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| Part 1- PlanResource DSite Business Continuity Plan Template  |
|  |
| Version 2.0, 17 April 2023 |

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1. Scope of the Plan

With increasingly integrated models of care delivery, buildings or sites are often occupied by multiple organisations. Dependencies and responsibilities for communication during times of disruption can be unclear.

Note:

* Each organisation is responsible for providing information on the services operated from a building and points of contact / escalation.

The Site Continuity Plan for the named site identifies:

* The Site Agreed Single Point of Contact responsible for alerting building / site users from other organisations as to disruption.
* All essential building infrastructure elements (hard facilities management, e.g maintenance)
* Soft facilities management services such as security e.g. account for colleagues withing the building as well as cleaning)
* Any information technology infrastructure and key public facing telephone numbers at the property level

Out of Scope:

* Each organisation is responsible for maintaining appropriate service business continuity plans including call cascade processes once alerted.
* Some facilities management services may also be covered under specific service level agreements to restore services following disruption in an agreed timeframe.

# 2) Aim

To ensure staff and patient safety through a co-ordinated response to building or site disruptions, thereby minimising the impact on the wider health economy.

# 3) Plan Objectives

* That building users, facilities managers and relevant contractors fully understand their role and responsibilities in the event of a building or service disruptive incident.
* That any important building information which would be useful in emergencies is produced and recorded in this document.
* That clear escalation and communication routes exist across services and organisations to inform early activation of service level business continuity plans and appropriate coordinated support at local and regional level.
* That proposed escalation and coordination arrangements mitigate the impact of any incident. Total site loss will require discussions with commissioners, insurers and other interested parties.

# 4) Communications

Business continuity plans should have clear and concise communications procedures for organisations, this should be both internal and external. Procedures for warning and informing the public should be documented with the business continuity plans. Furthermore, organisations should also document processes to deal with media management within their plan. This allows for a unified approach especially when responding to an incident. Information sharing procedures should also be aligned to the organisations Information Governance standards.

# 5) Site Risk Assessment

(Risks to the building based on review of relevant local risk registers and the history of incidents affecting the site and wider area.)

The following generic risks have been identified for all sites.

* Damage to or denial of access to premises resulting in loss of accommodation for staff / patient / support service
* Loss of or damage to Information and Communications technology
* Non-availability of key staff
* Loss of or damage to key resources
* Loss of key partner resources

|  |  |  |
| --- | --- | --- |
| **Hazards present/threatening site:**  | **Risk Rating:** | **Comments / Details:**  |
|  |  |  |
|  |  |  |
|  |  |  |
| Add as required |  |  |

\* Please see service Business Continuity Plans for identified risks to services.

**Key Building Safety Information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of information** | **Location of items within building**  | **Location of specific plans or procedures for rapid access** | **Brief details or comments of initial procedures or contingencies:** |
| Key holder details |  |  |  |
| Gas shut off |  |  |  |
| Water stop cock |  |  |  |
| Fuse box |  |  |  |
| Alarm panel |  |  |  |
| Asbestos register |  |  |  |
| Medical gas storage and shut off |  |  |  |
| Fire-fighting equipment |  |  |  |
| Add as required |  |  |  |

# 6) Internal Plan Activation Triggers

This is important because it determines when you need to escalate for wider support. Review the incident levels. If unsure, complete the impact assessment in annex 3 and escalate early. This is a generic template, therefore, tailor the internal plan activation triggers to your organisation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Incident Level** | **Description** | **Example** | **Plan Activation** | **Escalation** |
| 1 – Low level incident | This level would consist of routine building issues which can be dealt with within **business as usual (BAU)** measures and will not impact upon any critical activities/services.  | Leaks, spills, generic maintenance issues... | **No** | Escalation should stay within **local limits** of building users to ensure **BAU** capabilities are met.  |
| 2 – Moderate level incident | Loss of **non-critical activities/services** due to a minor disruption or incident which is not expected to last more than the **Recovery Time Objective (RTO)** and will not impact on critical activities/services. | Local flooding, local IT failure, telecoms disruption, localised infection disease outbreak... | **No**Should be managed by the **service business continuity plan**. **YES**Should disrupted services require **further resource or site support**, this plan may be activated to support their response.  | Agreed Single Point of Contact escalates to **Building Users** / **Senior Managers on-Call** out of hours for them to activate their Service Continuity Plans as required |
| 3 – Significant level incident | Loss of **critical activities/services** due to a disruption or incident which has a potential to last more than the **Recovery Time Objective (RTO)** but will need the co-ordination of a senior manager. | Utility failure, damage to site, restricted access to site, partial loss of key suppliers...  | **YES**This plan will support services in their ability to continue their most critical functions by recovering the sites critical activity within the **RTO** | Agreed Single Point of Contact escalates to **Building Users** / **Senior Manager on-Call** out of hours **and** **NHS England Regional Team** to activate their Service Continuity Plans as required |
| 4 – Extreme level incident | Loss of **critical activities/services** due to a disruption or incident which is expected to **last more than the RTO and may cause risk to patient and staff safety**  | Fire on a ward resulting in evacuation, Severe weather conditions causing damage to site and access issues, complete prolonged IT or Utility failure, External Major incident... | **YES**This plan will support services in their ability to continue their most critical functions by recovering the sites critical activity within the **RTO** | Agreed Single Point of Contact escalates to **Building Users** / **Senior Manager on-Call** out of hours **and** **NHS England Regional Team**, and consider national escalation to co-ordinate the response. |

# 7) Plan Activation and Escalation

**Action:** Problem Informant to contact the Site Agreed Single Point of Contact for the building about potential / actual incident

**Contact: xxxxxx**

**ALERT**

**ESCALATE / DECLARE**

Each organisation to assess scale of impact, and if further escalation is required

**Decision:** Disruption potential for wider NHS service delivery and reputation?

**YES**

* See agenda in Annex 4 for Local Incident Management team
* Each organisation activates service level BCPs.

**YES**

**Site Agreed Single Point of Contact Activates own organisation’s BCP** (add relevant contact details):

**Site Agreed Single Point of Contact** to alert other building user leads (per contact information section 9)

**NO**

Disruption dealt with via normal processes. Facilities Manager keeps lead tenant informed who liaises with building users

**ACTIVATE**

**Action:** Site Agreed Single Point of Contact to assess the extent of the service disruption and the immediate impact on the tenants’ services delivered from the site.

**Decision:** Site BC plan Triggers met? If yes escalate, start a log

**Declare Internal Business Continuity Incident or Major Incident**

Site Lead for NHS organisation to contact NHS England via the on-call system, dial xxxx xxx xxxx and request pager xxxxxx.

* NHS England will organise a partner agency teleconference, if the incident has an impact across the wider health economy or an LAS re-direct is required. Organisations include NHS England, NHS Property Services, ICB, Local Authority and other partner agencies as required.
* Communications Lead (normally Trust with patients affected)
* Trust would escalate to their local ICB in the first instance followed by NHS England Regional and then to NHS England National.

**COORDINATE**

**Teleconference Dial in details #:**

Host: Participant:

**RECOVER / STAND DOWN**

**NHS England lead regional Health Economy partners to coordinate response.** Assess with commissioners the impact on longer term service delivery strategy, including building decommissioning

**Internal or Major Incident Stand down**

**Action: Contact all responding services to stand down**

**Action:** Plan hot debrief and formal debrief to capture learning

# 8) Plan activation Key On call contacts

**SITE AGREED SINGLE POINT OF CONTACT: Use the contact details provided here to inform other tenants to activate their Business Continuity arrangements**

**Note:** It is good practice to hold an alternative / personal contact number of key staff to be contacted in the event of an emergency. Contact details should be stored securely and be used only in the event of an emergency to convene a team to manage the incident.

|  |  |  |
| --- | --- | --- |
| **Function** | **Organisation / Name** | **Numbers** |
| **Site Agreed Single Point of Contact** (SPOC) |  | Direct:Mobile: |
| **Key holders** |  | Direct:Mobile: |
| **Site Facilities Manager**(may also be Site Agreed SPOC and or key holder) |  | Direct:Mobile: |
| **Deputy / Alternative** |  | Direct:Mobile: |
| **Tenant 1** |  | Direct:Mobile: |
| **Tenant 2** |  | Direct:Mobile: |
| **Tenant 3** |  | Direct:Mobile: |
| **Tenant 4** |  | Direct:Mobile: |
| Add rows as required |  |  |
|  |  |  |
| **Site Security / Alarm Company****(In / Out of Hours)** |  | Direct:Mobile: |
| **Building Reception**  |  | Direct:Mobile: |
| **Building Owner**  |  | Direct:Mobile: |
| **Soft FM services**(Cleaning, catering, maintenance) |  | Direct:Mobile: |
| **Hard FM Services** |  | Direct:Mobile: |
| Add rows as required |  |  |

Note: Routine facilities management issues and building management issues are to be reported and managed according to normal locally agreed business as usual procedures.

# 9) Services Operating from this Site

Each organisation is to assess their own services on the site against the criteria below. The single point of contact identified in section 9 is responsible for alerting across all services affected in their organisation.

|  |  |
| --- | --- |
| 4 | Essential service – cannot be shut down for any time at all. Recovery Time Objective within 4 hours |
| 3 | High Priority: Needs to be priority for service resumption. Recovery Time Objective within 24 hours |
| 2 | Medium Priority: Recovery Time Objective 48 Hours |
| 1 | Low Priority: Recovery Time Objective 72 Hours or longer |

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation** | **Service / Activity** | **Criticality** **(4-1) ranked** | **Alternative Location Identified****(Yes / No)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Add rows as required |  |  |  |

# 10) IT and Telephony

Please list any highly published public facing numbers within the building

|  |  |  |
| --- | --- | --- |
| **Number** | **User/Organisation used by** | **Criticality** |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |
| --- | --- |
| **Are critical IT hardware / Servers hosted on this site?** | **If Yes – Single Point of Contact in and out of hours** |
|  |  |
|  |  |
|  |  |

# 11) Space Availability

Please list any available spaces e.g. flexible space (hot desking), meeting rooms, clinic spaces within the building that can be used temporarily for disrupted staff or service.

|  |  |  |  |
| --- | --- | --- | --- |
| **Building floor Number**  | **Type of space**  | **How many people / patients can occupy the vacant space** | **Please provide additional information**  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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# 12) Reporting / Debriefing

Activation of this plan needs to be reported on via NHS England and within each organisation following internal procedures.

The site single point of contact is responsible for notifying tenants to the activation of this plan, whilst individual organisations are responsible for notifying commissioners and partners to the activation of this or their own service business continuity arrangements. This also means the organisation can brief NHS England as to their actions and impact to services which the building owner will not actually know.

Please ensure that a log book is completed to record decisions taken, and secured to inform the later debrief and for legal reasons

# 13) Site Agreed Single Point of Contact Action Card

As the Site Agreed Single Point of Contact (or Deputy noted on page 3), you are responsible for escalating awareness of the incident to all building users, maintenance providers and operational service leads.

**Your building and services have been disrupted.**

|  |  |  |
| --- | --- | --- |
| **No** | **Site Agreed Single Point of Contact is responsible for:** | **tick** |
| 1 | **Identify the scale of the disruption and the services/activities it is affecting** Alert / Activate all services in the building (via reception / tannoy / email group or other arranged mechanism) |  |
| 2 | Confirm the safety of patients, staff, contractors and visitors coordinating response with other building users and hard / soft facilities providers |  |
| 3 | Call Service Managers / Leads of services or any internal/ external persons operating from this site to inform them of incident and to activate their service Business Continuity Arrangements / Plans.  |  |
| 4 | Inform the building owner / head leaseholder (e.g. NHS Property Services, affected Trusts) |  |
| 5 | Notify upwards: (details per escalation flow chart)1. Own Organisation: On call Manager (organisation silver/tactical)2. Other building users: Business Continuity leads3. NHS England Regional team |  |

**Receiving disrupted services into the building**

|  |  |  |
| --- | --- | --- |
| **No** | **Site Agreed Single Point of Contact is responsible for:** | **tick** |
| 1 | **You receive information that another location has been affected and that staff may need to work from your location** |  |
| 2 | Alert all service managers in the building (via reception / tannoy / email group or other arranged mechanism) to meet to review either in person if easiest or via teleconference |  |
| 3 | Identify the type and number of staff that can occupy the available space, in the next 24- and 48-hour period.Consider what can be postponed / cancelled to make way for critical services |  |
| 4 | Confirm the space and equipment available on NHS England Area team teleconference. |  |

# 14) Sign Off

This section is to be completed by the Site Agreed Single Point of Contact, their line manager and building tenants (service managers).

**Lead Tenant**

|  |  |  |
| --- | --- | --- |
| Name / Organisation | Signature | Date |
|  |  |  |

**Lead Tenant Line Manager / Director**

|  |  |  |
| --- | --- | --- |
| Name /Organisation | Signature | Date |
|  |  |  |

**Tenants:**

|  |  |  |
| --- | --- | --- |
| Name / Organisation | Signature | Date |
|  |  |  |
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# Annex 1: Fire Evacuation Procedures

Please insert any agreed local procedures in here. These may include evacuation routes, assembly points and fire warden details

# Annex 2: Lockdown Procedures

Please detail agreed joint procedures and point of contact and advice

# Annex 3: Incident Impact Assessment Form

Use this Impact form to help you understand the impact of the disruption/incident on the business. The criteria should not be seen as restrictive or exhaustive

|  |  |  |
| --- | --- | --- |
| **BEST Incident/outcome** | **Impact Expectations:** | **WORST Incident/outcome** |
| **Low** | **Med’** | **High** | **Catastrophic** |
| **STAFF/PERSONNEL** |
| Illness or injuries minor or non-existent |  |  |  |  | Serious illness or injuries and/or fatalities |
| No impact on staff morale |  |  |  |  | Severe impact on staff morale |
| **FINANCIAL LOSS** |
| Key assets unaffected |  |  |  |  | One or more key assets out-of-action or destroyed |
| No contract penalties |  |  |  |  | Substantial contract penalties |
| No additional operating costs |  |  |  |  | Substantial uninsured additional operating costs |
| No loss of income |  |  |  |  | Substantial loss of Income |
| **SERVICE FAILURE** |
| Single event |  |  |  |  | Multiple events |
| No prioritised activities affected  |  |  |  |  | One or more prioritised activities affected |
| Site/building access not affected |  |  |  |  | Access to site/building denied for a week or more |
| Impact will be for a short time only |  |  |  |  | Impact will be for weeks |
| Staff and management continuing normal duties |  |  |  |  | Staff and management attention diverted for an extended period |
| All site business functions are working/continuing |  |  |  |  | Full off-site re-location necessary |
| No impact on low priority business operations |  |  |  |  | Severe impact on low priority business operations |
| **REPUTATIONAL DAMAGE** |
| No impact on reputation |  |  |  |  | Severe impact on reputation |
| No impact on local community |  |  |  |  | Severe impact on local community |
| No media interest in the event/impact |  |  |  |  | Media interest certain |
| No single interest group involvement |  |  |  |  | Single interest group involvement certain |
| No pollution/environmental impact |  |  |  |  | Severe impact on environment |
| **REGULATORY/LEGAL NON-COMPLIANCE** |
| No Impact CCA obligations |  |  |  |  | Severe Impact on CCA obligations |
| No H&S impact |  |  |  |  | Significant H&S impact |
| No legal or regulatory Implications |  |  |  |  | Inevitable legal and regulatory Implications |
| No external agencies involved |  |  |  |  | External agencies must be notified |
| **CURRENT IMPACT** |
| **Incident Level:** | BC 1 | BC 2 | BC 3 | BC 4 |
| **Current Assessment** | **Date:** | **Next Review** | **Date:** |
| **Time:** | **Time:** |
| **Assessor Name**  |  |
| **This form is OFFICIAL - SENSITIVE COMMERCIAL when in use** |

# Annex 4: Site Incident Management Meeting Agenda

|  |  |
| --- | --- |
|  | **Immediate Action**Confirm chair – who will take primacy (normally Agreed SPOC / Facilities Manager if on Site)Nominate individual to meet Emergency Services |
| 1 | Confirm loggist/minute takerConfirm attendees / make introductions if needed |
| 2 | Overall situation report including nature and extent of disruption and summary of key events |
| 3 | Situation reports to be provided * Update from affected services
* Building damage – estates, engineers and security
* IT/telephone availability
* Staffing
* Suppliers/contractors
* Partner agencies
 |
| 4 | Patients* Do inpatients need to be moved?
* Numbers
* Organise transport
* Does outpatient activity need to be cancelled?
* Are patient lists for the day/week available?
* Does a helpline need to be set up?
 |
| 5 | Employees* Do staff need to be moved/relocated?
* Agree Communications lead / messages / channels
* Consider the need for a staff helpline
* Inform staff not to speak to the media
* Do not let staff leave without taking contact information
* Hotel accommodation required?
* Transport arrangements
 |
| 6 | Media and Communications* Internal communications – to staff
* Stakeholder communications – to patients, families, commissioners etc.
* Media communications: agree media message, agree methods of delivery
 |
| 8 | Suppliers / Sub contractors* Are suppliers and contractors affected?
* contact and communicate incident
 |
| 9 | Any other business |
| 10 | Decide date and time of the next meeting  |

**(It is good practice to attach a map locating the building / campus / Muster points at the end of this document)**