

**North East Lincolnshire CCG**

**BUSINESS CONTINUITY PLAN 2021**

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| **Document Title:** | NEL CCG Business Continuity Plan |
| **Version No:** | V2 |
| **Latest version issued:** |  |
| **Supersedes:** | V1.5 and all preceding documents relating Business Continuity |
| **Name of Author (s):** | Levi Clements-Pearce – Service Manager |
| **Consultation:** | Operational Leadership Team |
| **Approved by:** | Chief Finance Officer |
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| **Equality Impact Assessment Date:** | N/A |
| **Target Audience:** | All North East Lincolnshire CCG Staff |
| **Dissemination:** | NELCCG Intranet  CCG Global newsletter |

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| **Version** | **Description of Amendments** | **Date** |
| V1.1 | New CCG policy | 29 May 2014 |
| V1.2 | Annual review | 15 May 2015 |
| V1.3 | Annual review | 1 July 2016 |
| V1.4 | Annual review   * Page 4 – change of authorisation * Page 5 Section 1.4 changes within list of functions Page 8 section 2.2 changes within list of functions Page 10 update to contact details * Page 12 update to provider agency details | 26 June 2017 |
| V1.5 | Annual review   * Page 3 – additional paragraph Page 4 – 1.3 amendment * Page 7 – new 2.2 paragraph * Page 9 – additional information added to “Major Emergency” section * Page 10 – update of contact details * Page 11 – change of contacts due to office move | 14 September 2018 |
| V2 | Annual review   * S 1.4 – Amended table for prioritisation * S 2.3 – new risk assessment with embedded spreadsheet. Some amendments requested by Medicines Optimisation, Business Support and Care and Independence which have now been added. * S 3.1 – all contacts updated * S 3.2 – new section on cascade of staff messages * S 3.3 – all contacts updated | 24 February 2021-25 March 2021 |

# Section One – Introduction

* 1. **Purpose of the Plan**

The Civil Contingencies Act 2004 requires statutory agencies to maintain plans to ensure that they can continue to perform their functions in the event of an emergency so far as is reasonably practicable. Critical functions can only be determined by the organisation itself and may depend on the nature of the emergency in question.

Under the Civil contingency act 2004 and the EPRR framework the CCG is required to undertake business continuity and ensure that there is a business continuity management system in place. Through this policy the CCG will plan for and build resilience against business continuity incidents. The annual review of this plan through document control will form the business continuity management system along with other relating audits. The plan shall be reviewed annually unless earlier changes are required to be made.

All business continuity incidents that occur shall be logged accordingly and audited on an annual basis to ensure that this policy and the EPRR policy and framework were followed appropriately.

The following principles should be used when deciding whether or not a service or activity is critical:

## Emergency Management – Civil Protection

Functions that underpin the organisation’s ability to respond to the emergency itself and to take effective action to reduce control or mitigate the effects of the emergency.

* + 1. **Impact on Human Welfare, the Environment and Security** The significance of services to the effective functioning of the community in the event of an emergency.

## Legal Implications

The threat of litigation if a service is not delivered or is delivered inadequately.

## Financial implications

Loss of Revenue and payment of compensation.

## Reputation

Functions that impact on the credibility and public perception of the organisation.

# Organisation contact Details

|  |  |  |
| --- | --- | --- |
| Name | Job Title | Contact Numbers |
| Lisa Hilder | Assistant Director for Strategic Planning | Work: 0300 3000 694  Email: [lisahilder@nhs.net](mailto:lisahilder@nhs.net) |
| Levi Clements-Pearce | Emergency Planner | Work: 0300 3000 794  Email: [leviclements-pearce@nhs.net](mailto:leviclements-pearce@nhs.net) |

* 1. **Authorisation Agreement of Plan**

**Name Laura Whitton**

**Role Chief Finance Officer**

**Signature**

# Function Analysis and Responsibilities

**Business Continuity Plan – Function Analysis**

|  |  |  |  |
| --- | --- | --- | --- |
| List of functions (What are the services the organisation provides)? | Support processes  (Processes resources used to provide the function - what it depends on in order to operate) | Service Priority | If the function is interrupted, how quickly must it be resumed?  (Up to 1 day, up to 1 week, over 1 week) |
| **Care and Independence** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 week |
| **Communications** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 week |
| **Contracts** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 week |
| **Families, Mental Health and Learning Disabilities Team** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 week |
| **Safeguarding** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 day |
| **Customer Support Function** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 day |
| **Quality Oversight** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 day |
| **IT** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | High | Up to 1 day |
| **Business Intelligence Team** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | Medium | Up to 1 week |
| **Finance** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | Medium | Up to 1 week |
| **Care Service Delivery and Redesign** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | Medium | Up to 1 week |
| **Engagement** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | Medium | Up to 1 week |
| **Business Support Team** | Functioning IT agile working kit, internet connection, work mobile telephone. Workspace whether in office or at home | Medium | Up to 1 week |

**Section Two - Identifying and Assessing Risks**

**2.0**

The following table outlines the different levels of risk associated with a particular occurrence. Each situation considered should be ranked against this framework.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| None Insignificant | Minor  Non- permanent (up to 1 month) | Moderate  Semi- permanent (up to 1 year) | Major  Major permanent harm | Catastrophic Death |

## IR1 Form Section A

**Step 2:**

The likelihood of recurrence of a similar incident in the organisation is selected from Table 2. In practice, this may be subjective and will depend on the knowledge, experience and expertise of the staff. Wherever practicable, a consensus view should be arrived at by two or more persons with some knowledge of the potential likelihood of a similar incident recurring.

Table 2 Definitions for likelihood of recurrence (within the organisation)

|  |  |
| --- | --- |
| **Description** | **Description** |
| Almost Certain | Will undoubtedly recur, possibly frequently |
| Likely | Will probably recur, but is not a persistent issue |
| Possible | May recur occasionally |
| Unlikely | Do not expect it to happen again but it is possible |
| Rare | Can’t believe that this will ever happen again |

## Likelihood of Adverse Outcome Happening – taking account of control measures in place

|  |  |  |  |
| --- | --- | --- | --- |
| **UNLIKELY** | **POSSIBLE** | **PROBABLE** | **ALMOST CERTAIN OR CERTAIN** |
| Based on current controls and systems the outcome is unlikely  *Less than 10% chance of it happening* | Based on current controls and systems and previous trends – the outcome may happen.  *Between 10- 49% chance of happening*. | Based on current controls and systems and previous trends – the outcome is likely to happen.  *Between 50 – 90%) chance*. | Based on current controls and systems and previous trends the outcome is certain or almost certain to happen.  *Above 90% chance.* |

* 1. **National and Local Risk Registers**

This business continuity plan has been reviewed following consideration of the national and local Humber risk registers. Risks on those registers were considered at a NEL Emergency Preparedness and Response Group (EPRG) meeting and this plan adequately considers those risks and eventualities.

## Business Continuity Risk Assessment Matrix

## The below document takes into consideration the different CCG teams, the key risks of staff absence and loss of IT/telecommunications, and mitigations in place to ensure the continuity of critical functions.

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**Please note that when enacting business continuity contingencies as described in the embedded table above (Business Continuity Matrix NELCCG) any decisions should be recorded and emailed through to the CCG on-call inbox for logging and filing on** [**nelccg.oncall@nhs.net**](mailto:nelccg.oncall@nhs.net)**. Any plans enacted of hours by the on-call director should be appropriately noted/logged used the appropriate appendices in the On-call Director Grab Pack for the Humber.**

**Section Three – Contacts**

* 1. **Names and Contact Numbers for Emergency Planning Staff**

Contact details of all staff members can be found in the Emergency SIRO Secure Area\Secure Staff Area\Emergency Contacts\Staff Emergency Contacts Directory and WhatsApp.

The below contact details are for key emergency planning staff only.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Job title** | **Telephone**  **Work Mobile Home (where relevant)** | **Additional skills or information, e.g. HGV licence, family circumstances** |
| Lisa Hilder | Assistant Director for  Strategic Planning | Work 03003000694  [lisahilder@nhs.net](mailto:lisahilder@nhs.net) |  |
| On-Call Director | On-call phone line for the four Humber CCGs – North East Lincolnshire, North Lincolnshire, East Riding of Yorkshire and Hull. | 01482 301700 and ask for South Bank CCG Director-on-call  [Nelccg.oncall@nhs.net](mailto:Nelccg.oncall@nhs.net) | Only available out of hours (phone line), email inbox monitored in and out of hours. |
| Levi Clements-Pearce | Emergency Planning Lead | 0300 3000 794 (Work)  [Leviclements-pearce@nhs.net](mailto:Leviclements-pearce@nhs.net) |  |
| Mel Hannam | Communications Manager | 07506 377519 (Work)  [melanie.hannam@nhs.net](mailto:melanie.hannam@nhs.net) |  |
| Helen Kenyon | Chief Operating Officer | 07710416029 (Work)  [helen.kenyon@nhs.net](mailto:helen.kenyon@nhs.net) | Part of the on-call director rota. |
| Laura Whitton | Chief Finance Officer | 07852508418 (Work)  [laura.whitton@nhs.net](mailto:laura.whitton@nhs.net) | Part of the on-call director rota |
| Jan Haxby | Director for Quality and Nursing | 0300 3000 422 (Work)  [jan.haxby@nhs.net](mailto:jan.haxby@nhs.net) | Part of the on-call director rota |
| Peter Melton | Accountable Officer | 07713156335  01472 371243  [peter.melton@nhs.net](mailto:peter.melton@nhs.net) | General Practitioner |

## Cascading messages to CCG staff

Staff can be contacted through the following methods:

* **NELCCG Email** – in office hours staff can be contacted by NEL CCG wide email distribution list ([nelccg.DL-NELCCG-NELHQStaff@nhs.net](mailto:nelccg.DL-NELCCG-NELHQStaff@nhs.net))
* **WhatsApp and the Emergency Contact Directory**: a list of all NELCCG staff can be found at found in the Emergency SIRO Secure Area\Secure Staff Area\Emergency Contacts\Staff Emergency Contacts Directory and WhatsApp. The list includes (where the staff member has given permission), details of their work phone, personal phones, and states whether or not they are a member of the NEL Broadcast CCG WhatsApp Group. The majority of CCG staff belong to the group, and the first port of call for getting a message out to staff is to post a message on the group which all members will be able to view. Where a staff member is not a member of the group, they can be contacted using one of the telephone numbers given (where staff members state a preferred method of contact i.e. “text to personal phone” this will be detailed on the list). The NELCCG guide on using the WhatsApp Group can be found on the intranet [here.](https://portal.yhcs.org.uk/group/north-east-lincolnshire-ccg/nel-broadcast-whatsapp-group)
* **Senior staff:** numbers for on-call directors, key staff members and Emergency Planning Officers for North East Lincs CCG can be found at Section 3.1

## Partner Agencies/Essential Suppliers/Other Contacts

Please note contacts and essential supplier’s relevant details in the table

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Organisation** | **Job Title** | **Telephone**  **WORK** | **Mobile** | **Home Number (where relevant)** |
| Jack Fox | NELC | Assets Advanced Practitioner (Corporate) Municipal Offices Building Manager | 01472323388 | 07730014287 |  |
| Facilities Management Desk | NELC | Facilities Management Desk | 01472 324646 (24 hours)  [FM.Servicedesk@nelincs.gov.uk](mailto:FM.Servicedesk@nelincs.gov.uk) |  |  |
| NELC IT | NELC | N/A | 0300 131 3000 – also see list of contacts for IT in the Humber MI CCG document in the row below |  |  |
| John Mitchell | NEL CCG | Associate Director of IT | 07852504810  [john.mitchell1@nhs.net](mailto:john.mitchell1@nhs.net) |  | Contact for instigation of Humber CCG on-call IT issues. Process flow below |

# Section 4

**Damage Assessment**

The table below requires completing by first on scene. In the event of damage to the Municipal building where CCG HQ staff are based, the areas should be listed below and informed to NELC (See contact details within section 3.2). In the event of damage to computer systems and networks, the issues should be listed below and informed to NELC IT (see contact details within section 3.2).

|  |  |  |  |
| --- | --- | --- | --- |
| **Area Checked** | **Damage Assessment** | **Checked** | **Signature** |
| **Building Structure** |  |  |  |
| **Services**  Power Lighting Heating Water supply Plumbing Fire Alarms Other |  |  |  |
| **Computer systems and Networks** |  |  |  |
| **Telecommunications Equipment** |  |  |  |
| **Office Equipment and Assets** |  |  |  |
| **Vital Records** |  |  |  |