

## Emergency Planning and Business Continuity Management

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<b>For:</b>	Information
<b>Summary</b>	The report sets out the current position regarding Emergency Planning and Business Continuity Management and the proposed actions for the remainder of the financial year in order to ensure organisational resilience.
<b>Action:</b>	The Board is asked to note the Report.
<b>Presented by:</b>	Bernie Bluhm (Chief Operating Officer)
<b>Author:</b>	Michael Ridley (Emergency Planning and Business Continuity Manager)
<b>Trust objective:</b>	Please list number and statement this paper relates to.  All Trust Objectives
<b>Legal:</b>	What are the legal considerations and implications linked to this item? Please name relevant act:  Civil Contingencies Act 2004

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What aspect of regulation applies and what are the outcome implications? This applies to any regulatory body – key regulators include: Care Quality Commission, MHRA, NPSA & Audit Commission

NHS Emergency Planning Guidance 2005  
Healthcare Commission, The Annual Health Check core standard 24  
NHS Operating Framework 2011/12

The Trust's Statutory Duty to respond to emergencies and to maintain plans for major incidents and business continuity is performance managed by Surrey PCT

# Emergency Planning and Business Continuity Management

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<b>Date</b>	12 July 2011
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<b>Department</b>	Clinical Support Services (CSS)
<b>Audience</b>	Trust Board Members

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## 1. Background

The Civil Contingencies Act 2004 places a statutory Duty on all National Health Service Bodies to undertake Emergency Management. In particular they are required to:

- Assess the risk of emergencies occurring and use this to inform contingency planning
- Put in place emergency plans
- Put in place business continuity management arrangements
- Put in place arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance coordination
- Cooperate with other local responders to enhance coordination and efficiency

**1.1** Statutory Emergency Planning Guidance 2005 set the detailed principles to guide all national health organisations in developing their ability to respond to national or local emergencies and incidents and the mechanisms for managing recovery as required by the Civil Contingencies Act 2004. Both the principal act and the statutory guidance are currently under review and a formal consultation process is under way which will conclude in September 2011.

The NHS Emergency Planning Guidance requires:

“In each NHS organisation, the Chief Executive Officer will be responsible for ensuring that their organisation has a Major Incident Plan in place that will be built on the principles of risk assessment, co-operation with partners, emergency planning, communicating with the public and information sharing. The plan will link into the organisation’s arrangements for ensuring business continuity as required by the Civil Contingencies Act 2004.”

The Trust had been without a dedicated Emergency Planner since 2008 until the appointment of the current post-holder in March 2011. Consequently although

substantial progress had been made all the Trust Plans are in need of urgent review and updating.

This report sets out the current position with regard to compliance with the Trust's statutory duties and the actions proposed to ensure preparedness and organisational resilience.

## **2. Current Situation**

**2.1** The Trust Major Incident Policy was reviewed in September 2009 and a revised Policy dated January 2010 produced. This Policy remains in draft and there is no evidence to suggest it has been endorsed, ratified and published as is required by the Civil Contingencies Act. This matter has been given urgent priority and it has been agreed that a revised and updated Policy will be completed by the end of July 2011.

Business Continuity Plans have been developed for all services and a draft report setting out these plans was prepared in September 2009 but again these documents do not appear to have been endorsed or ratified.

The Trust Pandemic Influenza Plan was updated in February 2010.

The last live exercise of the plans took place in February 2010. A test of telecommunications resilience is required every six months, a "desk top" exercise every year and a full live exercise every three years.

The process by which these plans were produced is well documented and appears to have been compliant with the statutory guidance.

**2.2** A Business Continuity Working Group, chaired at Director level, met regularly until early 2009 and has now been revived with expanded terms of reference Chaired by the Chief Operating Officer. This Group is tasked with reviewing all Trust resilience plans and oversight of training and exercising. Business continuity plans have been written in accordance with the guidance, with risk assessment and rating informing the proposed responses to the risks identified. However there remain reservations regarding some Plans if they were tested in practice. Some plans place reliance on third parties who may or may not be able to respond and who may not be aware of the reliance being placed upon them. Some risks, particularly related to infrastructure and environment are separately addressed in all plans.

It may be appropriate to address universal risks by way of an overarching Corporate Business Continuity Plan. The Emergency Planning and Business Continuity Group will be considering this matter at their next meeting.

- 2.3** For these reasons the Emergency Planning and Business Continuity Group has identified a number of Business Continuity Plans for priority review as well as the urgent update of the Major Incident Policy in the light of the organisational changes which have taken place since January 2010.

The Business Continuity Plans for priority review cover the following services:

1. Telecommunications (currently no plan in place)
2. Emergency Department
3. Critical Care / Theatres
4. Obstetrics / Maternity
5. Estates & Facilities
6. Pharmacy
7. Radiology
8. Pathology

### **3. Work Programme 2011/2012**

- 3.1** The appointment of an Emergency Planning and Business Continuity Manager has enabled reconnection with the local Emergency Planning networks including the Surrey Local Resilience Forum and its Health sub-group. It has also provided a main point of contact for the PCT and SHA on Emergency Planning and Business Continuity matters. This will facilitate meeting the Trust obligation under the Civil Contingencies Act to share information and collaborate with local responders. It will also provide capacity to organise and run exercises and tests of our Plans as they are revised and brought up to date.

- 3.2** The work programme set out below has been agreed by the Chief Operating Officer in order to ensure the Emergency Planning and Business Continuity Manager and the Lead Officers supporting the Emergency Planning And Business Continuity Group are focussed on bringing the Trust Plans up to date and undertaking appropriate testing and exercising.

## EMERGENCY PLANNING AND BUSINESS CONTINUITY WORK PLAN 2011/2012

OBJECTIVE	START DATE	LEAD NAME	CURRENT STATUS	ACTION/S	EXPECTED COMPLETION DATE
<b>MAJOR INCIDENT PLAN REVIEW</b>	08/03/2011	<b>Paula Tooms Kate Weller</b>	Review in progress	Prepare report to Board for ratification.	31/7/2011
<b>BUSINESS CONTINUITY PLANS PRIORITY UPDATES</b>		<b>Mike Ridley</b>		Board Report for ratification after 30/09/2011	
Telecommunications	11/04/2011	<b>Sara Reeve</b>	Escalate to Ian Mackenzie in light of Switchboard failure	Risk assessment completed. Sara Reeve to review and amend as necessary. Meeting with telecoms suppliers and contractors to be arranged.	Meeting Ian Mackenzie Executive lead Agreed plan by 31/8/2011
Emergency Department	06/04/2011	<b>Paula Tooms Kate Weller</b>	Review in Progress	Initiation meeting 07/06	30/09/2011
Critical Care/Theatres	06/04/2011	<b>Gavin Hurley</b>	Review in Progress	Initiation meeting 07/06	30/09/2011
Obstetrics/Maternity	06/04/2011	<b>Sue Chapman</b>	Review Complete		30/09/2011
Pharmacy	06/04/2011	<b>David Heller</b>	Review in Progress	Initiation meeting with Pharmacy team 13/04/2011. David Heller to allocate review personnel. Gap analysis to be	30/09/2011

				undertaken.	
Radiology	06/04/2011	<b>Andrew Millard</b>	Review in Progress	Initiation Meeting 19/05	30/09/2011
Pathology	06/04/2011	<b>Michael Rayment</b>	Review in Progress	Initiation Meeting 11/05	30/09/2011
<b>BUSINESS CONTINUITY PLANS REVIEW SECOND PHASE</b>					
Cancer Services	01/10/2011	<b>Christina Brown</b> tbc	Lead to be identified at July EP/BCM Planning Group Meeting	<b>Christina Brown</b> tbc	31/03/2012
HSDU	01/10/2011	<b>Trevor Garcia</b> tbc	Lead to be identified at July EP/BCM Planning Group Meeting	<b>Trevor Garcia</b> tbc	31/03/2012
Finance	01/10/2011	<b>Majid Bhatti</b> tbc	Lead to be identified at July EP/BCM Planning Group Meeting	<b>Majid Bhatti</b> tbc	31/03/2012
Purchasing	01/10/2011	<b>Lee Edwards</b> tbc	Lead to be identified at July EP/BCM Planning Group Meeting	<b>Lee Edwards</b> tbc	31/03/2012
Information Technology	01/10/2011	<b>Peter Hodgetts</b> tbc	Lead to be identified at July EP/BCM Planning Group Meeting	<b>Peter Hodgetts</b> tbc	31/03/2012
Ambulatory Care	01/10/2011		Lead to be identified at July EP/BCM Planning Group Meeting		31/03/2012
Endoscopy	01/10/2011		Lead to be identified		31/03/2012

			at July EP/BCM Planning Group Meeting		
Patient Access	01/10/2011		Lead to be identified at July EP/BCM Planning Group Meeting		31/03/2012
<b>EVACUATION AND LOCKDOWN</b>	06/04/2011	<b>Mike Ridley</b>	Plan development commenced.	SHA and PCT to lead on Planning overview. Initiating meeting to be held on 09/05/2011	To be confirmed subsequent to initiation meeting.
<b>CONTROL ROOM</b>	08/03/2011	<b>Mike Ridley</b>	Review of location, content and technology.	Review current contents. Dispose of redundant contents. Prepare report on any required investment. Determine budget for equipment and materials.	To be confirmed subject to current redevelopment.
<b>ON CALL PACK UPDATE</b>	06/04/2011	<b>Sandra Lockyer</b>	Meeting Sandra Lockyer 20/04/2011 to initiate review.	Rolling programme of training for On Call Managers and Executives	31/7/11
<b>TRAINING AND EXERCISING</b>					
On Call Directors and	06/04/2011	<b>Mike Ridley</b>	Desk top training	Subsequent to	31/07/2011

Managers Training			exercise to be arranged	meeting with SR regarding On Call Pack.	
Loggists Training	06/04/2011	<b>Mike Ridley</b>	Loggists Course arranged. Bernie Bluhm to confirm personnel to be trained.	Nominate to Loggists Training course to be held 07/09/2011	07/09/2011
Live Exercise	12/04/2011	<b>Mike Ridley</b>	CBRN live exercise.	Planning meeting 30/06/2011	31/10/2011
Desk Top Exercise	06/04/2011	<b>Mike Ridley</b>	Planning to commence when priority plans review is substantially completed	Priority BC Plans Review	30/10/2011
<b>OLYMPICS</b>					
Olympic Brief for Surrey Health Providers	20/04/2011	<b>Mike Ridley</b>	Briefing for Surrey LRF Health Providers by Surrey Police	Determine any actions based on the briefing	September 2012
Cycling Events	20/04/2011	<b>Mike Ridley</b>	Test cycling event to be held in August 2011 following the Olympic cycle route.	LRF Olympic Resilience event/exercise planning meeting 21/09/2011	September 2012