**KINGSFIELD FIRST SCHOOL - BCP**



Kingsfield First School

|  |  |
| --- | --- |
| **IN AN EMERGENCY** | |
| **1** | **IF APPROPRIATE, CALL THE EMERGENCY SERVICES ON 999 (OR 112)** |
| **2** | **CONTACT THE HEAD TEACHER ON**  **School - 01782 973800 or (mobile) on 07805379642** |
| **3** | **ALTERNATIVELY CONTACT THE ASSISTANT HEADTEACHER ON**  **Schools Kingsfield - 01782 973800 or Mobile on 07901665167** |
| **4** | **INFORM THE CHAIR OF LAB ON**  **Mobile – 07468 850654/07582113146** |
| **5** | **PAGE THE COUNTY COUNCIL’S DIRECTOR ON CALL ON**  **07659 599209**  Leave your name, contact number & any relevant short message.  **[**In the unlikely event that the SCC Director On Call does not get back to you within a reasonable time period, then contact should be made with the Staffordshire Civil Contingencies Unit’s Duty Officer. This can be done by calling 08451 213322. This number will put you through to Fire Control. Please ask Fire Control to page the CCU Duty Officer, leaving an appropriate message.]  **Please note that both of the above numbers are not public numbers and should only be used in an emergency.** |

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**i: Distribution List**

|  |  |  |
| --- | --- | --- |
| Author(s): | All SLT members, MF, NS | |
| Owner: | Mrs Rebecca Butler  Headteacher | Review Date: November 2021 |
| Approved by: | Mr C Clulow – Chair of LAB | Date: |

|  |  |  |
| --- | --- | --- |
| Name | Job Title | Organisation |
| Mrs Abigail Rourke | CEO | Learning First Federation |
| Mrs Rebecca Butler | Headteacher | Kingsfield First School |
| Mrs Clare Nesbitt | Assistant Headteacher | Kingsfield First School |
| Mrs Rose Tomlinson | Senior Leader | Kingsfield First School |
| Miss Rebecca Fenton | Senior Leader | Kingsfield First School |
| Miss Katie Price | Senior Leader | Kingsfield First School |
| Mrs Nicki Smith | Office Manager | Knypersley & Kingsfield First School |
| Miss Nicole Dodds | Office Staff | Kingsfield First School |
| Mr Mick Finch | Site Staff | Kingsfield First School |
| Mr Derek Parkinson | Janitor | Kingsfield First School |
| CCU Admin | [ccu@staffordshirefire.gov.uk](mailto:ccu@staffordshirefire.gov.uk) | Civil Contingencies Unit |

**Ii: Version Control**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Amendment | Incorporated by whom? | Date |
| 1 | None – first version | - | February 2018 |
| 2 | Staffing update | RB | July 2019 |
| 3 | Staffing update  Contact details updated  Roles and responsibilities | RB | Nov 2020 |
|  |  |  |  |

**iii: Storage of Business Continuity Plan (BCP)**

A hard copy of this Business Continuity Plan (BCP) can be found in the following places:

* On Staff noticeboard
* In grab box/folder/bag (located in the main office) items to include insurance documents, food, water, pens, paper and a torch.
* Main front office shelf

The electronic version of this BCP is located here:

* Network Drive
* SharePoint
  1. **Preface**
  2. **Description**

This document is the BC Plan for Kingsfield First Schooland provides an outline of the steps to be taken to effect recovery. This document should be used to assist recovery of operations and continuation of work, following a major incident.

The sections in this BC Plan cover functional recovery, BC Plan ownership and the relationship with the major incident management process. In addition, there are key third party and internal contacts specific to Kingsfield First School

The Council’s Incident Management Team (IMT) will oversee and co-ordinate the overall recovery process. The IMT will use a separate document (The Incident Response Guide) to assist.

* 1. **Document Purpose**

It is not intended that the Incident Response Guide or this BC Plan should be used for all disruptions at the School. Minor disruptions should be resolved using routine management procedures. The IMT will be activated for disruptions that are classified as major incidents (see appendix C for guidance on escalating to the Incident Management Team).

Allocation of resources during the management of a major incident, such as workstations or meeting facilities, is subject to change by the IRT. The actual requirements will be determined based upon the operational priorities prevailing at the time, and the expected duration of the major incident. This BC Plan outlines the base requirements of Kingsfield First School

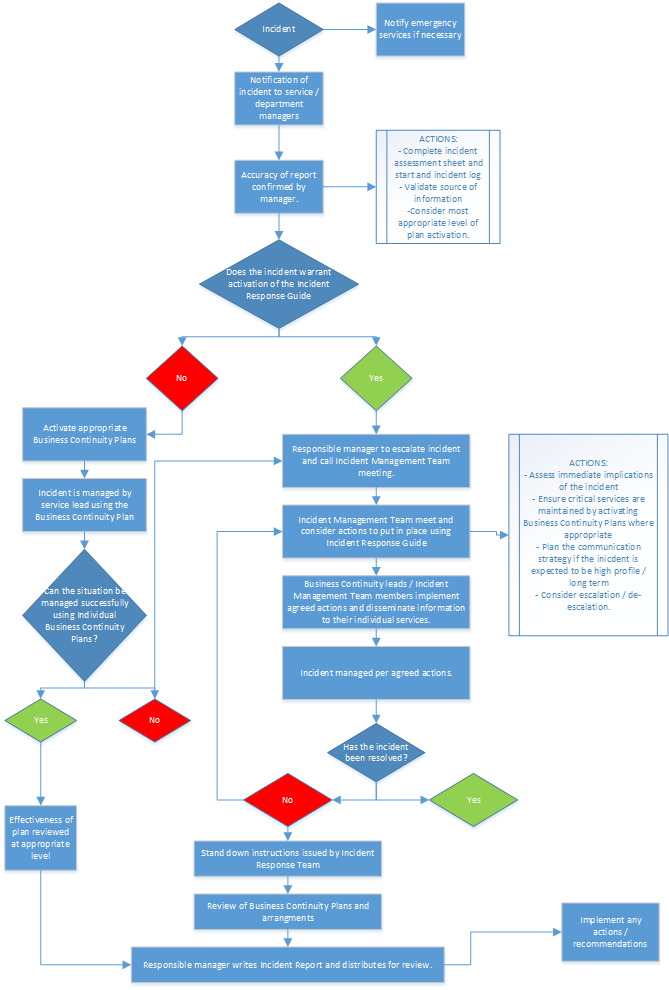
During a major incident, the IRT will give direction on department recovery to department heads.

* 1. **Definition of Terms**

This document uses the following terms and abbreviations, their definitions are below:

| **Term** | **Definition** |
| --- | --- |
| Business as Usual | The normal status of School operations. |
| Incident Management Team (IMT) | The senior management team which will assemble in response to a major incident. |
| Incident Response Guide | A separate document; the plan used by the IMT to respond to a major incident. |
| Major incident | A disruption which the IMT will be called out to respond to. See appendix C for escalating to the Incident Management Team. |
| Maximum Data Loss | The maximum amount of IT data (measured in time) which may be lost between the previous good backup and the point of IT service failure. |
| Recovery Time Objective (RTO) | The timeframe during which the process or IT service must be recovered to minimal capability, in order to prevent an unacceptable impact on the School. |
| Maximum Acceptable Outage (MAO) | The timeframe during which the process must be recovered to full capability, in order to prevent an unacceptable impact of loss upon the School. |

**2.0 Response Section**

**2.1 Initial Actions Flow Chart**

**2.2 Initial Alternative Meeting Point**

Identified alternative location for service to manage incident from, if primary location is lost.

James Bateman Junior High School

**2.3 Business Recovery Team**

|  |  |
| --- | --- |
| Name/Job Title/Role | Actions |
| Mrs Rebecca Butler  BCP Lead | * Activate the School Emergency Management Team. (SEMT) * Inform the CEO. * Commence a log of all action and decisions * Ensure safety/welfare of students and all adults in the care of the school. * Identify any vulnerable students or adults needing specific support. * Activate the Local Authority Support Network. * Decide whether to keep students in classrooms and safe areas or consider evacuation * Consider activating school closure arrangements. * Ensure that the SEMT are effectively carrying out their designated roles and responsibilities. * Liaise with the emergency services. * Keep staff informed of the situation. * Ensure Chair of LAB & Directors are kept informed of the situation and the response arrangements. * Call meetings of the SEMT as required and ensure that the SEMT receive regular situation updates. * Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions. |
| Mr C Clulow  Chair of LAB | * Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the board. * Obtain as much information as possible from the Headteacher and Assistant Head about the situation. * Assist the Headteacher in providing consistent advice/information to parents. * Attend meetings of the SLT as required, and ensure that you receive regular situation updates. * Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions. |
| Mrs C Nesbitt  Assistant Headteacher  Recovery Member | * In the absence of the Headteacher adopt their roles and responsibilities. * Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SLT. * Obtain as much information as possible from the Headteacher about the situation. * Commence a log of all action and decisions. * Lead arrangements to ensure safety/welfare of pupils and all adults in the care of the school. * Lead and direct all staff to support decisions taken by the Headteacher. * Seek advice from the Headteacher on whether to keep students in classrooms and safe areas or consider evacuation. * If directed by the Headteacher – make arrangements for the evacuation of the school to the designated evacuation points or back up location. * If directed by the Headteacher – make arrangements to activate closure arrangements. * Keep staff informed. * Assist the Headteacher in providing consistent advice/information to parents. * Attend meetings of the SLT as required, and ensure that you receive regular situation updates. * Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions. |
| Mrs Nicki Smith  Office Manager  Recovery Member | * Obtain as much information as possible from the Headteacher and/or Assistant Headteacher about the situation. * Commence a log of all actions and decisions. * Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the Leadership Group. * Support the Headteacher and Assistant Headteacher in contacting all members of the SEMT and request they carry out their roles and responsibilities as described in this plan. * Advise the Headteacher and Assistant Headteacher if any member of the SEMT is unavailable and cannot carry out their roles and responsibilities. * Ensure that parental/carer records and contact numbers are available. * Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions. * Lead the office staff in assisting the Headteacher/Assistant Headteacher with information needs and the emergency response. |
| Mrs Rose Tomlinson, Mrs Rebecca Fenton, Miss Katie Price  SLT  Recovery Member | * In the absence of the Headteacher and Assisant Headteacher adopt their roles and responsibilities. |
| Miss Nicole Dodds  Clerical Assistant  Recovery Member | * Ensure that the emergency grab bag has been collected. * Ensure copies of the EMBCP are available for the SLT * Ensure that pupil records and registers are available. * Ensure that pupil medical records are available. * Highlight to Headteacher/Assistant Headteacher any students that may need specific support. * Ensure that staff records and contact details are available. * Ensure that the visitor and pupil signing in/out book is available. * Lead the office staff in assisting the LG with information needs and the emergency response. * Assist the Headteacher in providing consistent advice/information to parents. * Where possible cancel any planned visitors to the school. * Advise service providers of the interruption to the normal arrangement for provision of goods/services to the school (catering/transport etc). |
| Mr Mick Finch  Site Supervisor  Recovery Member | * Obtain as much information as possible from the Business Manager about the situation. * Commence a log of all actions and decisions. * Ensure that all staff are aware that you are carrying out your designated roles and responsibilities as a member of the SMT. * Ensure that emergency services are able to access the incident quickly and without obstruction. * Ensure all building and gate keys are available. * If required immobilise the gas supply, electricity or water supply. * If required assist with evacuation. * Where possible assist with ensuring the security of the school site. * With assistance of emergency services, cordon-off any un-safe areas * Consider business continuity arrangements to assist the school in delivering critical functions to a minimum service level and making a speedy return to normal functions |

**3.0: Incident Assessment Sheet**

Note: The criteria in the table below should be used as a guide when assessing the incident and some points may not be relevant depending on what has happened.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date:** |  | | | **Time:** |  | |
| **Major Incident trigger points.** | | | | | | **Incident (Tick)** |
| 1. Have there been fatalities or multiple serious injuries suffered by any members of staff or third parties on School-related activities or is there significant risk of these occurring? | | | | | |  |
| 1. Are there other serious staff or third party welfare implications affecting many people? E.g:  * Critical illness. * Displacement / Loss of contacts. * Trauma / Kidnap. | | | | | |  |
| 1. Will School operations be significantly interrupted? E.g:  * Exclusion from site * Failure of key processes. * IT /communications disruption. | | | | | |  |
| 1. Is the School ‘s reputation under serious threat? | | | | | |  |
| 1. Is there intrusive media involvement? | | | | | |  |
| 1. Is a major commissioning relationship or partnership under threat? | | | | | |  |
| 1. Is there a threat of serious liquidated damages or other financial claim? | | | | | |  |
| **If any of the above can be ticked, contact the Director on call 07659 599209** | | | | | | |
| **Assessment criteria** | | | | | | |
| 1. Expected duration: | | | | | | |
| 1. Health and safety: | | | | | | |
| 1. Impact on people (welfare, transport): | | | | | | |
| 1. Impact on buildings and property (security, cordons): | | | | | | |
| 1. Impact on IT and communications (network, telephony): | | | | | | |
| 1. Impact on School operations/ frontline services | | | | | | |
| 1. Possible future outcomes: | | | | | | |
| 1. Potential for escalation or spread: | | | | | | |
| 1. Potential for media involvement: | | | | | | |
| 1. Implications for reputational damage: | | | | | | |
| 1. Other | | | | | | |
| **Stakeholder list** | | | | | | |
| Advisors | | All Staff | Local community | Media | Regional partners | Executive |
| Emergency Services | | Schools | Elected Members | Volunteer Organisations | Local Businesses | National Government |
| Commissioned Service Providers | | Other | Other | Other | Other | Other |

**4.0: Incident Log Sheet**

|  |  |
| --- | --- |
| Sheet No: |  |

Consider completing the debrief points sheet in section 6.1 with any issues you feel needs to be address.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | Date | Time | Record | Initials |
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**5.0 Recovery Priorities**

**5.1 Process recovery**

Prioritise your recovery based on process Recovery Time Objectives. Remember that Estates & Facilities and Information Services may be recovering also, and may need to focus on their own recovery. As such, it may not be appropriate to start recovery immediately.

|  |  |  |  |
| --- | --- | --- | --- |
| Process | Process Owner | Recovery Time Objective | Maximum Acceptable Outage |
| Loss and shortage of staff & skills | RB | 1-2 days | 5 days |
| Loss of technology /  communication/ data / power | ND | 1 day | 1 day |
| Denial of access to your premises or loss of utilities | AR/RB | 1-3 days | 5 days |
| Arrangements to mitigate the loss of key suppliers, third parties or partners | JH | 1-3 days | 5 days |
| Safety and Welfare of staff and pupils | RB | 1-3 days | 5 days |
| Provision of a curriculum (offsite) | RB | 1-3 days | 5 days |
|  |  |  |  |

## 5.2 Critical processes recovery strategy

For the processes identified as critical, and which have a recovery time objective that falls within 1 week (3-5 day recovery time objective), a recovery strategy needs to be devised. Complete the table below to specify the recovery strategies for each scenario listed. Action cards can then be developed to assist you in achieving the minimum recovery requirements for each critical process, within their recovery time objective timescales (see Appendix B).

|  |  |  |
| --- | --- | --- |
|  | Arrangements to manage a loss or shortage of Staff or skills | Further Information  (e.g. Key contacts, details of arrangements, checklists) |
| a. | Use of temporary staff e.g. Supply Teachers, Office Staff etc. | Focus 01782 622277 Gb Recruitment 01782 624444 Hays recruitment 01785 215451, Academics 01782 444058 |
| b. | Ensure staff are capable of undertaking different roles and responsibilities, this may involve identifying deputies, job shadowing, succession planning and handover periods for planned (already known) staff absence e.g. maternity leave. |  |
| c. | Using different ways of working to allow for reduced workforce, this may include:  • Larger class sizes.  • Use of Teaching Assistants, Student Teachers, Learning Mentors etc.  • Virtual Learning Environment opportunities.  • Pre-prepared educational materials that allow for independent learning.  • Team activities and sports to accommodate larger numbers of students at once. | Links with other Schools |
| d. | Using mutual support agreements with other schools: emergency secondments. | Links with other Schools |
| e. | Ensuring Staff management issues are considered i.e. managing attendance policies, job description flexibility and contractual requirements etc. |  |
| f. | As a last resort, providing a child-minding (rather than educational) service using the above volunteers and remaining staff (to less impact on local and wider economy). |  |

|  |  |  |
| --- | --- | --- |
|  | Arrangements to manage loss of technology /  communication / data / power | Further Information  (e.g. Key contacts, details of arrangements, checklists) |
| a. | Reverting to paper-based systems e.g. paper registers, whiteboards etc. |  |
| b. | Flexible lesson plans. |  |
| c. | Emergency generator e.g. Uninterruptible Power Supply  (UPS). | Contact LA emergency service |
| d. | Contact the utility company responsible or appropriate repair contractor. |  |
| e. | Emergency lighting. | Contact LA emergency service |
| f. | Contact evolve ICT | Contact- main office – 01782 898148 |
|  | Arrangements to manage denial of access to your premises or loss of utilities | Further Information  (e.g. Key contacts, details of arrangements, checklists) |
| a. | Localising the incident e.g. isolating the problem and utilising different sites or areas within the school premises portfolio. |  |
| b. | Using mutual support agreements with other Educational Settings | Links with other Schools – Links with other Schools BHS – 533977, JBJH – 973900, Sq Hayes – 297886, WH – 973600, Moor First – 512350 |
| c. | Site visit made to all available teaching bases: assess safety, toileting, catering, parking etc. | Chartwells - Catering- 07800880948 |
| d. | Transport Arrangements established for all pupils- contact bus companies if required | Hollinsheads- 512209 |
| e. | Ensure H and Safety procedures are shared with all staff and adhered to eg fire evacuation procedures. Establish PEEPS if appropriate. |  |

|  |  |  |
| --- | --- | --- |
|  | Arrangements to mitigate the loss of key suppliers, third parties or partners | Further Information  (e.g. Key contacts, details of arrangements, checklists) |
| a. | Pre-identified alternative suppliers. |  |
| b. | Ensuring all external providers have business continuity plans in place as part of contract terms. |  |
| c. | Insurance cover. | Emergencies and urgent incidents (excluding overseas travel)  Email rpa@topmarkcms.com  Phone 03300 585566  Overseas travel emergencies and incident claims  Phone 020 3475 5031  Email rpa@topmarkcms.com  Phone 03300 585566  Overseas travel emergencies and incident claims  Phone 020 3475 5031 |
| d. | Using mutual support agreements with other Schools. | Links with other Schools Knypersley – 973810, Oxhey – 513000 BHS – 533977, JBJH – 973900, Sq Hayes – 297886, WH – 973600, Moor First – 512350 |
|  | Arrangements to provide a relevant curriculum in temporary accommodation. | Further Information  (e.g. Key contacts, details of arrangements, checklists) |
| a. | Consider full and reduced timetable and use of home learning | Education City 01572 725080, Espresso 0800 6527527, My Maths- 01536452970 Ed Shed 03458622806 Phonics play - [customerservice@phonicsplay.co.uk](mailto:customerservice@phonicsplay.co.uk), Rising Stars – 01235400555  TT rock stars - 01234674223 |
| b. | Plan a curriculum based on space of site. Indoors and out.  For some home learning |  |
| c. | Ensure staff have appropriate resources –via ordering and local schools | Contact Mrs N. Smith for ordering contacts (office @kingsfield.staffs.sch.uk) |
| d. | Off-site activities e.g. swimming, physical activities, school trips. | Leisure Centre Number- 515005 |
| e. | Stagger lessons across break times and lunch to maximise use of available space, and extend the school day to expand the time available in classrooms. |  |

**5.3 Resource Recovery**

SECTION 5 – RECOVERY AND RESUMPTION

5.1 Purpose of the Recovery and Resumption Phase

The purpose of the recovery and resumption phase is to resume ‘business as usual’ working practices for the school as quickly as possible. Where the impact of the incident is prolonged, ‘normal’ operations may need to be delivered under new circumstances e.g. from a different location

5.2 Recovery and Resumption Actions

|  |  |  |  |
| --- | --- | --- | --- |
|  | ACTION | FUTHER INFO/DETAILS | ACTIONED?  (tick/cross as appropriate) |
| 1. | Agree and plan the actions required to  enable recovery and resumption of normal working practices. | Agreed actions will be detailed in an action plan and set against  timescales with responsibility for completion clearly indicated. |  |
| 2. | Respond to any ongoing and long term support needs of staff and students. | Depending on the nature of the incident, the School Emergency  Management Team may need to consider the use of Counselling  Services. |  |
| 3. | Once recovery and resumption actions are complete, communicate the return to  ‘business as usual’. | Ensure all staff are aware that the EMBCP is no longer in effect through the contact telephones and email.  Parents and Carers will be informed by email, text message and via the school website. |  |
| 4. | Carry out a ‘debrief’ of the incident with staff (and possibly with students). Complete a report to document opportunities for improvement and any lessons learnt. | The incident de-brief report should be reviewed by all members of the  School Emergency Management Team to ensure key actions resulting from the incident are implemented within designated timescales. Governors may also have a role in monitoring progress in completing agreed actions to further develop the resilience of the school. |  |
| 5. | Review this document in light of lessons learnt from incident and the response to it. | Implement recommendations for improvement and update this Plan.  Ensure any revised versions of the Plan are read by all members of the  SMT. |  |

|  |  |  |
| --- | --- | --- |
| **#** | **Who do you depend on** | **Who depends on you** |
| 1 | Utilities | Parents |
| 2 | Waste disposal | Children |
| 3 | Catering - Chartwells |  |
| 4 | Cleaning - JBJH |  |
| 5 | All teaching staff |  |
| 6 | Office staff |  |
| 7 | Kool Kids |  |
| 8 | Governors |  |
| 9 | IT staff - Evolve |  |
| 10 | Grounds maintenance |  |
| 11 | Sports coaches |  |
| 12 | Ruth Godber (KS2 music) |  |
| 13 | Lynette (swimming coach |  |
| 14 | Forest Schools – Christian Fox |  |
| 15 | Debbie Wilshaw – Speak Write |  |
| 16 | Visyon |  |
| 17 | Trailblazers |  |

**5.4 Dependencies / Suppliers**

**5.5 Critical Periods**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Critical Activity** | **Months Expected / Scheduled** | **Processes Affected** |
| 1 | Admission | Termly | Transition |
| 2 | New Terms | Aut/Sp & Sum |  |
| 3 | Ofsted | unknown |  |
| 4 | Test – Phonics & Y2 SATS | May/June | Statutory requirements |
|  |  |  |  |

5.6 Salvage Priorities

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Salvage Item and Description** | **Location** | **Comments** |
| 1 |  |  |  |
| 2 |  |  |  |

**6.0 De-brief**

**CONDUCT A DEBRIEF AT AN APPROPRIATE TIME FOLLOWING RESOLUTION OF THE INCIDENT.**

Debrief conducted on ………………………………………………………………………………… (date / time)

At ………………………………………………………………………………………………………………… (location)

**Individuals involved in the Meeting were:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Role Holder** | **Role** | **Role Holder** |
|  |  |  |  |
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**Additional Attendees (if required):**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Name** | **Role** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**6.1 Debrief Points**

*The matters listed below should be considered but comment is not necessary under each heading.*

|  |
| --- |
| Incident detection and escalation: |
| Call out: |
| Command: |
| Information available: |
| Communications: |
| Effectiveness: |
| Decisions made: |
| Response of staff: |
| Costs and expenses: |
| Training implications: |
| Impact on the School: |
| Other comments: |

**6.2 Actions Arising from the Debrief**

| **#** | **Action** | **Assigned to** | **Deadline** |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
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**Annex A: Contact List**

| **Name & Organisation** | **Job Title** | **Email Address** | **During Office Hours** | **Mobile / Pager** | **Out of Hours Contact** |
| --- | --- | --- | --- | --- | --- |
| **Internal** | | | | | |
| Director On Call | | Page the Director on Call on 07659 599209  Leave your name, contact numbers & any relevant short message. | | | |
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| **External** | | | | | |
| Civil Contingencies Unit | Duty Officer | 08451 213322 (Fire Control – Ask them to page the Staffordshire CCU Duty Officer – Leave your name and contact number) | | | |
|  |  |  |  |  |  |
| Head Teacher |  |  |  |  |  |
| Deputy Head Teacher |  |  |  |  |  |
| Deputy Head Teacher |  |  |  |  |  |
| Assistant Headteacher (s) |  |  |  |  |  |
| School Business Manager |  |  |  |  |  |
| Chair of Trustees |  |  |  |  |  |
| **Other Alternative Premises:** |  |  |  |  |  |
| None identified – |  |  |  |  |  |
| **Emergency Services:** | **999 / 112** |  |  |  |  |
| Staffordshire Police Area Control Room | 08453 30 20 10 |  |  |  |  |
| Staffordshire Fire & Rescue Service | 08451 22 11 55 |  |  |  |  |
| West Midlands Ambulance Service | 01785 253521 |  |  |  |  |
| **Staffordshire County Council:** | Emergencies Number – **01785 278499** |  |  |  |  |
| Director On-Call | Thro’ Emergencies Number |  |  |  |  |
| Incident Management Team (when activated) | 01785 85 4352 / 53 / 56 / 57 |  |  |  |  |
| Maintenance Emergency – Surveyor On–Call |  |  |  |  |  |
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**Annex B: Loss of ICT Action Card**

* Assess the situation from the ICT Helpdesk and identify the likely length of network outage or system downtime.
* Identify a suitable manual work around.
* Identify alternative means of communication to inform partner services / organisations / customers and senior managers of the problem and identified temporary solutions.
* Use resource requirements shown in Section 5.3 to outline resources required by the team.
* Add others as required.

The Recovery Time Objective (RTO) and Maximum Acceptable Data Loss (MADL) below represent the current capability to recover from the loss of each IT service. A failure of multiple IT services may take longer depending upon resource availability.

The RTO is the timeframe during which the IT service must be recovered in order to prevent an unacceptable impact of loss.

The MADL is the maximum amount of IT data (measured in time) which may be lost between the last backup and the point of IT service failure.

Please note: The table below currently shows your requirements, not the capability of the IT department, this should be used as a reference point until IT are in a position to provide their capabilities.

|  |  |  |
| --- | --- | --- |
| **Central IT Service** | **RTO** | **MADL** |
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**Annex C Plan Maintenance Record**

The following form should be maintained by the BC Plan Owner as a status record of maintenance. The Business Continuity Recovery Team should also be notified and sent an updated version.

|  |  |  |
| --- | --- | --- |
| Plan updated (dd/mm/yyyy) | Updated by | Next scheduled update (dd/mm/yyyy) |
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