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WALES

Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

CRISIS AND BUSINESS CONTINUITY POLICY

Executive Sponsor & Function:

Director of Workforce and Organisational Development

Document Author:

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Approved by:

HEIW Executive Team

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Equality Impact Assessment Outcome:

This Policy has been screened for relevance to equality. No potential negative impact has been identified.

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1. Policy Statement

- 1.1 Sitting alongside Health Boards and Trusts, HEIW is the only Special Health Authority within NHS Wales and has a leading role in the education, training, development and shaping of the healthcare workforce in Wales, supporting high quality care for the people of Wales.
- 1.2 This Policy sets out the strategic framework to ensure that HEIW can take effective steps in the event of an incident such as an accident, terrorist attack, fire or flood, or loss of power or failure of a systems so far as is reasonably practicable. This threefold approach looks at how HEIW can (a) limit emergencies or incidents from happening in the first instance; (b) prepare plans to ensure that HEIW can continue to exercise its functions in the event of an incident taking place; and (c) plan to respond to an incident in order to restore normal working after a period of disruption.
- 1.3 All NHS funded organisation have an obligation to meet the legal requirements of the Civil Contingencies Act 2004, the NHS Act 2006 as amended by the Health and Social Care Act 2012 to develop emergency plans and business continuity arrangements.

2. Purpose

- 2.1 The purpose of this Policy is to describe the principles for effective organisational resilience, preparedness and response to an incident that might cause disruption to the delivery of HEIW's core services and functions. The policy identifies the need for an operational plan to describe in detail what response will be needed if a disruption occurs and the capability to adequately react in case of a disruption, through the application and management of robust business continuity arrangements.

3. Scope

- 3.1 The scope of this Policy covers all HEIW staff working within their HEIW capacity, individuals working in Ty Dysgu, (HEIW's office headquarters), all core services and functions and the facilities and infrastructure that enables delivery and maintenance of services to HEIW.
- 3.2 There is also a requirement to ensure that third party contractors who deliver core services and functions have appropriate contingency arrangements in place.

4. Aims and objectives

- 4.1 This policy provides a structure which describes the strategic and operational responsibilities of those playing a role in managing a crisis and maintaining business continuity.
- 4.2 Puts a plan in place to rehearse methods of restoring critical functions and services to an agreed level and within a specific timeframe. It also aims to proactively improve the resilience of HEIW when faced with the disruption. Furthermore, it delivers a proven capability for managing disruption.
- 4.3 Ensures that HEIW's business continuity arrangements are embedded across the organisation. It is also to enable all employees to be aware of such arrangements.to enable HEIW to continue to exercise its functions and restore matters back to normal.
- 4.4 Ensures that HEIW's Crisis and Business Continuity Plan is appropriate and available to provide guidance and support during a disruptive incident and has an effective response structure in place for those responsible for managing a crisis.

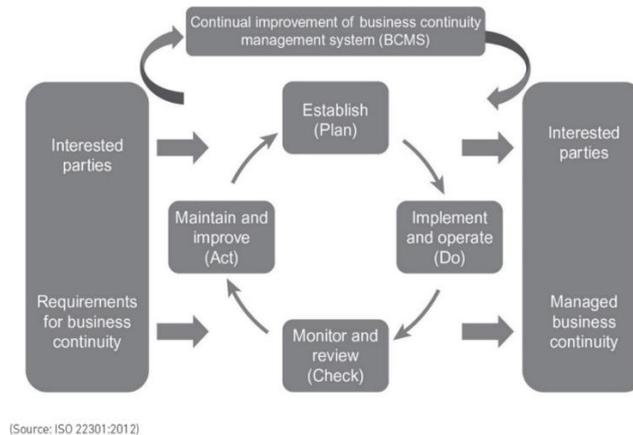
5. Responsibilities

- 5.1 The Chief Executive owns the Crisis and Business Continuity Policy.
- 5.2 The Chief Executive is accountable and responsible for ensuring that HEIW is prepared for emergency situations including Business Continuity incidents. This role is identified by the NHS Emergency Preparedness, Resilience and Response Framework 2015 as the Accountable Emergency Officer (AEO).
- 5.3 The Chief Executive can delegate the responsibility of AEO to an appropriate HEIW Officer.
 - 5.3.1 The Director of Workforce and Organisational Development is the delegated AEO for Crisis and Business Continuity Management for HEIW.
 - 5.3.2 They will have executive authority and responsibility for ensuring that HEIW complies with legal and policy requirements. They will provide assurance to the Board that strategies, systems, training, policies and procedures are in place to ensure an appropriate response for HEIW in the event of an incident.
 - 5.3.3 The AEO will be aware of their legal duties to ensure that the organisation can respond quickly and efficiently in response to an incident.
- 5.4 The AEO will provide assurance to the Board that HEIW is meeting its obligations with respect to relevant statutory duties. This will include assurance that HEIW has allocated sufficient experienced and qualified resource to meet these requirements.
- 5.5 The AEO in consultation with the Crisis and Business Continuity Management Team will identify the appropriate external stakeholders and interested parties who may need to be aware of HEIW's Business Continuity and Emergency Planning arrangements.
- 5.6 The AEO will undertake a lessons learned exercise with the Senior Leadership Team and ensure the completion and timely submission of any reports to the appropriate authorities as applicable.
- 5.7 The Interim Deputy Director of Planning, Corporate Services and Digital will be responsible for the development and delivery of HEIW's Crisis and Business Continuity Management arrangements and under the direction of the AEO, will:
 - Develop, review and test procedures and plans on an annual basis or as determined appropriate for their service area based on available guidance.
 - Undertake a training needs analysis within their area.
 - Review and develop the Business Continuity Management Systems in line with industry best practice and the needs of the HEIW.
 - Monitor standards and compliance of the system.
 - Attend relevant HEIW meetings as required.
 - Provide training, support and guidance to managers ensuring that staff and other appropriate, relevant stakeholders such as contractors and suppliers are made aware of HEIW's Crisis and Business Continuity Management arrangements as defined by the AEO and the senior leadership team.
 - Engagement with any relevant audit and review requirements.

6. Business Continuity Lifecycle

6.1 HEIW will adopt the cycle of activity for business continuity as illustrated in the model below.

Figure 1- Plan Do, Check and Act Model



Plan - Establish business continuity plan describing objectives, process and procedures relevant to improving organisational resilience to, contingency plans, and remedial action to support business continuity in order to deliver results that align the organisation's overall policies and objectives.

Do (Implement and Operate) - Implement and operate the crisis and business continuity plan.

Check (Monitor and review) – Test the crisis and business continuity plan for effectiveness by monitoring and reviewing performance against business continuity plan. Report results and determine and authorise actions for remediation and improvement.

Act (Maintain and improve) - Maintain and improve the Crisis and Business Continuity plan by taking corrective action, based on the results of the review and reappraising the scope of the plan and the policy objectives.

6.2 All staff involved in the planning a response to an emergency will receive appropriate training.

7. Implementation/Policy Compliance

7.1 This Policy will be approved by the relevant Board Committee in 2019 and reviewed a minimum of every 3 years thereafter and kept up to date.

8. Main relevant legislation and standards

- Civil Contingencies Act 2004 – Emergency Preparedness Guidance
- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1982 (As Amended 1999)
- BS ISO 22301:2012 – Societal security – Business Continuity Management Systems – Requirements and BS ISO 22316, Security and resilience – Organizational resilience – Principles and attributes