Business Continuity Policy

Service Level Business Continuity Plans

Reason for development

The Civil Contingencies Act 2004 (CCA) has legislated that all Category 1 responders have comprehensive Business Continuity Plans (BCPs) in place. The CCA also requires Category 1 responders to maintain plans to ensure that they can continue to exercise their functions in the event of an emergency so far as is reasonably practicable.

As a category 1 responder, identified in the Civil Contingencies Act 2004, XXXXXX Hospital NHS Foundation Trust has a responsibility to have comprehensive Business Continuity Plans in place.

Business Continuity Management (BCM), including processes for recovery and restoration, should be considered by NHS organisations as part of every day business processes. BCM should be embedded in the culture of the NHS, as are the principles of health and safety. This requires demonstrable commitment to the process from the Boards of NHS organisations.

1   Scope

This policy relates to XXXXXXX Hospital NHS Foundation Trust. It has been devised using the guidance in the following documents:-
- The NHS Emergency Planning Guidance 2005
- The Civil Contingencies Act 2004
- Beyond a Major Incident 2004
- UK Health Department's UK Influenza Pandemic Contingency Plan 2005

This policy applies to all departments and units within the Trust.

2   Aims

The aim of BCM is to establish a process whereby the Trust produces continuity plans to ensure it reacts to untoward events in a co-ordinated manner. Whilst business continuity and major incident planning are usually separate processes within an organisation, a major incident may trigger a business continuity issue or could occur at the same time as a separate business continuity issue.

The aim of this policy is to provide a framework to support the Trust's commitment to ensure that all departments, within the Trust, have

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comprehensive Service Level BCPs. This policy is supported by the Trust's Major Incident Plan.

3   Introduction

 Business Continuity Management (BCM) is the management process that helps manage the risks to the smooth running of an organisation or delivery of a service. It ensures that the organisation can continue in the event of a disruption. (Emergency Preparedness 2005)

These risks can be from the external environment (for example, power failures, severe weather) or from within an organisation (for example, systems failures, loss of key staff).

A business continuity event is defined as any incident requiring the implementation of special arrangements within an NHS organisation to maintain or restore services. For NHS organisations there may be a long 'tail' to an emergency event, for example, loss of facilities, provision of services to patients injured or affected in the event, psychological support to victims and/or staff.

4   Definitions

BCM identifies potential impacts that threaten an organisation; it also provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.

A Service Level BCP pulls together the response of the Service Delivery Unit (SDU)/department to an incident. The components and content of a Service Level BCP will vary from department/SDU to department/SDU and will have a different level of detail based on the essential functions identified.

5   Responsibilities

The Director of Operations has overall responsibility for:-
- Ensuring that the Trust meets the requirements of CCA.

The Emergency Planning & Contingency Steering Group has responsibility for:-
- Ensuring that the Business Continuity Group is in line with the agreed action plan and its timescales.

The Business Continuity Group has responsibility for:-
- Supporting the Trust in meeting the CCA requirements
- Providing the general principles to guide Heads of Departments, Service Delivery Manager's (SDM's), Clinical Service Manager's (CSM's) & Senior Clinical Nurses (SCN's) in developing their Service Level BCPs

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- Providing the generic templates to be used for the writing of Service Level BCPs.
- Ensuring that the Trust has an agreed and ratified overall corporate business continuity plan

The relevant Associate Directors of Operations or equivalents are responsible for:-
- Ensuring that all departments, within the Trust, have robust Service Level BCPs in place.

The Heads of Departments, SDM's, CSM's & SCN's are responsible for:-
- Ensuring that their departments/areas have comprehensive Service Level BCPs in place
- Updating the plans on a three monthly basis
- Annually reviewing the plans
- Ensuring that all relevant staff are clear and have received training in the use of the plans

6   Process

All departments will have Service Level BCPs. Generic templates have been produced and circulated to all departments/SDU's. Training will be provided for all Heads of Department, SDM's, CSM's and SCN's in the correct way of filling in the templates. Heads of Departments, SDM's, CSM's & SCN's will complete the templates and forward to the Business Continuity Group within the agreed timescales. The BCG will then ensure that the plans are comprehensive and cover the five critical functions that all NHS organisations should cover:-
• Human resources
• Buildings
• Supply chains
• Utilities, including communications
• Service capacity

The Business Continuity working group will develop a corporate continuity plan to incorporate the following services:-
- Medical gasses
- Pharmacy requirements
- Utilities
- Industrial Action
- Domestic Services
- Supplies E.g. NHS logistics
- IT Requirements

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The plans will be updated on a 3 monthly basis and fully reviewed on an annual basis by the authors.

Paper copies of the plans will be located in the following areas:-
- The individual departments
- The Management Bridge
- The Operations Centre

It is the author's responsibility to ensure that the paper copies are kept updated.

Electronic copies of the plans will be located in the following areas:-
- Sharepoint
- Intranet
- CD Rom format in the back of the On Call Managers handbook

Equality and Diversity Statement

This document complies with the XXXXX Hospital NHS Foundation Trust service Equality and Diversity statement.

Disclaimer

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