

LUMINATE EDUCATION GROUP MAJOR INCIDENT PLAN 2022/23

Applies to:

- Harrogate College ■
- Keighley College ■
- Leeds City College ■
- Leeds Conservatoire ■
- University Centre Leeds ■
- Leeds sixth Form College ■
- Luminate Education Group ■
- Luminate Professional Campus's ■

CHANGE CONTROL

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1. Introduction

The Major Incident Plan is designed to ensure that the Luminare Education Group has in place management structures and in particular communication lines, to enable it to respond appropriately to any major incident and that it has access to the information it might need to respond quickly and effectively should it need to.

The Major Incident Plan does not describe precisely how FE Colleges Leeds Conservatoire, Academies and Schools should respond to all possible types of `Major Incident` It is designed to provide an over-arching plan to provide support as required to local incident response plans or in such cases when it becomes necessary to escalate the plan to the Corporate Group. The Major Incident Plan should complement the Luminare Business Continuity Management Plan, Incident Management Communications Plan and Incident Response Plans within the Group.

For the purposes of this Plan a `Major Incident` is defined as any event which threatens to disrupt severely, in whole or in part, the functioning of the Luminare Education Group, an FE College, Leeds Conservatoire or Academy, or which carries the risk of significant adverse publicity (or both).

The Major Incident Plan is divided into five sub-headings as follows:

Part 1: Provides an overview of the Major Incident Plan and reviews the circumstances in which it might be appropriate to formally activate the plan at a Corporate Group level.

Part 2: Outlines the Major Incident Management structures and communication lines at Corporate Group level. In particular, it lists the post holders that make up the Business Continuity Steering Group and sets out arrangements for the establishment of a Major Incident Control Centre and guidance on communication lines.

Part 3: Summarises the responsibilities of local Incident response managers at FE Colleges, Leeds Conservatoire, Academies and Schools and the establishment of Incident Response Teams.

Part 4: Summarises the responsibilities of the senior educational leader of the local area / campus and the requirement to maintain an up to date telephone cascade system so that in an emergency key members of staff can be contacted.

Part 5: Identifies roles and responsibilities of key stakeholders for emergency incident planning within the Luminare Education Group.

Further information is provided in the following appendices:

Appendix 1: Local Incident Initial Action

Appendix 2: Local Incident Roles and Responsibilities

Appendix 3: Luminare Education Business Continuity and Emergency Incident Process Map

Appendix 4: Business Continuity (& Emergency Planning) Steering Group Terms of Reference

Appendix 5: Contact details of the Business Continuity Steering Group and other key individuals.

Appendix 6: Lists the FE Colleges, Leeds Conservatoire, Academies and Schools that make up Luminare Education Group. It is this list that forms the basis of the cascade system of communication which would be used in the event of a Major Incident.

PART ONE: OVERVIEW

This section provides an overview of the Business Continuity (and Emergency Incident) Steering Group and the circumstances in which it might be appropriate to convene the Steering Group and activate.

Activation of the Business Continuity (and Major Incident) Steering Group

1. Major Incidents will usually threaten to disrupt severely, in whole or part the functioning of the Luminate Education Group, or carry the risk of significant reputational damage (or both). A Major Incident usually includes the following features:

There are substantial threats to the safety of individuals or the fabric or reputation of the organisation; and

It is likely to lead to the suspension of normal day to day operation.

It follows that a response to a Major Incident is likely to require:

- An organised management response
- Special communication mechanisms
- The calling out of emergency services

Examples of Major Incidents likely to require a Corporate Group response could include a major fire or explosion, a significant power cut, or outbreak of a contagious disease.

2. The first action for any incident that fits the above listed criteria is to report it to the Deputy Chief Executive.

During office hours the contact telephone number is (Tel 00000). Out of office hours the contact telephone number is (Tel 00000).

Should the Deputy Chief Executive not be available. Another member of the core Business Continuity Steering Group should be contacted.

During office hours the contact telephone number is (Tel 00000) Out of office hours the contact telephone number is (Tel 00000).

3. In the event of a Major Incident being reported, a meeting of the Business Continuity Steering Group will be convened at the earliest opportunity.

The Business Continuity Steering Group has responsibility for determining, co-ordinating and managing Luminate Education's response to the Major Incident and where necessary for ensuring that appropriate remedial action is taken to recover from the incident as part of the Business Continuity Plan. The Business Continuity Steering Group is chaired by the Deputy CEO and comprises of a core of senior managers supplemented by other senior staff as required.

Activation of Incident Response Group

4. Some Major Incidents will only affect one building or its immediate vicinity and can often be handled and resolved locally within an FE College, Leeds Conservatoire, Academy or School. Such incidents are usually health & safety matters. For example, a utilities problem possibility necessitating the evacuation of a building, a gas leak, flood, power outage or local fire. The individual FE College, School or Service would be expected to handle this through the establishment of a “**Local Incident Management Response Team**”.
5. Guidance for the operation of the Local Incident Response Team is set out in in **Part Three**. This team would be co-ordinated by the nominee of the Principal such as a local senior manager.

Curriculum Area or Service

6. Many incidents are contained to a small area of a single curriculum or service (such as in an office or laboratory) and can be resolved using routine local processes supported by campus facility managers, safety health and environmental services and security. Examples of small incidents could include responding to a fire alarm activation, disruptive student or spillage of a chemical in a laboratory.
7. These matters can be overseen by the local academic service lead or facility manager as nominated by the Head of School or Service, who can advise on the support required and will escalate it through to the local incident response team of the campus via the Principal or Senior Education Leader if required.

Communications and Management Information

8. As part of an immediate response at local or corporate Group level, the Luminate Group through the Business Continuity Steering Group needs to be able to contact individual members of staff, or groups of staff outside normal working hours. This would be undertaken via a telephone and potentially a whatsapp Group cascade. Under this system the Luminate Group will hold out-of-hours contact details for the Executive Leadership Team and senior leadership of the FE colleges, Leeds Conservatoire, Academies and Schools, and for a number of other key staff responsible for buildings and other key resources. These contacts in turn need to be able to contact all members of staff in their areas of responsibility.
9. The Luminate Group also needs to be able to secure access to management information including for example data on individual students at any time and in any circumstances (even if for example an emergency prevents access to administrative offices) IT, MIS an HR have key roles in maintaining Luminate Education data. Principals, Heads of Schools and Services also need to consider if they hold any records specific to their areas of responsibility which need to be stored in duplicate (with back up copy kept at a different location). The role of the Business Continuity Steering Group is described in more detail in **Part Two**. Further details on the roles and responsibilities of Principals and Heads of Service are outlined in **Part Four**. **For more information and guidance on communications and response refer to the Incident Management Communications Plan**

Maintenance of the Major Incident Plan

10. Strategic oversight of the Major Incident Plan resides with the Luminate Business Continuity Steering Group chaired by the Deputy CEO. The Steering Group is responsible for ensuring the Major Incident Plan is regularly reviewed and that other key managers and individuals are aware of their own responsibilities under the plan.

PART TWO: LUMINATE GROUP LEVEL MANAGEMENT

11. This section outlines Major Incident Management structures and communication lines at Group Level. This includes the composition of the Business Continuity Steering Group and arrangements for establishing a major incident control centre and guidance on communication lines.

Business Continuity Steering Group

12. Members of the Business Continuity Steering Group will provide expertise in the following key risk areas: risk management, legal and compliance, health & safety, estates and facilities management, IT services and records management, student services, marketing and communications. The standing membership will include:

- Deputy CEO (Chair)
- Head of Safety, Health and Environmental Services
- Group Director of Estates
- Group Director of IT
- Group VP Development

Visiting members may be invited and sub-groups formed to work on discreet areas of activity including

- Group Director of People
- Chief Financial Officer
- Director of MIS

Details of any major incident should be conveyed to the Deputy CEO on (Tel 00000) or any member of the Business Continuity Steering Group **Appendix 1**

Major Incident Control Centre

13. In the event of a major incident when the Business Continuity Steering Group is convened rooms on floor 3 or floor 4 will be used on the Park Lane Campus. These rooms are equipped with multiple data/telephone points
14. When access to Park Lane Campus is not possible rooms on Quarry Hill campus will be used, or Leeds City Academy.

Lines of Communication

External Communication: The Media

15. In the event of a Major Incident, responsibility for dealing with media enquiries will be with the Group VP Development in consultation with the Deputy CEO and Business Continuity Steering Group. The Group VP Development will arrange key interviews with the CEO Luminare Group and/or other members of the Business Continuity Steering Group or give interviews individually as appropriate. As a general rule, only staff trained in media relations should give radio and television interviews.

The Head of Communications would initiate the Incident Management Communications Plan to provide the lead on external and internal communications.

Internal Communication

16. In the event of a Major Incident the Business Continuity Steering Group will be responsible for ensuring communication as necessary with Luminare staff. It will use some or all of the following means as a way of communicating with staff depending on the type of incident and number of staff to be contacted:
- Direct communication by telephone/email
 - Information/updates on Luminare Website
 - Luminare Major Incident telephone cascade system

Telephone Cascade System

17. In the event of a Major Incident, remote access to Luminare network servers and use of the telephone network may need to be arranged. When activating the telephone cascade system. The Business Continuity Steering Group will advise Principals, Heads of Schools and Services on any access restrictions.

Management Information

18. IT is responsible for ensuring access to management information held centrally on Luminare systems as set out on the IT Business Continuity Plan.

PART THREE: LOCAL INCIDENT MANAGEMENT RESPONSE TEAM

The Incident Management Response Team

19. Where it is determined that the incident can be handled locally The Principal or Senior Educational leader will convene the Local Incident Management Response Team and inform the Deputy CEO as chair of the Luminare Business Continuity Steering Group or a member of the Steering Group in the event that the matter needs to be escalated.
20. The core members of the Incident Response Team are:
 - Principal/Head of Service or nominee
 - Estate & Facilities Manager
 - Relevant Heads of School and Services
 - Lead Communications Manager
 - Lead HR Manager
 - Lead Safety Health & Environmental Services Advisor
 - Lead Finance Manager
21. The Local Incident Response Team will be established in the event of an incident that can be resolved locally within a School or Service and affecting only one building or its immediate vicinity. The Local Incident Response Management Team will be supported as necessary, depending on the type of incident. Advice can also be sought from any member of the Luminare Business Continuity Steering Group.
22. Arrangements should be made locally to establish an incident meeting room and for administrative support.
23. The nominated Business Continuity Manager or senior academic or service leader of the area will coordinate with the relevant members of the Local Incident Response Team to respond to incidents that are contained to a small area of a single service (such as an office or laboratory), and can be resolved using routine local processes.

PART FOUR: LOCAL RESPONSIBILITIES

24. Overall responsibility for procedures outlined in **Part Three** are likely to reside with the Senior Education Leader of the local area (assisted by the relevant Facilities Manager and Lead Safety, Health & Environmental Advisor). The relevant Principal or Head of Service must therefore satisfy themselves that any arrangements made at curriculum or departmental level are consistent with the guidance within this document and are generally appropriate and adequate.
25. A few specific Professional Services – IT and Estates – that have Group-wide responsibilities are expected to maintain their own Major Incident Management Plans. Other areas may wish to consider their own management arrangements but as a minimum, The Luminate Group expects each FE College, Leeds Conservatoire, Academy and School to:
 - a) Devise an effective local response to a major incident which includes a telephone cascade system and email addresses that can be communicated widely and is available for the Luminate Business Continuity Steering Group to access if required.
 - b) Return any specified information on Major Incident Plans to the Luminate Education Group centrally via the Business Continuity Steering Group.

Local Response

Telephone Cascade System

26. Heads of Academic Areas and Professional Services are required to maintain an up-to-date telephone cascade system so that in an emergency, all key members of their staff may be contacted out-of-working hours. (The system would only be used to communicate with members of staff in a real emergency/major incident or when their normal place of work is shut or remote access to the Luminate Education network needs to be restricted).
27. The telephone cascade should include both home and mobile numbers together with email contact address if applicable and whilst its precise design is for the individual Head to determine, it should ideally be set-up in such a way that all relevant key members of staff can be contacted within 30 minutes of initiating the cascade system.
28. The telephone cascade system also needs to be set up in such a way that it does not depend on particular individuals being available when a major incident occurs. This means that each academic area or professional service should nominate at least three individuals who are designated cascade key contacts. These contacts:
 - a) Will be senior members of staff, with the authority to activate the telephone cascade at the request of the Local (FE College, Leeds Conservatoire, Academy or School Local Incident Team) and to adjust its workings to take account of the pattern of staff available at the time; and
 - b) Will forward their own telephone numbers for access by the Business Continuity Steering Group.
29. It is essential that all key staff are made aware of how the telephone cascade system will be implemented in the event of a Major Incident and that they have the necessary information to fulfil their own particular role in the cascade process. The telephone numbers need to be kept up

to date and individual Heads must take responsibility to systematically review this at least once a year.

Returning Specified Information:

30. Principals and Heads of Schools and Academies are required to provide the Luminare Education Group via Business Continuity Steering Group with
 - a) At least three telephone cascade key points of contact who can activate the cascade system locally
 - b) An up to date list of at least three site contacts (who can be reached) out of hours) to provide site specific information
31. The Business Continuity Steering Group will be responsible that records are updated as required.

PART FIVE: LUMINATE EDUCATION GROUP ROLES AND RESPONSIBILITIES

Identification of Responsibilities

32. The Group management roles identified as having major incident and incident response planning responsibilities has been developed from the Luminate Education Group structure charts.

Luminate Education Group - Chief Executive Officer (CEO)
Luminate Education Group - Board of Governors (Board)
Luminate Education Group - Executive Leadership Team (ELT)
Luminate Education Group - Senior Leadership Team (SMT)
Luminate Education Group - Management Team (LMT)

Luminate Education Group - Chief Executive Officer (CEO)

33. The CEO has overall responsibility to provide a safe working environment, and systems of work ensuring compliance with general duties of the Health and Safety at Work, etc. Act 1974, its delegated legislation and the requirements of these Policy arrangements. The CEO is also responsible for ensuring that the major incident and incident response plans are available and up to date.

Luminate Education Group - Board of Governors (Board)

34. The Board accepts its collective role in providing Business Continuity Leadership. It expects management to ensure Business Continuity and Major Incident Planning is an integral part of the Group's operations.

Luminate Education Group - Executive Leadership Team (ELT)

35. The Group Executive Leadership Team (ELT) have a responsibility to ensure suitable major incident and incident response plans are available across the Luminate Education Group and up to date.

Business Continuity Steering Group

36. As the senior decision making group for major incidents, the Business Continuity Steering Group (**Appendix 4**) is responsible for:
- Ensuring there is a consistent approach to Business Continuity (BCM) and Major Incident Plans across the Group
 - Supporting and endorsing BCM and Major Incident Plans
 - Raising awareness regarding BCM and Major Incident Plans with the aim of embedding it into the culture of the Group
 - Monitoring the roll out of BCM and Major Incident Plans across the organisation
 - Reviewing the BCM policy and Major Incident / Incident Response plans to ensure they remain fit for purpose

**APPENDIX 1
LOCAL INCIDENT RESPONSE
INITIAL ACTION**

Immediately inform the Principal/Head of Service or nominated emergency contact. If neither are able to respond (they may be involved in the incident) the senior person present should follow the instructions below:

Assess the situation and establish a basic overview of the incident
Take immediate action to safeguard students, staff and visitors
If appropriate, dial 999 for the emergency services and provide them with an overview of the situation.
If in doubt and no one else is available to consult with, dial 999.

The emergency services notify each other of incidents when reported, but consider speaking directly to each organisation required. This will ensure each service has the information they need to respond appropriately.

Dial 999, if appropriate
Speak to each emergency service if required



During Office Hours contact

Head (Tel 00000)
Principal (Tel 00000)
Deputy CEO (Tel 00000)

Outside Office Hours contact

Head (Tel 00000)
Principal (Tel 00000)
Deputy CEO (Tel 00000)

The above contact numbers should be accessible and only used in an emergency. Do not give contact numbers to the media, students or members of the public

- Fetch any equipment that may prove useful (e.g. first aid, grab bag from reception).
- Log all communications and actions
- Notify staff. Consider assembling and incident report team and escalating incident to Luminate Group
- Refer to list of emergency contact numbers for additional support if required or contact member of Business Continuity Steering Group
- Where possible avoid closing the area/campus and try to maintain normal routines.

**APPENDIX 2
ROLES AND RESPONSIBILITIES: LOCAL INCIDENT
CO-ORDINATION**

Ref	Co-ordination – Initial Response	Tick / Sign / Time
C1	Establish a basic overview of the Incident	
C2	<p>If the incident has occurred on an educational visit:</p> <ul style="list-style-type: none"> • Liaise with the educational visitor leader on a regular basis. • Consider sending extra staff to support the educational visit leader. • Discuss with the educational visit leader the arrangements for notifying parents/carers • Consider how students/pupils will be reunited with family or parents 	
C3	<p>Activate the Local Incident Response Team comprising:</p> <ul style="list-style-type: none"> • Principal/Head of Service or nominee • Estate & Facilities Manager • Relevant Heads of School and Services • Lead Communications Manager • Lead HR Manager • Lead Safety Health & Environmental Services Manager • Lead Finance Manager <p>Elevate Incident to Business Continuity Steering Group if required for consideration to determine points of contact for handling incident.</p>	
C4	<p>Remember to:</p> <ul style="list-style-type: none"> • Allocate tasks amongst the Incident Response Team • Ensure that staff are clear about their designated responsibilities. • Establish the location and frequency of Incident Response meetings/staff briefings. • Assign a log taker to provide administrative/secretarial support. 	
C5	<ul style="list-style-type: none"> • Inform all other relevant staff of the incident. Ensure staff are briefed and given tasks on a regular basis. 	
C6	<ul style="list-style-type: none"> • Take action to protect property 	
C7	<ul style="list-style-type: none"> • Work closely with other organisations (e.g. emergency services, local authority) as required. Provide accurate and factual information to those arriving on-scene. 	
C8	<ul style="list-style-type: none"> • Ascertain the whereabouts of all students, staff and visitors (using timetables, registers and visitor books). Ensure Emergency services are aware of anyone unaccounted for. 	
C9	<ul style="list-style-type: none"> • Inform Governors, Chief Executive Officer as appropriate. 	

Ref	Co-ordination – Ongoing Response	
C10	<ul style="list-style-type: none"> Decide the most appropriate method of contacting relatives of students/staff affected by the incident. If the matter is serious (such as a fatality) liaise with the Police about informing next of kin 	
C11	<ul style="list-style-type: none"> Act as main contact for co-ordination of the response. Continue to liaise with the emergency services and other organisations 	
C12	<ul style="list-style-type: none"> Ensure regular briefings are given to staff, students, governors and relevant stakeholders to keep them updated 	
C13	<ul style="list-style-type: none"> In the event of a serious injury or fatality, report the incident to the Health & safety Executive (HSE) as soon as possible 	
C14	<ul style="list-style-type: none"> Seek advice on legal and insurance issues, if appropriate 	
C15	If the incident is a crime scene (or subject to a fire investigation) seek advice from the Police and/or Fire Service	
Ref	Co-ordination - Recovery	
C17	<ul style="list-style-type: none"> Act as the main contact for the Recovery process. 	
C18	<ul style="list-style-type: none"> Ensure that post incident support is available to all who may require it. 	
C19	<ul style="list-style-type: none"> Provide support to organise remedial work to property and liaise with insurance companies and loss adjusters as appropriate. 	
C20	<ul style="list-style-type: none"> Arrange de-brief for staff involved in the response 	
C21	Initiate a review of the Local Incident Plan for the area to make any improvements/changes following the incident.	

**APPENDIX 2
ROLES AND RESPONSIBILITIES: LOCAL INCIDENT
COMMUNICATIONS**

Ref	Communications – Initial Response	Tick / Sign / Time
CO1	Dedicate telephone lines for incoming and outgoing calls. Arrange extra support at reception if necessary	
CO2	Record a new message on campus reception answer phone. Consider if message needs to be conveyed more widely via Luminare Webpages.	
CO3	Support staff with any communications needs and consider if communication difficulties exist (e.g. poor mobile signal in area)	
Ref	Communications- Ongoing Response	
CO4	Ensure regular information is provided to students, parents, carers, professional services, governors. Ensure that records are kept of any calls to parents and carers	
CO5	Consider most effective arrangements for contacting students	
CO6	Consider contacting local radio stations via liaison with “media contact for Luminare”.	
CO7	Prepare any formal communications to parents and carers. This could include what has happened, actions taken to resolve, and who to contact for any concerns	
CO8	In the event of a major incident seek help from Luminare Business Continuity Steering Group	
Ref	Communications - Recovery	
CO9	Provide regular briefings to students, staff, parents and carers	
CO10	Check that any information in the public domain (e.g. Website content) is accurate and up to date	
CO11	Update any answerphones on a regular basis.	
CO12	Refer to the Incident Management Communications Plan for more guidance.	

**APPENDIX 2
ROLES AND RESPONSIBILITIES: LOCAL INCIDENT
MEDIA MANAGEMENT**

Ref	Media Management – Initial Response	Tick / Sign / Time
M1	Seek authority from other organisations if required in responding to media requests (Business Continuity Steering Group, ELT, emergency services, local authority).	
M2	Ensure media access to the campus, site, staff and students is controlled. Do not let the media onto the campus, site or give them access to students unless there is a specific reason for doing so and permission / consents are in place. Ask for support from Police if necessary.	
M3	Designate a specific area for the media away from the main entrance to campus and / or incident, so that they do not prevent people entering and leaving the site safely and without any intimidation.	
M4	Develop a media statement (designed to provide reassurance) on behalf of the campus site and where appropriate publish on a college website. Seek authority to issue from Business Continuity Steering Group if it designated to be a major incident. Any information given should be limited until the facts are clear and all relevant parents / carers and staff affected have been notified.	
M5	Arrange for an appropriate member of staff to act as a spokesperson. (Preferably this person will have received media training). In the case of a major incident this person may be a member of the Luminare Business Continuity Steering Group.	
M6	Be prepared to be interviewed by the media.	
Ref	Media Management – Ongoing Response	
M7	Devise an on-going strategy for responding to media requests. Work closely with the media to establish what information they require and when the deadlines are.	
M8	Gather information from ELT, Business Continuity Steering Group, emergency services and other organisations as appropriate.	
M9	Provide regular statements to the media. Ensure each message conveys an accurate, consistent and reassuring message. All press releases should be checked beforehand and agreed with the Luminare Business Continuity Steering Group and potentially the emergency services and other organisations as appropriate.	
M10	Advise staff on where to direct media enquiries. Ask staff, students, parents and carers to avoid speculation if talking in any capacity to the media	
M11	Try to prevent the spread of misinformation *especially through the use of mobile phones).	
Ref	Media Management – Recovery	

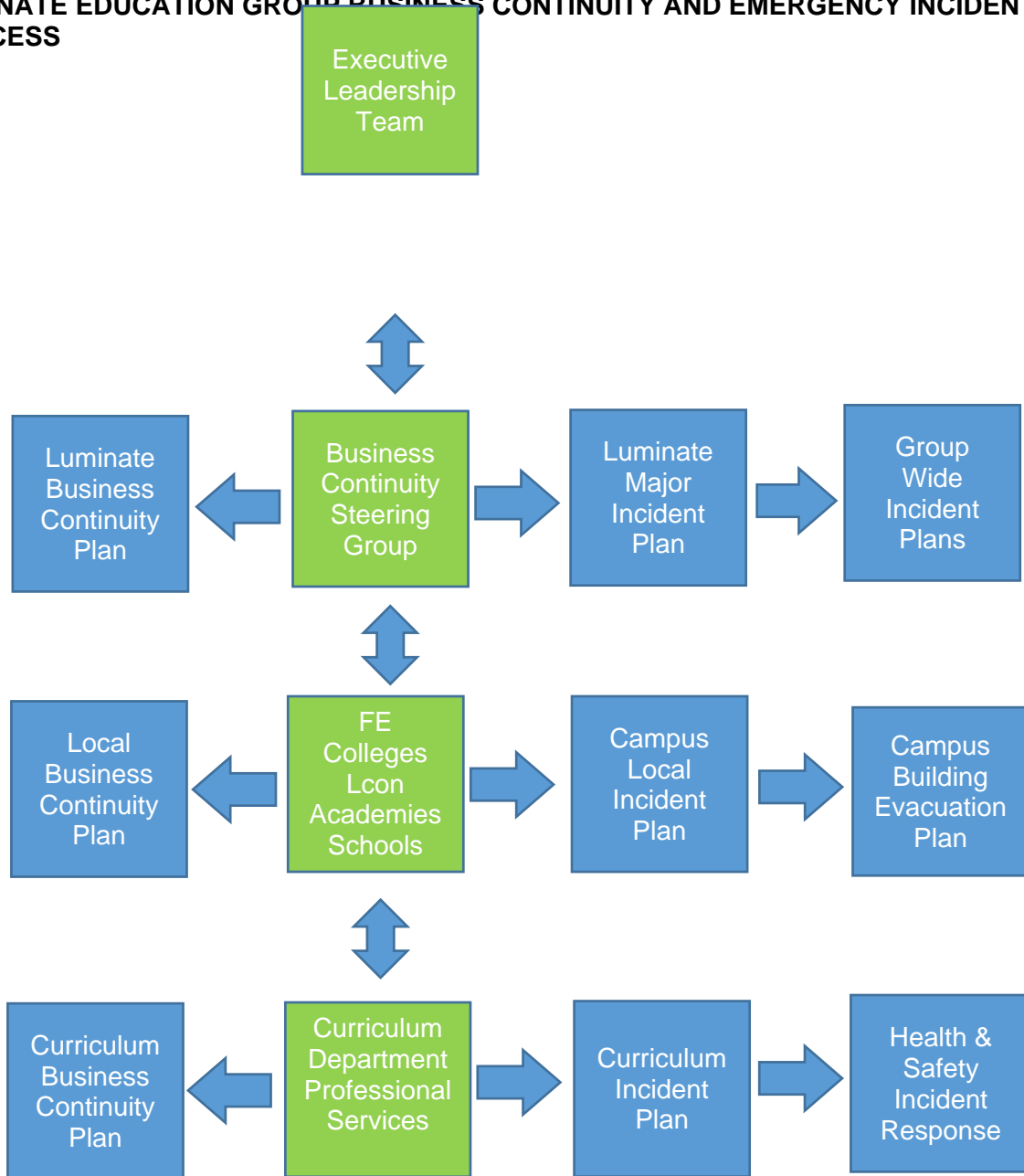
M12	Keep media informed of developments. Present a positive and reassuring image to the public	
M13	Be aware of media interest in memorials or anniversaries	

**APPENDIX 2
ROLES AND RESPONSIBILITIES: LOCAL INCIDENT
ESTATES & FACILITIES**

Ref	Estates & Facilities – Initial Response	Tick / Sign / Time
E1	Take action to protect property	
E2	Ensure the emergency services can access/egress the campus/site without hindrance. Consider sending a member of staff to main entrance to prevent people restricting access to essential services and parking in unsuitable places.	
E3	Advise the emergency services of any property related issues/hazards (e.g. asbestos, chemical stores, laboratory`s). Consider providing key staff with a site/campus map.	
E4	Work with other staff and the emergency services to control access to the campus/site. <ul style="list-style-type: none"> • Advise staff and governors that they might have to prove their identity before the emergency services will grant them access. • Provide authorised visitors with identification badges and ensure they sign-in and sign out of incident area. • Ensure that media access to the campus/site is controlled. 	
Ref	Estates & Facilities – Ongoing Response	
E5	Liaise with utility suppliers as required	
E6	Establish safe and secure areas to assist the response e.g. <ul style="list-style-type: none"> • Incident Response Team/Business Continuity Steering Group briefing room • Briefing area for students / parents / carer`s • Media briefing room 	
E7	Work closely with staff, IT and other organisations to provide access to facilities and resources as required. This may involve opening or closing parts of campus/site.	
E8	Ensure the campus/site is secure (e.g. provide temporary fencing around damaged incident areas, arrange for broken windows to be boarded).	
E9	Make any arrangements for temporary accommodation. Liaise with Business Continuity Steering Group/Director of Estates as required.	
Ref	Estates & Facilities – Recovery	
E10	Organise remedial work to damaged property and liaise with insurance companies, salvage specialists and loss adjusters as appropriate.	
E11	Arrange site visits with relevant personnel (e.g. emergency services, utility suppliers, local authority, ELT) involved in the recovery process.	

E12	Procure temporary classrooms/teaching accommodation if required. Liaise with IT on off-site learning	
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**APPENDIX 3
LUMINATE EDUCATION GROUP BUSINESS CONTINUITY AND EMERGENCY INCIDENT
PROCESS**



Notes:

1. A campus incident such as a major fire could be escalated up to the Luminate Business Continuity Steering Group if the incident threatens to disrupt severely, in whole or in part the functioning of the Luminate Education Group.

2. Small incidents such as a chemical spill in a laboratory would be co-ordinated locally at departmental level. Safety Health & Environmental Services (SHE) would provide any specialist expertise required as part of the incident response

APPENDIX 4

BUSINESS CONTINUITY (AND EMERGENCY INCIDENT) STEERING GROUP

TERMS OF REFERENCE

The Steering Group will:

- Review Luminate Business Continuity Management Plan and develop a corporate business impact assessment.
- Review the Major Incident Plan.
- Review any skills, competence requirements and training needs.
- Agree an annual programme of work to review Business Continuity and Major Incident Plans.
- Communicate with Luminate Group members at a strategic and operational level in order to ensure that colleagues are aware of the purpose of the Steering Group and to encourage a corporate approach to Business Continuity Planning.
- Meet regularly until policies and procedures are all agreed and then at least once a year.
- Report annually to Luminate ELT and Audit Committee.

Membership of the Steering Group will provide expertise in the following key risk areas: risk management, legal and compliance, health & safety, estates and facilities management, IT services and records management, student services, marketing and communications. The standing membership will include:

- Deputy CEO (Chair)
- Head of Health, Safety and Environmental Services
- Group Director of Estates
- Group Director of IT
- Group VP Development

Visiting members may be invited and sub-groups formed to work on discreet areas of activity including:

- Group Director of People
- Chief Financial Officer
- Director of MIS

Minutes of meetings will be shared with Principals and Heads of Schools and Services: with responsibility for Business Continuity within their School/Service. The Chair will provide reports to the Luminate ELT.