GP2 BUSINESS CONTINUITY PLAN

Policy Number	GP2
Policy Name	Business Continuity Plan
Issue Date	December 2022
Review Date	December 2025
Owner	Head of IT
Reviewing Body	Executive Team/Board of Trustees

1.0 Introduction

The Business Continuity Plan consists of two elements:

- Risk Assessment and Contingency Planning
- The Incident Management activity includes local emergency response procedures.

The risk assessment and contingency plans guide action for predictable incidents to increase the speed of recovery and reduce potential impact.

It is only possible to write a plan for some potential disruptions. No matter what the cause of the incident, the effect can generally be summarised as resulting in the following:

- Inability to carry out daily and/or critical activities
- Loss of life or serious injury to staff, students/learners or members of the public
- Severe potential health risk to staff and students/learners or members of the public
- Loss of a building, part of a building or access to a building
- Loss of ICT
- An extreme shortage of staff
- Loss of critical supplier or partner
- Adverse publicity or reputational damage

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

The incident management process is designed to protect the charity, staff, people we support and other affected parties in the event of an incident. The aim is to ensure safety and stabilisation. The incident management process may be preceded by local emergency response procedures where necessary.

Once the initial response is over, a business recovery process commences restoring operations to business as usual.

2.0 Definitions

Policy and implantation Oversight **Head of IT**

Executive Team	Chief Executive, HR Director, and Finance Director
Senior on-call	The designated senior charity official on-call for the week
Adult Services on-call and Overall Responsible Managers (ORM)	For; Adult Services, the designated senior manager on-call and Director of Adult Services. School, the Head Teacher. Futures, the Futures Manager, Hub, The Property & Estates Manager
Incident Leader	The most senior team member on shift or other nominated person in liaison with the above.
Incident Team	The team nominated by the Incident Leader to manage the incident.

3.0 Purpose and Objectives

To ensure that responsibilities are clear in the event of a business-threatening event.
Have agreed contingency and recovery plans in place where possible to mitigate impact.

4.0 Scope

The procedures apply to all staff. It is the responsibility of managers to ensure that their teams are aware of their roles within the incident and compliance.

5.0 Duties and Responsibilities

See Section 6.0

6.0 Risk Assessment and Contingency Planning

The ORM carries out a risk assessment for their department and for each location for which they are responsible. The plans should be approved prior to submission to the CEO by the Estates Manager and the Health and Safety Manager. The risk assessment follows the format laid out in Appendix 1 (updated Nov 2022) and includes contingency plans for managing a situation. ORMs are responsible for ensuring contingency plans are tested at least annually or when circumstances change, or a location is acquired to ensure they are current and remain relevant.

- The Director of Adult Services approves a current disaster recovery plan for each location, which acts as the contingency plan.
- The IT Department maintain the overall IT Disaster Recovery Plan identifying critical systems and the priorities for returning to normal operation.

7.0 Incident Management activity

Incident Management activity is invoked by the charity senior manager on-call or the ORM, and the CEO is informed.

Circumstances under which Incident Management activity is invoked include the following:

- Fire
- Extreme weather impact, including flood or snow
- Public health impact/staff levels too low to operate services
- Suspected data breach or loss critical to business operations
- Significant loss of communications
- Significant loss of utilities
- Significant transport problems (e.g. fuel shortages etc)
- Terrorist attack – bomb/bomb threat
- Public Relations incident

The ORM leads the incident management in liaison with the Incident Leader.

8.0 Key steps for the emergency response

- Confirm the threat and urgency of action. An immediate response is often required, but there may be indicators that highlight impending risk. This may allow some preparations to be made
- Ensure the safety of all people at immediate risk. Any immediate actions required to preserve life take priority
- Contact the relevant team members for the Incident Team and charity Senior On-Call. Hold an initial meeting and brief the team
- An initial meeting should be held as soon as practical. The Incident Lead should give a concise update on the position, and an identified team member should update an Incident Log
- Agree immediate actions and further information required
- If relevant, a senior spokesperson should be agreed upon (usually charity Senior on-call). For a public relation incident, the charity Senior On-Call will take responsibility

In the initial phases, meetings may be as frequent as hourly, but the frequency will reduce as the situation de-escalates.

9.0 Local Emergency Response Procedure

Each ORM ensures that their locations hold approved procedures and that each member of their team understands their local emergency response procedure. This sets out the steps in which:

- An alarm should be raised
- A property would be safely evacuated
- Any injuries or casualties would be attended to
- Students, Learners, People we Support, contractors or visitors are accounted for
- The organisational incident management plan is triggered

The format for this procedure is attached in Appendix 2. The ORM sensor that this is approved, visible on each of their sites, updated annually or for any local changes if soon.

10. Key Documentation

ORMs are responsible to ensure that each department holds the following in easily accessible locations:

- Local emergency response procedure (Appendix 2)
- Full list of team contacts, including on-call staff and senior management team
- List of external emergency contacts

Copies are to be readily available on paper and stored online so that, in the event access to the building is unavailable, the plans can still be followed.

11. Public Relations/Media Management

Only accurate and considered information can be provided to the media. The Senior on-call contacts the CEO to discuss any media incident.

It is the ORMs' responsibility to ensure that staff understand that they should not answer any questions or offer opinions to the media on any subject related to the charity, its learners, students, service users, staff or autism, either on or off the record.

In the event of an enquiry from the media during an incident, staff should respond:

- Advise the caller that they are not authorised to answer questions, but if they provide contact details, we will return to them
- Inform the Senior on-call manager
- Should any staff be aware of an incident or issue that may lead to media interest, they should contact Senior on-call Manager out of hours.

12. Incident Closure

The Head of IT is responsible for calling an Incident Closure meeting to include the ORMs, the CEO and other relevant involved people to debrief and consider lessons learned, after which a report from the Head of IT, Estates Manager and the Health and Safety manager will submit a report to the Executive and if necessary to trustees for consideration.

Review –this policy is to be reviewed and approved annually. The policy is owned by the Head of IT as the lead person responsible for the incident management policy within the charity.

Appendix 1

<u>Risk Assessment and Contingency Planning</u>

Business area: ____

Plan owner: ____

This schedule is to summarise potential short-term threats that could affect lives or the ability to run the business. More detailed plans should be held locally. Some of the plans to address the more generic risks are covered in Appendix 2 – Emergency Response Procedure.

Potential risk and description of impact/disruption	Summary of contingency plans/actions	Owner	Date of last test/check
• Flu or other viral infections, such as the Covid outbreak			
• IT failure			
• Severe weather			

• Major incidents			
• Recruitment and retention			
• Financial problems			
• Quality problems			
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Appendix 2

Emergency Response Procedure

Guiding principles

The purpose of this document is to provide all charity employees and front-line staff with clear guidance as to what action they should take should a critical incident arise.

Of equal importance is the principle that no employee should have to manage a critical incident alone. Front-line staff will receive appropriate support from managers through the on-call system, and managers will give and receive mutual support through lateral networks.

In respect of certain incidents, the charity will have a duty to report to a statutory agency.

In this procedure, the operational manager will be the registered manager during working hours or the relevant on-call manager if not. In Adult Services, the senior manager on call is the Director of Adult Services during working hours or the Adult Services on-call manager if not.

Definition

A critical incident will include:

- Fire, natural disaster or act of terrorism at a charity building
- Accident or incident leading to serious injury of service-user or employee during working time
- Death of a service user
- Death of an employee during working time
- Child or service user protection issue
- Service user missing for longer than 15 minutes
- Outbreak of contagious disease
- Any other issue likely to stimulate media interest – e.g. allegation of fraud.
- Guidance for some of these is given below. For items not covered below, consult the Plan for Specific Disruptions document.

Fire, natural disaster or act of terrorism

- Staff to call emergency services
- Staff to evacuate buildings and ensure that service users are supported in place of safety. Staff to inform operational on-call manager
- Only where safe to do so should staff fight fire or seek to address cause of disaster. Staff should not knowingly put themselves in a position of danger even where the life of another is at stake
- Operational on-call manager to call the senior manager on-call for guidance and support
- CQC will need to be notified

Accident or incident leading to serious injury of service user or employee

- Staff should telephone 999 and request an ambulance
- Staff should apply whatever first aid techniques and resources they have available to protect life and minimise long-term impact of injury whilst awaiting the ambulance
- Once the situation is under control and the ambulance has arrived, staff should contact the operational on-call manager to advise of situation and to receive support and further guidance. The operational on-call manager will contact the senior manager on-call if necessary
- The senior manager will subsequently check that the service manager will report to relevant agencies – e.g. Health & Safety Officer
- CQC will need to be notified

Death of a service user

Where death is suspected, staff should immediately dial 999 and state, "I am ringing from a registered care home to report the suspected death of an adult in our care". The ambulance service and the police should be contacted via the 999 services.

Whatever the circumstances, use all reasonable means to protect the dignity of the person concerned, creating privacy in situ by moving furniture, blankets etc., and/or removing other service users from the vicinity.

Operational on-call manager should then contact the Senior Manager on-call, who will advise on the following:

- Contacting the person's or service's GP
- Contacting the person's next of kin
- Contacting a funeral director

Once the deceased has been taken into the care of either the health service or a funeral director, further action consistent with the charity's 'Death of a Person we support' procedure can be taken by the service or senior manager – possibly on the following day should time dictate.

CQC will need to be notified.

Death of an employee during working time

When a death occurs naturally, staff should use all reasonable means to protect the deceased's dignity. This may include moving the person to a place of privacy or excluding other service users from the vicinity.

Where death has occurred as the consequence of an accident or incident, staff will need to determine if emergency services are required and to contact them accordingly. They will also inform the operational on-call manager. Again, the dignity of the deceased should be protected.

The operational on-call manager should then contact the senior manager on call, who will advise contacting the person's next of kin and ensuring that necessary arrangements occur.

CQC will need to be notified.

Child or adult service user protection issue
Staff to contact senior manager on call, who will advise (after consulting with the Safeguarding Lead).

CQC will need to be notified.

Public relations/media management

The only people authorised to represent the charity to the media (press, radio or TV) are:
Chief Executive
Chairman or Deputy Chairman
Guidelines to follow about public relations/media management are given in the Business Continuity Plan (GP2).

Central reporting

The senior manager on call is responsible for ensuring the Chief Executive and other members of the Executive Team are appropriately briefed. The central Incident Management Plan is invoked as necessary.

Related Document: Z:\Public\Policies - New\Final\7 Adult Services\Adult Services On Call Procedure.docx