

Business Continuity Policy

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The on-line version is the only version that is maintained. Any printed copies should, therefore, be viewed as ‘uncontrolled’ and as such may not necessarily contain the latest updates and amendments.

PLAN AMENDMENTS

Amendments to the Policy will be issued from time to time. A new amendment history will be issued with each change.

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1.0 Introduction

This procedure covers the NHS North Yorkshire Clinical Commissioning Group (CCG) response to a wide range of incidents and emergencies that could affect health or patient care, referred to in the health service as 'emergency preparedness resilience and response' (EPRR). The CCG recognises the importance of thorough and robust planning for emergency preparedness, resilience and response. This includes planning to respond to both major incidents and those which may affect business continuity.

The Accountable Officer of the CCG has the statutory responsibility for the Emergency Preparedness Resilience and Response arrangements of the CCG under the Civil Contingencies Act 2004 (CCA), Health and Social Care Act 2012, NHS England, Emergency Planning Framework and other central Government Guidance.

The CCG Accountable Emergency Officer (AEO) is responsible for '*ensuring that the organisation is properly prepared and resourced for dealing with a major incident or civil contingency event*' (Emergency Officers for Emergency Preparedness, Resilience and Response (EPRR) 2012).

CCGs must assure their Governing Body, NHS England and Local Health Resilience Partners that suitable arrangements are developed, tested and maintained.

This plan has been developed to support the Major Incident Planning process, recognising that a Business Continuity scenario could provide the 'trigger' for a major incident response.

Copies of this document are held in the On-Call Pack on the y drive at <\\NYH.org.uk\data\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack> and in Desk Top On-Call Packs held by:

- On-Call Directors
- First Managers On-Call
- Emergency Officer (Corporate Services and EPRR Manager)

2.0 Purpose

This Business Continuity Plan is intended to help the CCG to overcome any unexpected disaster to its premises at CCG premises, key personnel, or to any important systems that it relies upon in its day to day operations.

In the event of service interruption, this plan sets out the framework for the CCG to:

- Manage and maintain the continuation of critical core functions and services
- Manage the recovery and restoration of normal functions and services

The plan holder (Accountable Emergency Officer) is responsible for coordinating any response under the plan. If the plan holder is unavailable, this duty will fall to the Head of Finance.

2.1 Objectives of the Business Continuity Plan

- to ensure a comprehensive Business Continuity Management System is established and maintained;
- to ensure key services, together with their supporting critical activities, processes and resources, will be identified by undertaking business impact analysis;
- to ensure risk mitigation strategies will be applied to reduce the impact of disruption on key services;
- to ensure plans will be developed to enable continuity of key services at a minimum acceptable standard following disruption;
- to outline how business continuity plans will be invoked and the relationship with the CCG Major Incident Plan;
- to ensure plans are subject to on-going exercising and revision;
- to ensure the CCG Governing Body is assured that the Business Continuity Management System remains up to date and relevant.

2.2 Outcomes of the Business Continuity Plan

The outcomes of this plan aim to ensure:

- key products and services are identified and protected, ensuring their continuity
- the organisation's understanding of itself and its relationships with other organisations, relevant regulators or government departments, local authorities and the emergency services is properly developed, documented and understood
- staff are trained to respond effectively to an incident or disruption through appropriate exercising
- staff receive adequate support and communications in the event of a disruption
- the organisation's supply chain is secured
- the organisation's reputation is protected
- the organisation remains compliant with its legal and regulatory obligations

3.0 Scope of the Plan

This plan relates to the business continuity management of the business functions within the CCG. It addresses those services which are provided by the Directorates:

- Acute Commissioning
- Strategy and Integration
- Quality and Clinical Governance
- Finance and Contracting
- Corporate Services

3.1 Out of Scope

This plan does not outline the arrangements for business continuity management of services and business functions carried out by the CCG's providers and service suppliers, such as:

- Acute Trusts
- North Yorkshire County Council
- North of England Commissioning Support
- Harrogate, Ryedale and Scarborough Borough Councils
- Other CCGs where Memorandum of Understandings are in place for the hosting of services
- NHS England (co-commissioning Primary Care Services)

The CCG is heavily reliant on the services provided by the above organisations. Contractually these organisations are required to ensure arrangements for business continuity and major incident response are in place and assurance is given to the CCG that the processes are robust.

4.0 Duties, Accountabilities and Responsibilities

4.1 Duties

4.1.1 Legal and Statutory Duties and Responsibilities

The Civil Contingencies Act (CCA) 2004 places a duty on CCGs to have business continuity plans in place to ensure that they can continue to exercise their functions in the event of an emergency so far as is reasonably practicable. The duty relates to all functions, not just emergency response functions.

The model adopted aligns with best practice expectations placed upon all NHS organisations in the NHS England's Business Continuity Management Framework (service resilience) (2013) and the associated requirements listed in the NHS England Core Standards for Emergency Preparedness, Resilience and Response (EPRR).

4.1.2 Specific duties and responsibilities within the CCG

For the Business Continuity Plan to be effective and become embedded in the organisation, responsibilities from the Accountable Officer downwards need to be agreed and communicated so that everyone is aware of what is expected from them.

4.1.3 Category of Responder

Category 1 Responders (main NHS providers and NHG England) have a legal obligation under the Civil Contingencies Act 2004 (CCA) to assess the risk of, plan, and exercise for emergencies, as well as undertaking Business Continuity Management. Category 1

Responders are also responsible for warning and informing the public in relation to emergencies.

CCGs are Category 2 Responders. This means that the CCG has a legal obligation under the Civil Contingencies Act 2004 (CCA) to support the Category 1 Responders.

As a Category 2 Responder, the CCG has a role in supporting NHS England and providers of NHS funded care in planning for and responding to an **influenza pandemic**.

4.2 Accountabilities

4.2.1 Accountable Officer

Has overall statutory responsibility for the strategic and operational management of the CCG, including ensuring that the CCG has in place robust arrangements for business continuity management and service recovery. They should ensure that Governing Body is kept fully informed of significant business continuity risks and any associated significant developments or issues.

4.2.2 The Accountable Emergency Officer (AEO)

The AEO is the CCG Accountable Officer. They are responsible for ensuring that the CCG is prepared and resourced for dealing with a major incident or event. They attend the Local Health Resilience Partnership (LHRP) and ensure that processes are in place to regularly assess the risks to the population it serves. This includes community and national risks.

4.2.3 The Senior Responsible Officer

The SRO is the Director of Corporate Services, Governance and Performance and supports and deputises for the AEO. This post is supported by the Assistant Director of Corporate Services

4.2.4 Executive Directors

Have a responsibility for ensuring that they hold up to date copies of the Business Continuity Plans and Business Impact Assessments relevant to their individual directorates and circulate as appropriate to identified managers.

4.2.5 CCG Governing Body

Is responsible for setting the strategic context in which business continuity and service recovery procedures are developed, and for the formal review and approval of this plan and the Business Continuity Plan. The Governing Body is also responsible for determining the accepted levels of 'business as usual', through monitoring service delivery and approving suggested developments.

4.2.6 Corporate Risk Review Group

Executive Directors

Receives the EPRR work programme for quarterly

Corporate Risk Review Group (CRRG)

Accountable to the Executive Directors, the CRRG monitors and maintains the risk registers for the organisation, which includes risks relating to business continuity and emergency preparedness. Significant risk reports are reviewed by Committees and the Governing Body as described within the Risk Management Strategy.

4.2.7 The Business Continuity Manager (BCM)

The BCM is the Corporate Services and EPRR Manager. They are responsible for ensuring there is on-going dialogue and collaboration between the Business Continuity function and those teams with Major Incident Planning responsibilities.

They are also responsible for ensuring that business continuity management plans to support the core business functions are completed and updated as necessary. They are responsible for ensuring:

- Directorate leads document and review their Business Impact Assessments on an annual basis or when necessary;
- Training needs are identified, including appropriate induction training and more specialist training for those filling specific roles
- Advice, guidance and instruction on business continuity matters is available, particularly the production of Business Continuity Plans
- Business continuity exercises are conducted in line with national guidance and in liaison with the other organisation managers
- That awareness and knowledge of the business continuity plan is embedded among staff.
- Attending the Local Resilience Forum where risks and potential risks to the local population are highlighted and any response or action required is discussed.

4.2.8 CCG Heads of Service

Will support the Business Continuity Manager ensuring that

- Critical services and resources are identified across their team ensuring that their element of the Business Continuity plan is reviewed at six monthly intervals and updated as necessary to maintain good quality control of document information.
- Any revisions are notified to the Business Continuity Manager
- Encourage and participate in training or exercises.
- Contribute to the review and updating of the Business Continuity plan regularly in light of lessons learned from exercises or incidents, research or changes in staff.
- Support business continuity awareness and acceptance amongst staff and ensure that all of their staff are aware of their responsibilities within the Business Continuity plan.

4.2.9 All CCG Staff

Are responsible for ensuring familiarity and co-operation with this Business Continuity Plan and in particular are required to report any risks to the delivery of the organisation's strategic aims and related objectives via normal reporting arrangements.

4.3 Responsibilities

4.3.1 Commissioning Responsibilities

The CCG also has a statutory duty to deliver essential functions to meet its commissioning responsibilities for the CCG population. The purpose of this plan is to map these key functions and consider alternative ways of delivery in the short term until normal service is restored. Any long term disruption would need further discussion by the CCG's Governing Body.

4.4 Responsibilities for Approval

The Governing Body is responsible for the group's arrangements for business continuity and emergency planning.

5.0 Management Team - Key Contacts

In order to evoke the business continuity plan the following available members of the Management Team need to have agreed that the CCG has suffered a break to business continuity and will co-ordinate the CCGs response for their areas of responsibility.

Executive Directors

Name	Role
Amanda Bloor	Accountable Officer
Wendy Balmain	Director of Strategy and integration
Sue Peckitt	Chief Nurse
Jane Hawkard	Chief Finance Office
Simon Cox	Director of Acute Commissioning (tbc)
Julie Warren	Director of Corporate Services, Governance and Performance

Senior Managers

As required

Vanessa Burns	Deputy Director of Acute Commissioning
Alison Levin	Deputy Director Management Accounting and Contracting
Kirsty Kitching	Assistant Director Mental Health and LD
Alec Cowell	Assistant Director of Financial Services and Reporting
Jane Baxter	Assistant Director of Corporate Services
Steve Jordan	Assistant Director of Contracting and Procurement
Clare Hedges	Head of Acute Commissioning
John Darley	Head of Acute Commissioning
Sam Haward	Head of Community Services and Integration
Andrew Dangerfield	Head of Primary Care Transformation

Contact details are available at <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Contacts>

6.0 Threats to the CCG’s Business Continuity

There are a number of potential threats that would impact on the CCG’s ability to continue its day to day business functionality.

Functions within the CCG have been categorised as critical, essential and routine. The functions by category are described below in Section 7.0

Not all services will be deemed critical. The framework will therefore help identify the high, medium and low risk factors so that effort can be applied where it will have most value.

7.0 Critical CCG Activities

CATEGORY 1 Critical - resume within 24 hours
Emergency Preparedness - Planning and Response
Oversight, Management and Monitoring of communications and Engagement

CATEGORY 2 Essential- Resume within 24 – 48 hours
Authorisation of payments to NHS provider organisations
Authorisation of payments to essential suppliers and independent contractors
Authorisation of payments to non-essential suppliers and independent contractors
Financial external returns to NHSE, including monthly finance information and financial plan returns etc.
Quality and Performance - Statutory/external activity return
Continuing Healthcare Decision making
Safeguarding
Serious Incidents
Authorisation of payments to NHS provider organisations
Authorisation of payments to essential suppliers and independent contractors
Authorisation of payments to non-essential suppliers & independent contractors
Individual Funding Requests
Respond to telephone calls/enquiries regarding Continuing Healthcare
Respond to telephone calls/enquiries regarding Safeguarding
Respond to telephone calls/enquiries regarding Personal Health Budgets

CATEGORY 3 Routine - Resume as soon as practical (ideally 2 weeks)
Complaints Management
Freedom of Information request processing
Maintenance of Assurance Framework and Risk Register

CATEGORY 3
Routine - Resume as soon as practical (ideally 2 weeks)
Manage the business agendas for the CCG Governing Body, Executive Team and subcommittee meetings; minute taking process delivery and supervision
Overseeing the delivery of the HR, corporate governance and information governance functions of the CSU.
Corporate Health and Safety
QIPPs relating to Primary Care
Primary Care activity / quality
Service Redesign - Primary Care Element
Development of QP pathways and establishment of monitoring systems
Support of Primary Care Contracting
Financial and contract management function including, preparation of finance and contracting reports for CCG Governing Body etc.
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Key Provider Contract Management meetings Planning and Forecasting
Ad hoc data analyses
Management, development and ongoing monitoring of compliance and performance against the quality expectations within main provider contracts, assessment of performance on quality schedule
KPIs and CQUIN delivery
Management of the GP Feedback System
Strategic Planning - coordinating the processes required to deliver strategic and operational plans
Organisational Development - liaise with team in ACS to enable and monitor delivery of SLA
Equality and Diversity - liaise with ACS lead to ensure CCG compliance and commitment to this agenda

8.0 Staff safety

Staff safety remains high priority. If it is not safe for staff to be in a CCG premises or travelling to and from a CCG premises or on CCG business then staff should remain at home. This decision will be taken by the Director on-call or another Director.

In the unlikely event that some staff are not able to travel home due to disruption then they will stay with a colleague where possible or alternative accommodation will be sought.

9.0 Activating the Plan

9.1 Director on Call

Is responsible for activating and coordinating the plan following discussion with the First Manager on-call and other Directors. However, it should be noted that there may also be a major incident which they will be leading on behalf of the organisation. In this scenario

it is possible to delegate the leadership of the business continuity plan to the first manager on-call or other suitable delegate. If there is an incident that requires evacuation of a CCG premises and the Director on call is not on site they should delegate the responsibility to an individual who is in on site.

9.2 Business Continuity Manager

Is the key link with the Director on-call. They are responsible for ensuring that the business continuity plan is activated and that all staff are kept informed and updated.

9.3 Triggers for activation of plan

The Business Continuity Plan will also be activated by the Director on Call when the major incident plan has been activated or is on standby, and there is an incident that has the potential to cause business disruption and affect critical activities. Depending on the type of disruption, it is possible that not all teams will need to activate their business continuity plan.

10.0 Action Cards

Action Cards should be used to initially address any potential threat to business continuity. They are available in the On-Call Pack <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Action Cards\Business Continuity Action Cards>

The following Action Cards are available on file:

1. Partial loss of staff
2. Complete loss of staff (>40%)
3. Loss of access to a CCG premises (or the surrounding area or roads) for longer than the maximum acceptable downtime.
4. Loss of telephone communication
5. Loss of network connectivity for an anticipated prolonged period
6. Loss of email
7. Loss of electrical supply for longer than the maximum acceptable downtime
8. Loss of gas supply for longer than the maximum acceptable downtime
9. Loss of water supply for longer than the maximum acceptable downtime
10. Loss of security
11. Transportation issues
12. Fuel shortage
13. Adverse weather conditions

It should be borne in mind that these events may not be mutually exclusive, e.g. extreme weather leads to loss of electricity, disruption to transport, staff unable to get to work.

Contact details of staff and key stakeholders are included in the On-Call Pack <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Contacts>

11.0 Incident Control Team

If the incident looks like it may be prolonged it may be necessary to set up an Incident Control Team (Directors and Heads of Service) and an Incident Co-ordination Centre to ensure the CCG critical activities are continued.

The team should meet at 1 Grimbald Crag Court in Boardroom One, Building One or communicate via teleconference. If Boardroom One is affected by the incident move to Boardroom Two, Building Two.

Key individuals, or their deputies, involved would be:

- Accountable Officer
- Accountable Emergency Officer
- First On-call Manager
- Chief Nurse
- Communications Manager
- Additional Heads of Service/Assistant Directors
- Co-opted members may also include facility management from NHS Property Services and NECs IMT lead.

12.0 Communications

Communication processes and cascade systems are saved here [Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Comms Procedures & Cascade Systems](#)

Key contact details are saved here [Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Contacts](#)

Each member of SMT will keep a copy of this business continuity plan on their desktop so that it can be actioned as and when necessary from any location. This Desk Top On-Call pack includes all key contact details

Any initial communication with staff must include the following information:

1. What the incident is
2. What the cause of the Incident is or may have been (if known)
3. How long the incident is likely to last
4. How the incident is to affect their work and alternative working arrangements
5. What is expected of them during the course of the incident; and
6. Confirmation of how communication should be maintained between them and the Head of Service.
7. Date/Time of next communication

Communication to staff will be via the following means, as decided to be the most appropriate and effective:

- Emails (if available) to work nhs.net accounts
- Telephone (if available) to either their work, home or mobile numbers as appropriate
- Firetext – Text Message System
- Information and updates on the intranet website (if available)
- Team meetings
- Monthly staff briefing

All key organisational contact details are saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Contacts>

TO NOTE - All-Staff contact details are only provided in the Desktop On-Call Packs as personal information is not saved in the All Staff area of the y drive

12.1 Cascade Notification

Cascade System instructions are available in the On-Call Pack saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Comms Procedures & Cascade Systems>

12.2 Text Cascade System

A text message can be sent to the following groups of people using the Firetext system

- All Staff
- Senior Management Team
- Governing Body
- Communications Team

The system can be accessed at <https://app.firetext.co.uk/>

Instructions are included in the *Communication Cascade System Processes* document.

12.3 Manual Cascade System

Notification to staff will operate in a cascade system where by notification is made via direct line management routes as outlined in the *Communication Cascade System Processes* document.

12.4 Telephone Numbers

A telephone cascade list with work, home and mobile numbers for staff will be in the Desk Top On-Call Packs and with the Corporate Services Team. It will be the responsibility of staff to ensure this is kept up to date by notification to the Corporate Services Team at nyccg.EPRR@nhs.net

13.0 Record Keeping

It is important that there is a clear record of decisions taken which should be recorded on the log pages in the action cards saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Action Cards\Business Continuity Action Cards>

As a minimum this information will include:

- The time of the incident
- The nature of the decision;
- The reason for the decision;
- The date and time of the decision;
- Who has taken the decision;
- The extent of consultation and advice from external stakeholders;
- Who has been notified of decisions made;
- Any review dates of the decision.

14.0 Finance and resources

If necessary a separate cost centre will be set up with a budget in agreement with the Chief Finance Officer. The Scheme of Delegation will apply.

15.0 Recovery Process & Lessons Learned

Recovery from an incident or event is as equally important as the business continuity management process. It is important that recovery is a managed and coordinated process led by the Emergency Accountable Officer.

After the recovery process is complete a lessons learned session should be undertaken and the business continuity plan updated to reflect any lessons learned.

15.1 Capturing lessons learned and improvement plans

All incidents should be followed by an immediate de-brief with the staff concerned with the aim of providing answers to the following questions:

- What went well?
- What needs improving?

The outcomes and results of incidents and de-briefs will be recorded by the BC Manager and made available to auditors, the Chief Finance Officer and/or the IMT Senior Team if requested. The BCP Owner is responsible for amending the plan to reflect the outcomes and lessons learnt.

This may also require amendment to standard operating procedures and consideration of risks reported to be reviewed and updated.

16.0 Training

Advice on this plan can be obtained from the Accountable Emergency Officer or the Corporate Services and EPRR Manager.

17.0 Monitoring Compliance with the Document

Within the CCG, the Business Continuity Manager will ensure that annual assurance reports are submitted to the Governing Body outlining the current status of the CCG's emergency preparedness.

This Plan and any associated BC Plans may be subject to review by the organisation's Internal or External Auditors as part of their annual audit plan, to ensure it is being implemented effectively. Any such reviews will be carried out with the full support of staff requested to contribute to the audit. The findings and recommendations arising from the audit will be considered using standard audit reporting procedures.

The Governing Body is responsible for approving the group's arrangements for business continuity and emergency planning.

The Executive Directors will monitor business continuity and emergency planning and will provide relevant updates to the Governing Body through the Accountable Officer report.

The Governing Body will receive a full briefing on business continuity and emergency planning in public annually.

Any business continuity and emergency planning risks that may affect the delivery of the strategic objectives will be included within the Governing Body Assurance Framework which is received by the Governing Body three times yearly, twice in public and once at the development session.

18.0 Arrangements for Review

The Business Continuity Manager is responsible for ensuring plan and guidance on all business continuity arrangements is developed, including the production and maintenance of the CCG Business Continuity Plan which is approved by Governing Body.

The Associate Director of Corporate Services is responsible for ensuring the plan is reviewed on an annual basis or earlier as a result of changes to legislation or changes to

CCG structures and/or procedures. Each team will undertake an annual business impact analysis and review the team business continuity plan accordingly.

19.0 Dissemination

This plan will be made available to all Members and staff via the CCG's website. Notice of all approved policies placed on the website will be included in CCG briefing processes. The plan will be brought to the attention of all new Members and staff via the induction process.

Following approval by Governing Body, this plan will be distributed to the CCG Heads of Service for dissemination to all their staff.

20.0 Associated Documentation

- Emergency Preparedness, Resilience and Response Policy
- On Call Pack
- Surge and Escalation Plan
- Flexible Working Policy

21.0 References

- Civil Contingencies Act 2004
- NHS Commissioning Board Emergency Preparedness Framework 2013
- NHS Commissioning Board Business Continuity Management Framework (service resilience) (2013)
- ISO 22301 Societal Security – Business Continuity Management System

22.0 Key Partners

This document aims to ensure the organisation is willing and capable of working with the wide range of Third Parties that either provides services to the organisation, or where the organisation has a dependency on them in order to deliver its own critical functions, systems or processes.

This will be achieved by:

- active co-operation and collaboration with relevant Third Parties on strategic or inter-agency BC initiatives
- ensuring our critical suppliers and providers have appropriate BC Plans in place; ensuring any contracts entered into include BC requirements
- reviewing our supplier and provider arrangements to reduce the possibility of a 'single point of failure' being created

- ensuring Third Parties are considered during Departmental BIA, risk assessment and BC Planning processes.

23.0 On Call Pack References (Appendices)

The following documents are all saved and maintained in the CCG On-Call Pack saved here <\\NYH.org.uk\data\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack>

Desktop On-Call Pack

All First On-Call Managers and On-Call Directors must ensure that this folder is copied on to their work laptop desktop to ensure accessibility during any loss of Network Connectivity

First On-Call Managers and On-Call Directors will be sent revised documents by the Corporate Services and EPRR Manager

23.1 Flu Plan

<Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Flu Plan>

23.2 Action Cards

The following Action cards are saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Action Cards\Business Continuity Action Cards>:

- BC1. Partial Loss of Staff
- BC2. Complete or Near Complete loss of staff (e.g. pandemic flu)
- BC3. Loss of Access - If the building becomes unavailable for use:
- BC4. Loss of Telecommunications
- BC5. Loss of Network Connectivity
- BC6. Loss of Email
- BC7. Loss of Electrical Supply
- BC8. Loss of Water Supply
- BC9. Loss of Security
- BC10. Loss of Transportation
- BC11. Fuel Shortages
- BC12. Adverse Weather Conditions (Particularly flooding and snow)

23.3 Communication Cascade System

Instructions for the manual and electronic cascade of communications to all staff is saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Comms Procedures & Cascade Systems>

23.4 Contact Details

IMPORTANT - Use Mobile devices to call so that identifiable numbers are logged. Switchboards have no Caller ID so will be ignored.as a cold call.

The following contact details are saved here <Y:\North Yorkshire CCGs\0 ALL STAFF\EPRR and Business Continuity\On-Call Pack\Contacts>:

- **Senior Management Team**
 - In order to evoke the business continuity plan the following available members of the Senior Management Team (SMT) need to have agreed that the CCG has suffered a break to business continuity and will co-ordinate the CCGs response for their areas of responsibility.
- **Organisational Contact Details**
 - Contact details for partner organisations and CCG premises are saved here
- **GP Practice Contact Details**
- **Staff Contact Details**
 - Where possible communications to all staff should be cascaded using Firetext (Text messaging system instructions saved as above)
 - Where this is not possible staff contact details should be held in Managers/Directors **Desktop On-Call Pack** (Personal Information is not held on the All Staff Y-Drive Area)