

Business Continuity Policy

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Distribution	All employees in services and schools
Owner	Directors of Services & Schools
Policy Lead(s)	Hannah Barnett
Consultation	SQE
Department	Operations

Purpose

To provide services that support individuals in developing to their optimum potential with strategies in place to deal with any crisis or disaster situation. As the policy covers any situation that poses a sudden and considerable risk to the people we support, staff, buildings or reputation of the NAS. This can be as a result of internal or external factors beyond normal control. This will include any incident that could seriously disrupt operational activity, for example: Fire, flood, disease, abduction, fatality, loss of amenities (water, gas electricity, etc), severe weather, etc.

NOTE: This policy replaces the Disaster Plans Policy SO-0138, and Emergencies in Services Policy SO-0140

Scope

All NAS schools and services

Policy Summary

The risks of a disaster or crisis situation developing will be minimised wherever possible through systematic risk analysis, assessment, planning and counter measures including full compliance to all relevant health and safety legislation.

Roles and Responsibilities

Directors will so far as is reasonably practicable;

- Be familiar with this policy
- Ensure that the policy is adhered to within their areas of responsibility
- Allocate resources to ensure that plans are developed and maintained
- Monitor the effectiveness of disaster recovery plans

Area Managers / Principals will so far as is reasonably practicable;

- Comply with the arrangements above plus
- Support service Managers to identify, develop and maintain their plans
- Ensure that plans are in place for each site
- Investigation any initiation of the plan and communicate findings to the Director

Service Managers will, so far as is reasonably practicable;

- Comply with the arrangements above plus
- Ensure that plans are developed to reflect critical service functions
- Liaise with external stakeholders as appropriate
- Ensure that plans are up-to-date
- Verify the plan annually (in line with Audit section below) to test the arrangements, identify any gaps and update the plan as required
- Review plans every six months
- Provide information, instruction and training to ensure that supervisors and team leaders understand their role in the event of circumstances arising which result in the plan being initiated
- Ensure that a member of the Senior Management Team is available via the 24hr on-call arrangements
- Identify a number of key individuals within each service area/team to lead in the event of a situation arising which requires the disaster recovery plan to be initiated

Supervisors / Team Leaders will, so far as is reasonably practicable;

- Provide information, instruction and training to ensure that all staff are aware of the location of the plan, how to raise concerns and what actions to take in the event of the plan being initiated. This should take place at induction, annually and in the event of any changes.

- Maintain an up to date contact list will be kept locally for referral.
- Notify service managers of any changes that may have an impact on the detail of the plan
- Support staff during and after any initiation of the plan
- Facilitate a debriefing session after any disaster or crisis
- The NAS free and confidential counseling helpline details should always be made known to those involved following a significant event. See contact details below.
- In exceptional circumstances a team of professional counselors will be appointed to assist with any debriefing.
- Record detail of the incident and record lessons learnt and actions taken.
- Support staff during and after an incident/accident. Time should be given to recover and any injuries should be professionally attended to.

Employees and Volunteers

- All staff will adhere to the plan and report concerns to their supervisor / team leader
- Staff will be encouraged and confident to be able to express doubts about the safety of situations in which they are requested to work. This will include identifying those who are supported that may be likely to create potential problems/crisis situations where the staffing ratio is not correct. Any concern should be made to a member of the service/school Senior Management Team or via the Whistleblowing Policy.
- Staff must seek and accept assistance in all disaster and crisis situations. Staff must not try to deal with an incident alone.

Key individuals will, so far as is reasonably practicable;

- Familiarise themselves with the plan
- Ensure they have access to contact numbers for key individuals at all times
- Initiate and/or support the plan during their working hours and in line with any role expectations or on-call arrangements

SQE (Health and Safety) / Facilities Management will, so far as is reasonably practicable;

- Provide advice, guidance and support on request
- Provide timely information on new and emerging risks likely to impact on plans

- Ensure that the health and safety audit includes the presence and testing of plans
- Provide exception reports identifying non-compliance and the actions required to the Nominated Individual
- Review incident investigation findings to identify where lessons learnt may be applicable across the organisation

Disaster and Crisis Management Plan

Develop

Each location must have plans in place that have been drawn up with staff and other agencies, as applicable. The plan must show what action should be taken in the event of a crisis or disaster situation.

The plan should identify key factors which affect service delivery and identify actions to reduce the impact of such in the event of the plan being initiated.

Anticipate: the hazards that could affect service delivery – This information may be available on your local risk assessments. Look through your risk assessments for factors / elements that present risk a major incident risk if they were to occur, fail or be unavailable i.e. Fire, secure door systems, electricity, etc. Identify factors that are critical to service delivery and determine approximate recovery time periods.

Assess: the impact from the hazards and identify what you could put in place to minimise the impact.

Prepare: Develop and test your local response plan and arrangements

Respond: Initiate your plan to effectively manage major incidents and/or service disruptions seeking support as required by the circumstances and duration of impact.

Recover: arrangements should enable you to recover your normal levels of service as soon as possible

It is impossible to predict the precise nature of all incidents as each may present a unique set of challenges so the plan should be generic in nature whilst taking into account foreseeable factors, e.g. building liable to flooding, children absconding, loss of power, cancellation of transport due to terrorist attacks etc. together with the underpinning resources such as people, buildings, technology, information, supplies and other stakeholders.

Document

Details of risks and actions should be documented on the Business Continuity Template.

All those who may be called upon to take action in the event of an incident must be able to easily access a copy of the current plan, even in the event that the normal place of work is not accessible.

Audit

Plans are required to be verified, as a minimum, on an annual basis by a full practice or desk top exercise. Areas for improvement should be recorded, along with details of the practice, and the plan updated accordingly.

The completion and verification of plans in line with this policy will be self-audited annually by local managers and verified by the SQE team.

Review

The plans must be reviewed by Service Managers every 6 months. They must show the date when they were reviewed and the names of the team members involved in the review. Where there are multiple copies of the same plan they must all correspond. Old copies should be taken out of circulation and archived.

Information, instruction and training

All staff must be made aware of all relevant emergency policies and procedures together with all Behaviour Management Programmes.

All services and schools have a disaster plan which all staff will be familiar with during induction, annually and following any changes.

Individuals who are assigned responsibilities under the plan will be familiarised with the detail of the plan and will be involved in any verification exercise.

Disaster and Crisis Management Procedure

Risks and actions should be entered onto the Business Continuity template.

1. The Director of Adult Services and Director of Schools (as appropriate) and Nominated Individual will be advised as soon as practicable (see contact details below).
2. The Press Office will be appraised of any situation likely to attract media attention - Head of PR and Media, see Reporting to PR and Media Procedures. It may be necessary for PR to liaise with the police press office.

Contact Details

Hannah Barnett	Director – Adult Services	07780 696320
Kirstie Fulthorpe	Director - Schools	07483 050849
Mark Lever	CEO	07826 918911
Helen Eysers	Nominated Individual	07787 105523
Melior Whitear	Head of Communications	07920 807302
24 Hour PR & Media		07787 124792
Counseling Helpline		0800 716 017

References / appendices

SO-0136-001-0817 - Business Continuity Template