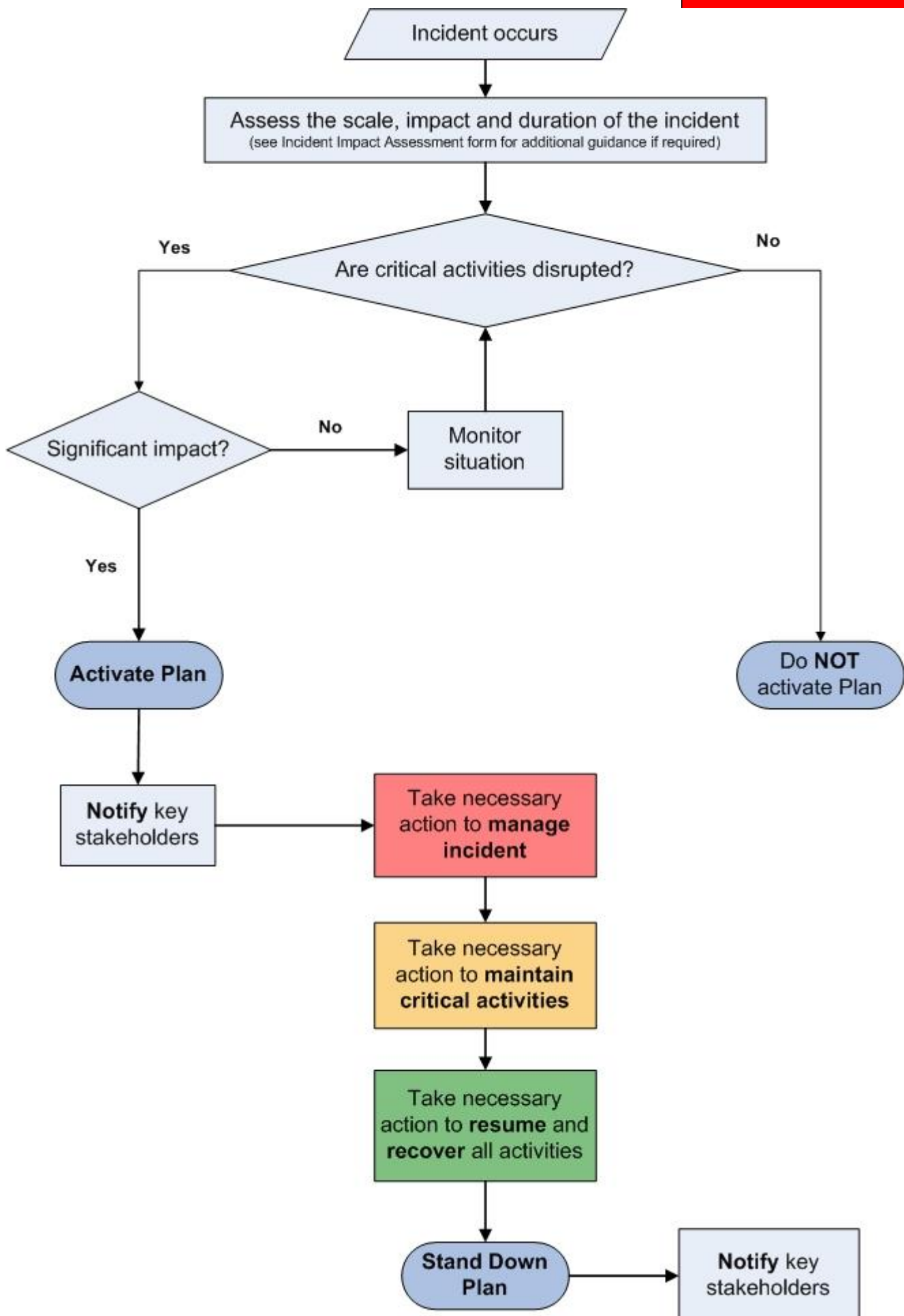
## 1.0 PLAN PURPOSE AND SCOPE

<b>Purpose</b>	To provide a flexible framework to manage the response to any school disruption or emergency <sup>1</sup> , maintain critical activities and recover from the incident quickly and efficiently.
<b>Plan Scope</b>	The following departments /sites are in scope of this plan:Foundation Stage, Key stage 1 & Key Stage 2
<b>Links to other Plans and Procedures</b>	In the event of a serious emergency, the Council's emergency response arrangements may be activated alongside the Council's Corporate Business Continuity Plan to enable the delivery of Local Authority civil protection duties. <ul style="list-style-type: none"> <li>▪ We have agreed with St Anthony's School ad with Kids around the Clock that we will support each other if in need of parking space or temporary shelter</li> </ul>

## 2.0 PLAN ACTIVATION

<b>Circumstances</b>	<p>This Plan will be activated to manage the response to any incident causing significant disruption to normal service delivery, particularly the delivery of key/time critical activities. Plan activation triggers may include:</p> <ul style="list-style-type: none"> <li>▪ Loss of people (staff or students) or skills e.g. above normal levels of absenteeism due to illness/injury or other scenarios such as severe weather or people leaving the organisation.</li> <li>▪ Loss of critical systems e.g. ICT network disruption, telephony outage or power outage.</li> <li>▪ Denial of access, or damage to, facilities e.g. loss of a building through fire or flood, an external emergency where emergency service cordon would prevent access for a period of time or utilities failure. You may also require the activation of continuity arrangements in the event of an office move.</li> <li>▪ Loss of a key resource such as an external supplier or partner vital to the delivery of a key activity.</li> </ul>	
<b>Authority for Plan Activation</b> <i>(other than the Plan Owner)</i>	The Disaster Recovery Team are the Headteacher – Nuala Forkan , David Glynn the Deputy , Pam Thompson the business manager and Mike Mc Veigh the caretaker.	
<b>Notification Procedures</b>	<b>Who?</b>	<b>Why?</b> <i>(note this is <b>not</b> an exhaustive list)</i>
	Headteacher	Take the decision on whether the Business Continuity Plan should be activated and direct resources. The Headteacher will normally be the 'Plan Owner'. See section 1.3 for more detail on plan activation.
	Board of Governors	Responsible for strategic decisions in response to significant incidents
	Stakeholders/ Partners	If the incident is causing significant disruption, an appropriate message should be released to stakeholders/partners detailing: <ul style="list-style-type: none"> <li>● What is causing the disruption and the impact</li> <li>● Action being taken to respond to the incident</li> <li>● Estimated length of the disruption and return to business as usual.</li> </ul>
	Manchester City Council	For further details of key contact details please see Schools Major and Significant Incident Framework attached as Appendix One to this document
	Public Health	In the event of a significant outbreak in a school, Public Health England (PHE), who lead the investigation and management of outbreaks and incidents, should be contacted. The Public Health England GM Health Protection Team can be contacted in-hours on 0344 225 0562, Option 1, or out-of-hours on 0161 922 6000 (Tameside Hospital Switchboard - ask for Health Protection on call).

## 2.1 PLAN ACTIVATION PROCESS



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## 3.0 INCIDENT MANAGEMENT

### 3.1 INCIDENT MANAGEMENT PHASE

<b>Purpose</b>	<ul style="list-style-type: none"> <li>▪ Protect the safety and welfare of staff, visitors and the public</li> <li>▪ Protect vital assets e.g. equipment, data, reputation</li> <li>▪ Ensure urgent and necessary communication takes place</li> <li>▪ Support the Business Continuity phase</li> <li>▪ Support the Recovery and Resumption phase</li> </ul>
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	REQUIREMENT	ACTION	ACTION DONE? <i>(Check box accordingly)</i>	BY WHO? <i>(Insert details of responsible Officer)</i>
1.	<p>Make a <i>quick</i> initial assessment:</p> <ul style="list-style-type: none"> <li>▪ Survey the scene/situation</li> <li>▪ Assess the impact on pupils and staff</li> <li>▪ Assess (i.e. scale/severity, duration &amp; impact)</li> <li>▪ Disseminate information (to others)</li> <li>▪ Call the Emergency Services if needed</li> <li>▪ Evacuate the school building if necessary</li> </ul>	Gather and share information to facilitate decision-making and enhance the response. <i>A full impact assessment form can be found in Schools Business Continuity Plan Guidance.</i>	<input type="checkbox"/>	DRT
2.	Nominate individuals to carry out Incident Management roles, as appropriate.	Information on roles and responsibilities can be found in <i>Schools Business Continuity Plan Guidance.</i>	<input type="checkbox"/>	DRT
3.	Ensure a log of key decisions and actions is started and maintained throughout the incident	The Log template can be found in <i>Schools Business Continuity Plan Guidance.</i>	<input type="checkbox"/>	DRT
4.	Where appropriate, record names and details of any staff or pupils that may have been injured or affected by the incident as part of your incident record keeping.	This information should be held securely as it may be required by Emergency Services or other agencies during or following the incident.	<input type="checkbox"/>	DRT
5.	Log details of all items lost by pupils, staff, visitors etc as a result of the incident, if appropriate	The Log template can be found in <i>Schools Business Continuity Plan Guidance.</i>	<input type="checkbox"/>	DRT
6.	Assess the key priorities for the remainder of the working day and take relevant action	<p>Consider actions to ensure the health, safety and well-being of pupils, staff and the wider school community at all times. Consider your business continuity strategies, i.e. alternative ways of working, re-location to your recovery site etc to ensure the impact of the disruption is minimised.</p> <p>Consider the school's legal duty to provide school meals to some pupils and how this will be facilitated, even in the event of emergency school closure.</p> <p><i>Business Continuity Strategies are documented in Section 5.</i></p>	<input type="checkbox"/>	DRT
7.	Log all expenditure incurred as a result of the incident and seek advice/inform your Insurance Company/MCC Corporate Insurance and Claims Team	Record all costs incurred as a result of responding to the incident. The Financial Expenditure Log can be found in <i>Schools Business Continuity Plan Guidance.</i>	<input type="checkbox"/>	DRT
8.	<p>Consider your communications/media management strategy to ensure staff and pupils are kept informed about what is required of them. Contact the Press Officer at Manchester City Council if required (see Appendix One)</p> <p>If the incident is taking place outside of normal working hours, staff may need to be</p>	<p>All staff member's emergency contact details should be held securely electronically as well as in a hard copy as part of your plan. Ensure parents/carers contact details are also available. Template for your contact lists are contained in <i>Schools Business Continuity Plan Guidance.</i></p>	<input type="checkbox"/>	DRT

	<b>REQUIREMENT</b>	<b>ACTION</b>	<b>ACTION DONE?</b> <i>(Check box accordingly)</i>	<b>BY WHO?</b> <i>(Insert details of responsible Officer)</i>
	contacted to advise of any alterations to normal working arrangements for the next day.			
9.	Ensure recording processes are in place for staff/pupils leaving the site	Ensure the safety of staff and pupils before they leave the site and identify suitable risk control measures as required.	<input type="checkbox"/>	DRT

## 4.0 BUSINESS CONTINUITY

### 4.1 BUSINESS CONTINUITY PHASE

<b>Purpose</b>	<ul style="list-style-type: none"> <li>▪ To ensure that 'critical activities' are resumed as quickly as possible and/or continue to be delivered during the disruption</li> <li>▪ To activate one or more of your business continuity strategies to enable alternative ways of working</li> <li>▪ To make best use of potentially limited resources by suspending 'non critical' activities</li> </ul>
<b>Time Critical Service Functions</b>	The outcome of the <i>Business Impact Analysis</i> process has been to identify the following school activities as time critical/urgent:

	REQUIREMENT	ACTION	ACTION DONE? (Check box accordingly)	BY WHO? (Insert details of responsible Officer)
1.	<p>Take time to understand and evaluate the impact of the incident on 'business as usual' activities by communicating with key stakeholders to gather information.</p> <p>It may be useful to refer back to your <i>Business Impact Analysis</i> to review recovery time objectives and resource requirements for your most critical activities.</p>	Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities. This may require the involvement of external partners.	<input type="checkbox"/>	DRT
2.	Plan how critical activities will be maintained, utilising pre-identified or new business continuity strategies (see section 5.3 for your pre-identified strategies).	<p>Consider:</p> <ul style="list-style-type: none"> <li>▪ Immediate and ongoing priorities</li> <li>▪ Communication strategies</li> <li>▪ Resource availability</li> <li>▪ Deployment of resources</li> <li>▪ Roles and responsibilities</li> <li>▪ Finance</li> <li>▪ Monitoring the situation</li> <li>▪ Reporting</li> <li>▪ Stakeholder engagement</li> <li>▪ Any welfare issues</li> <li>▪ Planning the recovery of non critical activities</li> </ul>	<input type="checkbox"/>	DRT
3.	Identify any other stakeholders who may be required in the business continuity response	Depending on the incident, you may need additional/specific input in order to drive the recovery of critical activities; this may require the involvement of external partners. Refer to your key contacts list in the <i>Schools Business Continuity Plan Guidance</i> .	<input type="checkbox"/>	DRT
4.	Log all decisions and actions, including what you decide not to do and include your decision making rationale.	The Log of Events, Decisions and Actions can be found in the <i>Schools Business Continuity Plan Guidance</i> .	<input type="checkbox"/>	DRT
5.	Log all financial expenditure incurred as a result of the incident	Use the Financial Expenditure Log which can be found in the <i>Schools Business Continuity Plan Guidance</i> .	<input type="checkbox"/>	DRT
6.	Deliver appropriate communication actions as required/further develop your media strategy in consultation with Manchester City Council Press Office where required.	Ensure methods of communication and messages are developed as appropriate to the needs of your key stakeholders e.g. Pupils, Staff, Partners/Carers, Governors, Suppliers, Local Authority, Central Government Agencies etc.	<input type="checkbox"/>	DRT

## 4.2 BUSINESS CONTINUITY STRATEGIES

<b>Purpose</b>	<ul style="list-style-type: none"> <li>▪ To document alternative ways of working designed to maintain your critical activities in the event of a disruption</li> <li>▪ To ensure alternative ways of working have been agreed, tested and are fit for purpose</li> </ul>
<b>Circumstances when business continuity strategies may be activated</b>	<p>Whatever the cause of disruption, the impacts commonly fall within one or more of the below categories:</p> <ul style="list-style-type: none"> <li>▪ Loss of key people (staff or students/pupils) above normal levels of absenteeism due to illness/injury death or other scenarios such as severe weather, changes in school structures, staff leaving the school etc.</li> <li>▪ Loss of critical systems e.g. ICT network disruption, telephony outage or power outage.</li> <li>▪ Denial of access, or damage to, facilities e.g. loss of a building through fire or flood, an external emergency where emergency service cordon would prevent access for a period of time, utilities failure etc.</li> <li>▪ Loss of a key resource such as an external supplier or partner vital to the delivery of a key activity</li> <li>▪ There will be more specific key business continuity risks that you will have covered in your risk assessment, for example, terrorism threat, extreme weather, school trip incident and reputational risks. The final section below provides space for you to document your strategies to respond to these risks where appropriate.</li> </ul>

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF PREMISES		ADDITIONAL INFORMATION
1	<p>Identification of alternative locations designated as the agreed 'work area recovery site'. You will need to consider transport requirements and accessibility for these identified premises. You may need to have multiple places agreed for your work area recovery if you have large premises and these different options will need to be documented.</p> <p>You may find it helpful to categorise available sites according to the following:</p> <ul style="list-style-type: none"> <li>▪ <b>'cold' sites</b> - has no equipment/furniture/computer systems set up but can be re-fitted in the event it is needed. This obviously means it takes longer to make 'fit for purpose' following an incident.</li> <li>▪ <b>'warm' sites</b> - usually these sites will have hardware and connectivity already established though may take some time to be fit for purpose.</li> <li>▪ <b>'hot' sites</b> - is essentially a duplicate of the original site, with full computer systems as well as near complete back-up of user data, but may not match the capacity of the original site.</li> </ul>	We have agreed with 2 local buildings eg St Anthony's Primary & Kids around the clock that we may use some of their facilities if possible.
2	<p>Creating an emergency 'grab bag' that contains essential information and equipment needed for both incident management and business continuity, and should be stored in a secure place on and off site. The contents of the bag should be the responsibility of a named person and should be regularly checked and updated. See <i>Schools Business Continuity Plan Guidance</i>.</p>	Pam Thompson
3	<p>Mutual support agreements with schools where there is capacity for schools to accommodate each other in the event of an incident.</p>	See above
4	<p>Virtual learning environment opportunities</p>	Leanne Hannent
5	<p>Localising the incident, e.g. isolating the problem and utilising different sites or areas within the school premises portfolio</p>	
6	<p>Off site activities e.g. physical activities, school trips</p>	

TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF CRITICAL ICT SYSTEMS (INCLUDING TELEPHONY)		ADDITIONAL INFORMATION
1.	Flexible lesson plans	
2.	Use of a secure external network, virtualised network or secure cloud that can be accessed via the internet to allow extra back up and protection for your files	
3.	Manual workarounds: ensure there is a record of where pre-printed forms etc are stored and that there are procedure guides to inform their use where necessary	
4.	Access systems via the internet outside of your network for secure, cloud based applications.	
5.	Ensure that anyone who requires ICT to undertake critical activities has the Ability to work at home where possible and appropriate. Ensure that critical equipment is taken home where practical and possible and consider procuring mobile equipment for these users.	



6.	Using different ways of working. This could include: changing work patterns, suspending 'non critical' activities to focus on your priorities and assist the recovery of critical systems in the first instance with a phased approach for all other ICT 'non critical' activities.	
<b>TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF PEOPLE (STAFF OR STUDENTS/PUPILS)</b>		<b>ADDITIONAL INFORMATION</b>
1.	Use of temporary staff (teaching/non teaching)	
2.	Multi-skilling/cross training to ensure staff can undertake different roles and responsibilities. This could involve identifying deputies /job shadowing/staff undertaking temporary additional duties	
3.	Using different ways of working to allow for a reduced workforce. This could include: Use of pre-prepared educational materials that allow for independent learning Team activities and sports to accommodate larger numbers of pupils at once Larger class sizes (subject to relevant ratios) Virtual learning environment opportunities	
4.	Suspending 'non-critical' activities to focus on your priorities	
5.	Using mutual support agreements with other schools to focus on your priorities	
6.	Ensuring that the business continuity aspects of staff management are considered in all management arrangements, e.g. managing attendance, job descriptions, contractual requirements etc.	
7.	Engage resources to support students/pupils and staff dealing with emotional impacts in the case of injury, accident or death where appropriate	
<b>TACTICAL OPTIONS TO MITIGATE AGAINST A LOSS OF A KEY SUPPLIER, THIRD PARTY OR PARTNER AGENCY</b>		<b>ADDITIONAL INFORMATION</b>
1.	Pre-identified alternative suppliers	
2.	Ensuring all external providers have a Business Continuity Plan in place and you understand the impact to their plan on the delivery of your critical activities in the event of an incident	
3.	Insurance cover	
4.	Using mutual support agreements with other schools	
5.	Using alternative ways of working to mitigate the loss, e.g. suspending activities.	



## 5.0 RECOVERY AND RESUMPTION

### 5.0 RECOVERY AND RESUMPTION PHASE

<b>Purpose</b>	<ul style="list-style-type: none"> <li>▪ To return to 'business as usual' as quickly as possible</li> <li>▪ To ensure any non critical activities suspended as part of your business continuity response are recovered within appropriate timescales</li> <li>▪ Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building on a longer term basis.</li> </ul>
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	REQUIREMENT	ACTION	ACTION DONE? <i>(Check box accordingly)</i>	BY WHO? <i>(Insert details of responsible Officer)</i>
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.	<input type="checkbox"/>	DRT
2.	Continue to record all expenditure incurred as a result of the incident	Use the Financial Expenditure Log to record any expenditure which can be found in the <i>Schools Business Continuity Plan Guidance</i>	<input type="checkbox"/>	DRT
3.	Respond to any ongoing and long term support needs of Staff and Pupils.	Depending on the nature of the incident, the schools Incident Management Team may need to consider the use of health services, for example counselling.	<input type="checkbox"/>	DRT
4.	Once recovery and resumption actions are complete, communicate the return to 'business as usual'.	Ensure all staff are aware that the Business Continuity Plan is no longer in effect.	<input type="checkbox"/>	DRT
5.	Carry out a 'debrief' of the incident with Staff and Suppliers/Partners if appropriate.  Complete a post incident report to document opportunities for improvement and any lessons identified.	The incident de-brief report should be reviewed by all members of the Schools Incident Management Team to ensure that key actions resulting from the incident are implemented within designated timescales.	<input type="checkbox"/>	DRT
6.	Review this Business Continuity Plan in light of lessons learned from the incident and the consequent response to it	Implement recommendations for improvement and update this Plan.	<input type="checkbox"/>	DRT

## 1. Background, purpose and scope

- 1.1 The Council is committed to supporting schools maintain continuity of teaching and learning during a major, significant and/or serious widespread disruption. School management teams are responsible for having a robust Business Continuity Plan in place and managing any incident that threatens continuity, the Council is responsible for co-ordinating appropriate resources to support this. This framework provides the structure for provision of this support.
- 1.2 This framework has been developed to help schools deal with the most serious and significant incidents where there is support required from the Council. This relates to incidents that cannot be dealt with as part of normal day to day disruptions and where the incident is so significant or catastrophic that there is a threat of, or actual closure of the school. This framework should form an essential part of School Continuity Plans. The framework should not be used to respond to 'business as usual' incidents that schools could reasonably be expected to deal with independently.
- 1.3 The framework ensures that there is a simple and efficient communication process between schools and the Council so that we can provide effective support particularly within the initial stages of a serious incident. This is achieved through the identification of one key point of contact – officers who will support the school/s affected to respond to an incident through the provision of advice and guidance and co-ordination or activation of key services.
- 1.4 The services provided by the Council to support you manage an incident will combine advice and guidance and resources with the aim of ensuring that pupils/students can continue to receive their education with minimal disruption. The service schools can expect from the Council in an incident through this framework is a single point of access for a swift response, a quick assessment of need, an ongoing co-ordination of external support and an onsite presence at the site depending on the terms of the incident.
- 1.5 There a broad range of services that could be involved in responding to the incident, for example Education services including the Quality Assurance Team , Emergency Transport, and Council Designated Officer support as well as expertise to help support your response from core council services, for example, Health and Safety, Risk and Resilience, Corporate Property, HR, Insurance and the Press Office.
- 1.6 If you have separate arrangements in place for management support provided through an independent provider, please be aware that contact with this provider does not replace contacts made with the Council and notification we still be required to the Council for support to be provided.

## 2. Overall approach

- 2.1 To ensure that all key risks have been considered and appropriate response actions developed, the framework identifies the key risks to school disruption where the Council has a role in providing support to manage the incident. For each risk/type of incident there is one key contact identified who should be the first point of contact for schools and will provide support to manage the incident. Obviously in some instances, for example a terrorism threat, the first point of contact should be the police.
- 2.2 The types of major and significant incident covered by this framework are detailed in the table below:

Type of Incident/Risk	Description
Significant premises incident that could lead to school closure	This relates to a premises incident of such seriousness that there could be denial of access and closure – such as a significant fire or flood in the premises.
Serious Accident/Injury	This does not relate to injuries that can be managed by the school, this refers to life threatening injuries to pupil/s and/or staff that could cause significant disruption to the school.
Significant Disease outbreak	Outbreak of disease so significant in terms of risk to health or numbers affected that there is a risk of school closure.
Terrorism/Terror Threat	Bomb threat or actual terrorist attack.
Serious Criminal Activity	A serious break in or assault resulting in the school being investigated as a major crime scene which could prevent the school continuing its activities.
Death of a pupil/member of staff	Unexpected death causing such a level of disruption and distress to students/staff that it threatens the continuity of the school or causes school closure.
School trip Incident	This relates to those incidents that could result in a complete inability of the school to continue its normal activities – such as an ash cloud causing major disruption to travel and ability of a large number of pupils and teachers to return to school.
Reputational Incident	Incident causing significant disruption and reputational damage to the school such as malicious use of social media to criticise or denigrate the school or staff and where involvement of the Council and strong press management is required.

Type of Incident/Risk	Description
Extreme weather	Extreme weather which cause such significant disruption that there is a threat of school closure such as heavy snowfall or floods.
Significant Information Security Breach	A major information security breach that could cause significant disruption to the school such as 'hacking' of the school's ICT system leading to compromise of pupils sensitive information.

### 3. Contact Arrangements

- 3.1 The first point of contact will be responsible for the provision of Council support to you to help you manage the incident and will co-ordinate appropriate Council resources. All contact details are available at page three of this document.
- 3.2 In the context of this framework, a safeguarding incident relates to an extremely significant incident which could cause serious disruption to the whole school. Incident and concerns in this area should be dealt with through normal processes.
- 3.3 To ensure there is a contingency plan in place in the event of the absence of this key contact, through for example, illness or annual leave, key members of the Education Senior Leadership Team are available to provide a response.
- 3.4 If a disruption occurs that we have not identified as a key area requiring a council response, or you require general school continuity advice and guidance, please contact the Council's Risk and Resilience Team. This team will contact other key council officers to support a response, as required.
- 3.5 Depending on the type of incident and the severity of the potential impact there are also out of office details provided to ensure that there is Education support available to provide a rapid response in significant incidents. This is an additional arrangement to the Council's 24/7 emergency line which is already in place for any member of the community who needs support from the Council to deal with a civil emergency (to be used to report an incident that puts people in immediate danger such as a collapsing building, explosion or severe flood).
- 3.6 In relation to a significant disease outbreak, the first point of contact is not the Council, but Public Health England. Public Health England will notify the Council in line with the Greater Manchester Outbreak Plan.
- 3.7 With regards to extreme weather, as this may impact a large number of schools, apart from in the most extreme circumstances, contact the council via the inbox [pass@manchester.gov.uk](mailto:pass@manchester.gov.uk). If the weather has caused a significant impact on your premises, for example severe roof damage, please contact the named lead provided for premises incidents.

### 4. Arrangements for planned disruptions

- 4.1 There are a number of foreseeable disruptions that are dealt with through other existing processes which are therefore out of scope of this framework. These include planned school closures and strikes. Please refer to strike guidance or contact Danielle Garside on 0161 234 3839 for advice in this area. For planned school closures please notify the Planning and Accommodation Service through the inbox: [pass@manchester.gov.uk](mailto:pass@manchester.gov.uk)
- 4.2 For further information on this framework, please contact Amanda Corcoran, Head of Education Strategy, Access and Inclusion ([a.corcoran@manchester.gov.uk](mailto:a.corcoran@manchester.gov.uk)) or Diana Turnbull, Risk and Resilience Lead ([d.turnbull@manchester.gov.uk](mailto:d.turnbull@manchester.gov.uk))
- 4.3 Please contact the Council's Risk and Resilience Team on 0161 234 1455 for general business continuity advice and guidance

## Manchester City Council Schools Major and Significant Incident Contacts

*First point of contact after, where necessary, emergency services have been contacted*

The Council has a 'civil emergency number', 0161 223 7222. This can be used to report an emergency incident that puts people in immediate danger, such as a collapsing building or bridge, an explosion or severe flood. This helpline is available 24 hours a day, 7 days a week, 365 days a year but should only be used in extreme emergency situations. The Council's emergency control centre may be activated as a response to this notification. *Please note emergency services will also activate the Council's emergency response arrangements if they determine this is necessary.* It is also recognised that there are other situations or types of major or significant incident where it would be helpful to have a single point of contact within the Council, these are listed below.

Significant premises incident

John Gill, Risk and Resilience Manager 07944 290831/234 5272  
(in office hours)

Serious accident/injury

Simon Gardiner, Health and Safety Manager 07810 557473/  
0161 234 1897 (in office hours)

Reputational incident

Jane Lemon, Press Officer 07798 947519/0161 234 3179  
(in office hours). Pager number for out of office hours: 234 1010

Extreme weather

PASS inbox: pass@manchester.gov.uk. John Francoli, 0161 234  
1599/ 07908 993631 (in office hours)

Information security breach

Michael Seal, Information Governance Manager 07534 712354/234  
3653 (in office hours)

For significant disease outbreak contact Public Health England 0344 225 0562, Option 1  
(in office hrs) or out of hours phone 0161 922 6000 and ask for Health Protection On Call

In the event that the above contacts are unavailable, or for other types of significant incident, including terrorist attack, serious criminal activity, death of a pupil or staff member or school trip incident, contact the Education Senior Leadership Team, John Edwards (0161 234 4314/ 07747138747 ) Amanda Corcoran (07717527747), or Karen Jarman (07507269983)