

RECOGNISE

THE FIRST STEPS  
TO RECOVERY

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IWEYOU CONSULTANCY, APRIL 2020

## INTRODUCTION

IWeYou is an educational consultancy with a difference, offering a variety of bespoke training packages for schools – from INSETS to “bedding in” strategies – all aimed at recruiting and retaining pupils (and staff) through consistent communication. No matter what your school’s USP, IWeYou’s communication strategy is guaranteed to improve effectiveness.

The founding principle of is that communication is the key to outstanding performance. IWeYou comprises of a wide range of experts able to help deliver education for staff in all forms of communication within the school, developing a comprehensive approach for the brand and business. Founded by an educationalist, IWeYou understands the challenges of working with staff to develop outstanding improvement, and with the support of corporate experts, creates bespoke solutions in line with brand expectations.

For more information about how IWeYou can help through the COVID-19 crisis, or more generally please email [ben@iweyou.org](mailto:ben@iweyou.org) for a no-obligation conversation.

This document is the first in a series of five designed to help schools successfully reopen after the COVID-19 pandemic has subsided.

## OBJECTIVES

To provide a basis for the Governing Body and School Leadership Team to be able to effectively and safely reopen the School once the government has given schools permission to reopen. This is intended to supplement, and not replace, the School’s critical incident plan, business continuity plan and any other relevant paperwork.

## RECOVERY TEAM

Please note this team is not the team presently delivering the daily programme. This is a new team focussed on delivering the first steps in returning to 'normal' there maybe cross over, but the aims of the team are very different. This team must shoulder responsibility, be accountable, be consulted and consultative as well as being informed and informing about the reopening.

It is recommended that the School assigns these positions within the School community, and that this team meets at least weekly prior to the School reopening.

Whole School Recovery Lead	-	_____
Student Welfare Lead	-	_____
Academic Recovery Lead	-	_____
IT Recovery Lead	-	_____
HR Recovery Lead	-	_____
Communications Recovery Lead	-	_____
Finance & Facilities Recovery Lead	-	_____

## RECOVERY TEAM RESPONSIBILITIES

### WHOLE SCHOOL RECOVERY LEAD

In charge of Recovery Team.

Lead the recovery of the business.

Accountable for delivery the recovery plan.

### STUDENT WELFARE LEAD

Coordinate the provision of welfare assistance in school and to external locations (hospitals etc).

Liaise with GPs, environmental health on medical issues (such as decontamination).

Coordinate the provision of welfare assistance in school and to external locations (hospitals etc).

Maintain an overview of movements of staff and students away from school.

Liaise with school doctor/nurse, hospitals, ambulance service etc.

### ACADEMIC RECOVERY LEAD

Lead the return to academic provision on site.

Manage transition from online learning to traditional methods.

### IT RECOVERY LEAD

Ensure that IT systems are fit for purpose.

Help Academic Recovery Lead in transitioning to in school learning from remote.

### HR RECOVERY LEAD

In charge of staff welfare, including remuneration.

Assess who is eligible for what leave – including bereavement.

Manage the furloughing process.

### COMMUNICATIONS RECOVERY LEAD

In charge of internal communications including parents and staff.

Monitor local radio broadcasts and press.

Provide advice to staff and students on dealing with the media

Liaison between Team Leader and other members of the Recovery Team.

### FINANCE & FACILITIES RECOVERY LEAD

Liaise with relevant suppliers to ensure supply chain is able to cope with the School reopening.

Carry out necessary Health & Safety and site checks to ensure School is able to reopen.

## PESTLE AWARENESS

A useful starting point for the Recovery process is compiling a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis using PESTLE as a basis:

P	POLITICAL	Policy Stability Tax Employment law Financial support available
E	ECONOMIC	Economic picture Employees Fees Costs Incomes
S	SOCIAL	Health and Safety Cultural opportunities and awareness Staff Attitudes to school
T	TECHNOLOGICAL	A new level of innovation in education Technological change Technological awareness Communication tool awareness
L	LEGAL	Employment law Contract law Health and safety laws
E	ENVIRONMENTAL	Health Climate Environmental opportunities

## INITIAL ACTIONS

At the time of writing it is unclear when Schools are likely to reopen, although the government line suggests that it will likely be September 2020.

It is important at this stage in the recovery process to recognise that reopening is time critical but also high risk; first impressions matter more than ever. Parents will be taking into account the communication received prior to the school reopening into account – if these aren't strong it enough it may be that they don't return.

WHOLE SCHOOL	
Agree an opening date	
Inform staff of any agreed changes to the regular school timetable via email in the first instance.	
WELFARE	
Take actions to secure the immediate safety of pupils and staff – this may include listing all members of the School community who [came into contact with someone who] tested positive for COVID 19.	
Establish all visitors, contractor and peripatetic staff who may be affected.	
ACADEMIC RECOVERY	
Compile a list of all academic staff available	
Obtain an up-to-date pupil roll	
Assess whether current timetable is fit for purpose, and rewrite if not	
IT RECOVERY	
Compile list of resources required to transition back to in school learning	
Audit what worked and didn't work during the homeschool period -programmes that were cost-effective and less so.	
HR RECOVERY	
Establish how many staff will return to work	
Compile a comprehensive financial account of remuneration required: redundancies, bereavement leave, maternity leave etc.	
Agree staff return dates	
Begin process for replacing staff lost during the crisis	
COMMUNICATIONS	
Prepare a statement regarding the reopening of the School, and agree channels for this to be released	
It is suggested in the first instance that a brief email is sent to all parents on behalf of the Head explaining the suggested reopening, including timescale.	

All staff should be informed as soon as possible, being given the same, accurate information, as should the school governors. It is suggested that the statement sent to parents is also emailed to staff and the Governing Body, letting them know it has been sent to the parents.	
Where possible the School will not respond to Media enquiries and will direct all such enquiries to PHE (if directed) or the local county council Press Office. The School will work with the Press Office as soon as possible to agree the facts released to the public.	
If it is deemed it necessary for a nominated Spokesperson to make a statement the Media & Communications Officer will ensure that the spokesperson is well-briefed and will inform the relevant media bodies of the intention to make a statement.	
Advice to staff regarding the handling of media enquiries.	
School Receptionist/Executive Secretary to be briefed on what calls to go where	
FINANCE & FACILITIES	
Allocate a budget to recruit and retain pupils	
Ensure all transport links required for pupils are up and running – if not, come up with alternatives	
Arrange an appropriate place to receive parents/guardians	
Informal external lettings of the development	
Arrange for a deep clean	

## END NOTE

### DISCLAIMER

This document is not intended to give medical advice or to give guidance on governmental policies; it is the strong recommendation of IWeYou that the Boarding School Association ([www.boarding.org.uk](http://www.boarding.org.uk)) is consulted for pertinent information pertaining to schools. Public Health England should be consulted for medical recommendations, and NHS 111 should be called for specific cases.

All information is correct at the time of writing.

### STATUTORY REPORTING REQUIREMENTS

In line with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Health & Safety at Work (HSAW).