

<b>Policy number</b>	<b>1.03</b>
<b>Subject</b>	<b>Business Continuity</b>
<b>Directorate responsible</b>	<b>CEO Office</b>
<b>Date last reviewed/by whom</b>	November 2016 – Chief Executive
<b>Date to be reviewed</b>	November 2017
<b>Equality Impact Assessed</b>	November 2016



## Policy

### Purpose

Unplanned events can have a devastating impact on our business. It is essential for the purposes of business continuity and to uphold our ability to maintain our contractual obligations and deliver our client expectations that we plan and make allowances for events which may be out of our direct control.

Business Continuity Management (BCM) is a business-owned and business-driven process that establishes an effective strategic and operational framework and system that develops the Trust's resilience to disruption of its critical functions and activities.

The purpose of the Business Continuity Policy is to:

- Ensure that all BCM activities are conducted and implemented in an agreed and controlled manner;
- Achieve a business continuity capability that meets changing business needs and is appropriate to the size, complexity and nature of the Trust; and
- Establish a clearly defined framework for developing and maintaining BCM capability.

### Scope

The scope of the Trust's BCM programme sets out the processes that provide a framework to ensure the resilience of Linkage and continuity of service in any eventuality, including legal, contractual, regulatory and statutory compliance.

By focusing on the impact of disruption, the BCM programme identifies those critical functions and activities i.e. services on which the Trust depends for business continuity and can identify what is required for the Trust to meet its obligations. Through BCM, the Trust can recognise what needs to be done before an incident occurs, in order to protect its people, premises, technology, information, supply chain, stakeholders and reputation.

The BCM Programme comprises:

- 1. Business Continuity Policy**
- 2. Business Continuity Plan (BCP)**
- 3. Accompanying BCP documentation:**

- Incident Management Plans and logs
- Post-incident review
- List of Command Centres
- Key contact sheets – Trust / Stakeholders and suppliers / First aiders
- IT recovery plan
- List of Trust premises with evacuation points
- Winter Preparedness Plan
- Keep calm and carry on – emergency hints and tips card for staff

We will also have the following in place:

- Staff Training programme
- Exercise and audit schedule
- Exercise and audit reports

The key risks which are identified in the BCP are:

- Severe weather
- Outbreak of disease / infection
- Building-related disasters – fire / flood / explosion / environmental disaster
- IT and Communication Services failure. This covers the failure of Databridge, Select HR, Payroll, Internet Access, Blackberry, E-mail, Telephony and Intranet
- Reputational failure
- Financial failure
- Safeguarding failure
- Legal, statutory or regulatory failure (including Health and Safety failure)
- Civil unrest / terrorism
- No notice loss of utilities
- Loss or illness of key staff
- Food / Fuel shortages
- Industrial action

## Procedure

The Trust will at all times have an alert status which identifies the level of preparedness required and plans being undertaken to deal with any disruptive events that could interfere with the Trust being able to carry on its business. The main risks we are considering and planning for are severe weather, outbreak of pandemic flu and loss or damage to Trust buildings through flood, fire etc.

<b>Green</b>	Level 1	Business as usual	This will be the usual status of the Trust and every one of its properties.
<b>Yellow</b>	Level 2	Alert and readiness	This status puts the Trust on alert for action e.g. when we get severe weather warnings.
<b>Amber</b>	Level 3	Action	BCP triggered
<b>Red</b>	Level 4	Emergency	BCP triggered

The BCM Programme will be overseen by the Trust's Chief Executive Officer supported by the Board of Trustees.

## Role of the Trustees:

- The BCM Programme is effectively communicated to Directors/Trustees, staff, service users, purchasers, sub-contractors and other interested parties;
- Arrangements are made to provide appropriate training for staff;
- A programme is established to ensure the business continuity capability is exercised at appropriate intervals and at least annually;
- The BCM Programme is kept current and update with co-ordinated audits and regular reviews;
- Reviews of the BCM Programme are informed by changing service requirements, lessons learned, post-incident reviews, tests and audits;

- BCM Programme documentation is maintained which is appropriate to the size and complexity of Linkage;
- The performance of the Trust's business continuity capability is monitored and reported to the Board of Trustees at each meeting;
- The costs associated with the BCM Programme are managed in line with overall Business plans.
- Ensure that the BCM programme documentation (policy, plan and accompanying documentation) is created and maintained at corporate level and that appropriate documentation is kept at each service location to assist managers and staff in its effective delivery.

## Role of the Senior Management Team:

- Ensuring that the appropriate BCM procedures, practices and plans are formulated and adopted by the Trust in support of the Business Continuity Policy.
- Representing the Trust on BCM matters.
- Providing the appropriate leadership and direction for the BCM team operating within the Trust.
- Setting the standard for BCM training for staff across the Trust.
- Acting as a central point of contact on BCM within the Trust.
- implementing an effective framework ensuring that a manager (and deputy) responsible for each of the Trust's sites has delegated responsibility for ensuring that a copy of the Trust's Business Continuity Plan and their own House plan (where appropriate) is readily available at that site and that staff are aware of and understand its contents.
- In the event of the Plan being activated, the Senior Management Team becomes the Critical Response Team.


## Role of Registered House / Site Managers:

- Ensuring that staff are made aware of the existence and location of the contents of the Business Continuity Policy and Plan, including individual House / site plans as appropriate.
- Ensuring that staff have been issued with the staff emergency hints and tips card.

The Business Continuity Policy is reviewed annually by the Chief Executive in consultation with the Board and the Senior Management Team and is also tested annually to ensure the plans outlined are feasible, realistic and deliver the continuity which is the ultimate aim and essential requirement of the Trust's BCM system.

## Legislation

- The Civil Contingencies Act 2004 (c 36)
- ISO 22301:2012.

Signed:	
Position:	Chair of Trustees
Date:	14 Nov 16