

# HSP 00 Business Continuity

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## 1. Introduction

The Business Continuity Plan (BCP) is an essential part of EFHL's response planning. It sets out how the business will operate following an incident and how it expects to return to 'business as usual' in the quickest possible time afterwards. It will also include, though not restrict itself to, the Disaster Recovery actions associated with loss of IT data or functionality.

This Business Continuity Plan is designed to ensure that the day-to-day operations of the Business and its support of each individual care home are not interrupted more than is necessary following any incident which either restricts access to Head Office or severely reduces the number of staff available for work. For the purposes of this plan, any loss of access to the building of less than 24 hours will not be included.

## 2. The aim

To prepare the Business to cope with the effects of an emergency or major incident.

## 3. Objectives

- To define and prioritise the Critical Functions of the programme.
- To analyse the emergency risks to the business
- To detail the agreed response to an emergency/incident
- To identify Key Contacts during an emergency/incident
- To identify alternative operating sites for all teams

A number of scenarios could cause a loss of access to the head office building. This plan does not aim to include all of them, but schedules a series of actions that can be readily adapted to cope with any eventuality. Loss of access to the building might be caused by:

1. Fire in the building.
2. Flood
3. Chemical spillage nearby
4. Terrorist activity.

This plan will also include measures to deal with a major reduction in staffing due to either severe travel disruption or epidemic, the later being defined as a widespread disease in a community at a particular time.

## 4. Business Continuity Plan (BCP)- Company level

For any major incident where loss of access to the building is forecast to be in excess of 24 hours, the senior executive should form an **Incident Group (IG)** to manage the cascade of information to all staff, and begin work to prioritise actions to minimise the impact on the business. At some stage a decision will have to be made whether or not to deploy to an alternative site(s).

### The Incident Group

The IG is to liaise as soon as possible to plan the businesses recovery actions, allocating resources to priority functions. It may be necessary to involve Heads of Department to form smaller action planning teams and to cascade information through the business.

### Distribution List

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### References and related documents

Individual Home Business Continuity Plan	HSP 00A
Individual Home Fire Emergency Plan	HSP 11C

### Communications Plan

Once 'business as usual' is disrupted for more than 24 hours, a Communications Plan should be enacted to inform key partners of all relevant changes to routine operations. In addition, a press statement may be necessary.

### Business Impact Analysis

The company has carried out a Business Impact Analysis (BIA) and has listed its Critical Functions below. The IG is to assess all relevant BIAs and allocate resources as required to begin recovery action.

### Business Impact Analysis

<b>Critical Function:</b>	<b>IT Network – General</b>
Effect on Service:	Effect on Service: Loss of networks would severely hamper the delivery of the service.
First 24 hours	<ul style="list-style-type: none"> <li>At home level utilise paper systems</li> <li>IT Team to initiate network recovery plans</li> <li>Telephone all sites to inform of network failure</li> </ul>
24 – 48 hours	<ul style="list-style-type: none"> <li>Continue use of paper systems</li> <li>IT Team to assess solution and requirements for implementing the back up site systems</li> </ul>

Up to 1 week	<ul style="list-style-type: none"> <li>• Operate networks from back up site if necessary.</li> <li>• Utilise alternate Gmail accounts for internal and external communications</li> <li>• Utilise mobile phones</li> </ul>
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<b>Critical Function:</b>	<b>IT Network – Care Systems</b>
Effect on Service:	Although in theory the loss of networks would severely hamper the delivery of the service, this is mitigated by the use of web-based systems.
First 24 hours	<ul style="list-style-type: none"> <li>• At home level work offline or implement paper systems</li> <li>• IT Team to initiate network recovery plans</li> <li>• Telephone all sites to inform of network failure</li> </ul>
24 – 48 hours	<ul style="list-style-type: none"> <li>• Use of paper systems</li> <li>• IT Team to assess solution and requirements for implementing the back up site systems</li> </ul>
Up to 1 week	<ul style="list-style-type: none"> <li>• Operate networks from back up site if necessary</li> </ul>

<b>Critical Function:</b>	<b>IT Network – Payroll and staff rota systems</b>
Effect on Service:	Loss of networks would necessitate the implementation of manual systems. Payroll bureau is web based and not reliant on in-house systems. Internal changes to practice to disseminate payroll data to the bureau.
First 24 hours	<ul style="list-style-type: none"> <li>• Immediate assessment of requirements dependent upon timing of payroll.</li> <li>• At home level utilise paper rota systems</li> <li>• IT Team to initiate network recovery plans</li> <li>• Telephone all sites to inform of network failure</li> </ul>
Payroll process imminent	<ul style="list-style-type: none"> <li>• Continue use of paper rota systems</li> <li>• Manual collation of hours worked inputted to Excel</li> <li>• Homes switch to laptops and external alternate network, using previously assigned private gmail accounts for communication with HR</li> <li>• HR switch to home working and web-based access to payroll bureau and utilising pre assigned gmail accounts.</li> </ul>
Payroll process not imminent	<ul style="list-style-type: none"> <li>• IT to initiate recovery plan.</li> <li>• Refer to above if recovery is not completed prior to payroll.</li> </ul>

<b>Critical Function:</b>	<b>IT Network – Collecting Income by direct debit</b>
Effect on Service:	Potential change in timing of income collection. Income is only received monthly.
First 24 hours	<ul style="list-style-type: none"> <li>• Nil response necessary</li> </ul>

24 – 48 hours	<ul style="list-style-type: none"> <li>• Nil response necessary</li> </ul>
Up to 1 week	<ul style="list-style-type: none"> <li>• Investigate speed of recovery or utilise alternate methods of collection via Bank</li> </ul>
Up to 2 weeks	<ul style="list-style-type: none"> <li>• Implement recovery or alternate method and inform customers of change of timing.</li> </ul>

<b>Critical Function:</b>	<b>IT Network – Paying suppliers</b>
Effect on Service:	Potential loss of goodwill with suppliers possibly impacting delivery of goods and services.
First 24 hours	<ul style="list-style-type: none"> <li>• Assess when payments are due for supplies and services.</li> </ul>
If payments are imminent	<ul style="list-style-type: none"> <li>• Contact bank and initiate web based payments.</li> <li>• If web-based payments are not possible issue cheques</li> <li>• Contact suppliers to inform of different payment methods.</li> </ul>
If payments are not imminent	<ul style="list-style-type: none"> <li>• IT to initiate recovery plan.</li> <li>• Refer to above if recovery is not completed prior to payments falling due.</li> </ul>

<b>Critical Function:</b>	<b>Loss of resources – key staff for managing business processes</b>
Effect on Service:	Potential disruption of duties requiring activities to be allocated to other personnel or contractors/agency.
First 24 hours	<ul style="list-style-type: none"> <li>• Consider who may take over function and allocate workload accordingly</li> </ul>
If activities are required imminently	<ul style="list-style-type: none"> <li>• Contact external Account Managers for support on systems</li> <li>• May require consultant engagement.</li> </ul>
If activities are not imminent	<ul style="list-style-type: none"> <li>• Contact external Account Managers for support on systems.</li> <li>• Identify internal resource to take over temporarily and reallocate workload, source training either internally or from system Account Managers in systems.</li> </ul>

## 5. Business Continuity Plan – Individual homes

In order to prepare for any significant emergency situation that may occur in the home, a Business Continuity Plan has been developed for each home. The plan is a reference tool to identify actions required during or immediately following a disruptive incident to the care home and it contains specific details relating to the individual home.

This document should be reviewed annually by the General Manager and kept available at a designated place in the home, to enable periodic inspection and review by all staff.

If the plan is activated in response to an incident causing significant disruption to normal service, particularly the delivery of care to residents the General Manager should contact a member of Senior Management Team.

DOCUMENT CONTROL	
Item #	Description / Title / Name of Issuing Authority / Control / Rev

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## 6. Fire Emergency plans - individual homes

Each home has developed a detailed fire emergency plan which details actions to take. These are usually located within the home within a green coloured emergency folder at Reception.

DOCUMENT CONTROL	
Item #	Description / Title / Name of Issuing Authority / Control / Rev

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## 7. Associated documents

- HSP 00A Business Continuity Plan
- HSP 11C Fire Emergency Plan

## 8. A Summary of the main points

Check that:

- The homes Business Continuity Plan information is valid and current.
- A copy of both Business Continuity Plan and Fire Emergency Plan are available for staff to access.

## 9. Document history

Author	Steve Andrews (Health & Safety Manager)
Date of Implementation	22/03/2019
Date of next full review	01/01/2027

Issue	Date	Author	Reason
1.0	22/03/2019	Steve Andrews	New document. Incorporating a number of documents into one – Business Continuity Plan, Crisis Communication Plan, Emergency Contingency Procedure.
2.0	06/01/2021	Steve Andrews	Full review - Updated Appendix A Contact list
3.0	19/01/2024	Steve Andrews	Full review – removed Appendix A Contact list. Added section 7 Associated documents.
3.0	27/02/2024	Steve Andrews	Banner updated, no other changes, issue number kept same.
4.0	19/08/2024	Jayne Young	Added contact details to Distribution List