

REPORT TO THE TRUST BOARD - PUBLIC
29 JUNE 2017

Title	Emergency Planning, Resilience and Response (EPRR) and Business Continuity Annual Report 2016/17
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Purpose of the Report:

The purpose of this report is to provide an account of ELFT’s Emergency Planning, Resilience and Response (EPRR) and business continuity arrangements for 2016/17 and to review how the Trust meets its statutory and mandatory obligations in relation to EPRR and business continuity.

The progress against the EPRR Work Plan of 2016/17 will also be reviewed and any outstanding actions to be incorporated in the work plan for 2017/18.

Summary of Key Issues:

The Trust’s arrangements for Emergency Planning, Resilience and Response (EPRR) and business continuity continued to be strengthened during 2016/17. This was primarily through creating a framework of plans that address the highest risks and carrying out exercises to test plans.

Based on the 2016/17 annual assurance submission to NHS England, the Trust received a score of substantial for its compliance of assurance against NHS England Core standards for Emergency Preparedness, Resilience and Response (2015). Only three amber ratings were scored and these have been incorporated into the 2017-18 work plan.

The Trust fully participated in multi-agency working by participating in Borough Resilience Forums and the London Resilience Health Partnership as well as attending joint exercises.

The number of Decision Loggists remains at a high level of 20.

Links within Luton and Bedfordshire local EPRR are now firmly established with full participation in their Local resilience Forum by the Governance Facilitator who leads operationally for L&B.

The Trust has made limited progress with having up to date business continuity plans in place for clinical services. Not all exercises and training shown in the original work plan for 2016/17 were delivered which is mainly due to limited resources whilst the current Emergency Planning Manager completed the Diploma in Health Emergency Planning.

Strategic priorities this paper supports (Please check box including brief statement)

Improving service user satisfaction	<input type="checkbox"/>	Through identifying risk and providing the control measure to remove or reduce them to
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		ensure service user safety.
Improving staff satisfaction	<input type="checkbox"/>	Empowering and supporting staff in providing them with the tools, correct policies and procedures and training to carry out their roles safely.
Maintaining financial viability	<input type="checkbox"/>	Ensuring the Trust meets its statutory obligations of The Civil contingencies Act 2004 and is compliant with NHS England EPRR Core Standards 2015.

Committees/Meetings where this item has been considered:

Date	Committee/Meeting

Implications:

Equality Analysis	This report has no direct impact on equalities
Risk and Assurance	The Trust has a statutory duty to comply with the Civil Contingencies Act 2004 and may be subject to penalties if found not to be compliant. Mitigating actions are in place in relation to the risks identified within the report.
Service User/Carer/Staff	Implications for service users, carers and staff. Consider implications of the paper across all directorates and service groups in the Trust, and explain if any directorates/services are excluded from the scope of the paper.
Financial	There are no financial implications relating to the EPRR activity of 2016/17. In general terms, poorly controlled emergencies or lack of business continuity planning may have financial implications for the Trust in the event of emergencies.
Quality	There are no implications for Quality Improvement raised in this report.

Supporting Documents and Research material

NHS England - EPRR North East North Central London Assurance Report 2016/17

Glossary

Abbreviation	In full
EPRR	Emergency Preparedness, Resilience and Response
LHRP	Local Health Resilience Partnership
IRP	Incident Response Plan
NENC	North East North Central London
CBRN	Chemical, Biological, Radiological and Nuclear Emergencies
IOR	Initial Operational Response
HazMat	Hazardous materials
DSN	Duty Senior Nurse
AWOL	Absent without leave
MTPAS	Mobile Telecommunication Privileged Access

1.0 Background/Introduction

1.1 The Trust under the Civil Contingency Act 2004 as a Category 1 Responder and Department of Health 'Emergency Planning' Regulations, has the following responsibilities:

- Carry out a risk assessment
- Have in place plans to respond to emergencies
- Have in place business continuity plans
- Collaboration and co-operation with other agencies
- Warn and inform the public and other agencies
- Training and exercising.

1.2 The Trust has statutory obligation to train and exercise with a live exercise every three years, and annual table top exercise and a six monthly test of the communication cascade.

1.3 The NHS England Core Standards for EPRR 2015 set out how NHS organisations are to meet their responsibilities and the NHS England EPRR Framework (2015) states that NHS provider organisations are required to have appropriate systems in place.

1.4 With the implementation of the Health and Social Care Act 2012, the responsibility for overseeing EPRR arrangements passed from Primary Care Trusts to NHS England. Local Health Resilience Partnership Groups (LHRP) were established.

1.5 The Trust's EPRR responsibilities are managed and overseen by:

- Health, Safety, Security and Emergency Planning Manager – adopted the emergency management role as a permanent post from February 2016 and has recently achieved the Diploma in Health Emergency Planning
- Accountable Emergency Officer – part of the role of the Deputy Chief Executive.
- Associate Director of Governance & Risk Management – overseeing the work of the Emergency Planning Manager.

2.0 Report

2.1 Incident Response Plan (IRP) is modelled against the NHS England Core Standards for EPRR and was evaluated as part of the NHS England annual assurance process. Very minor amendments were suggested and these will form part of the forthcoming work plan for 2017-18

2.2 The Trust Business Continuity Plan has been created, with focus on infrastructure.

2.3 The following plans were reviewed as part of the annual review cycle:

- Heatwave Plan
- Business Continuity Policy
- Community Health Newham Accelerated Discharge Plan
- Surge Plan
- Severe Weather Plan
- Fuel shortage Plan
- Identifying Vulnerable People Plan
- Pandemic Flu Plan
- Emergency contacts List
- Communication during Major Incident Strategy and Plan

2.4 Business Continuity

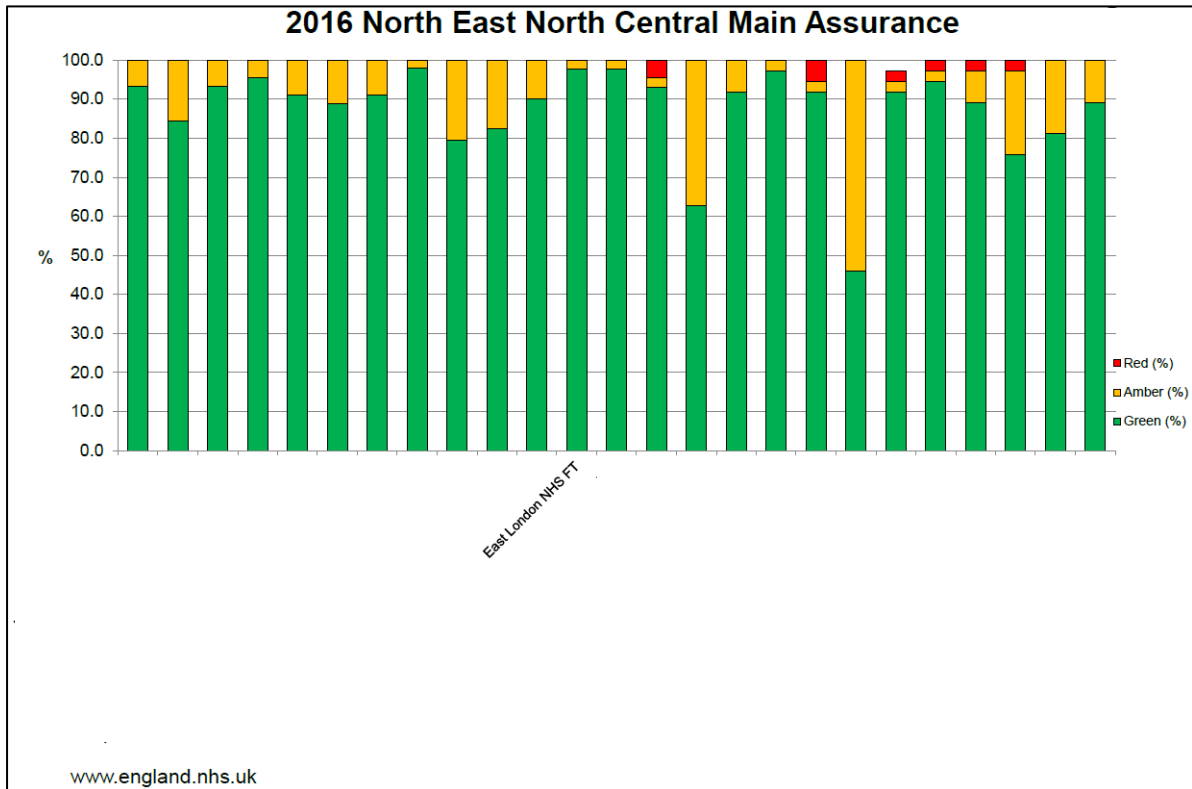
Business continuity plans were last refreshed prior to London 2012 consistently across the Trust. During 2016/17 the Emergency Planning Manager has liaised with all Directorates to create plans based on business impact analysis and produce plans using the new templates. While some plans have been created, on the whole many services do not have up to date business continuity plans.

2.5 Assurance

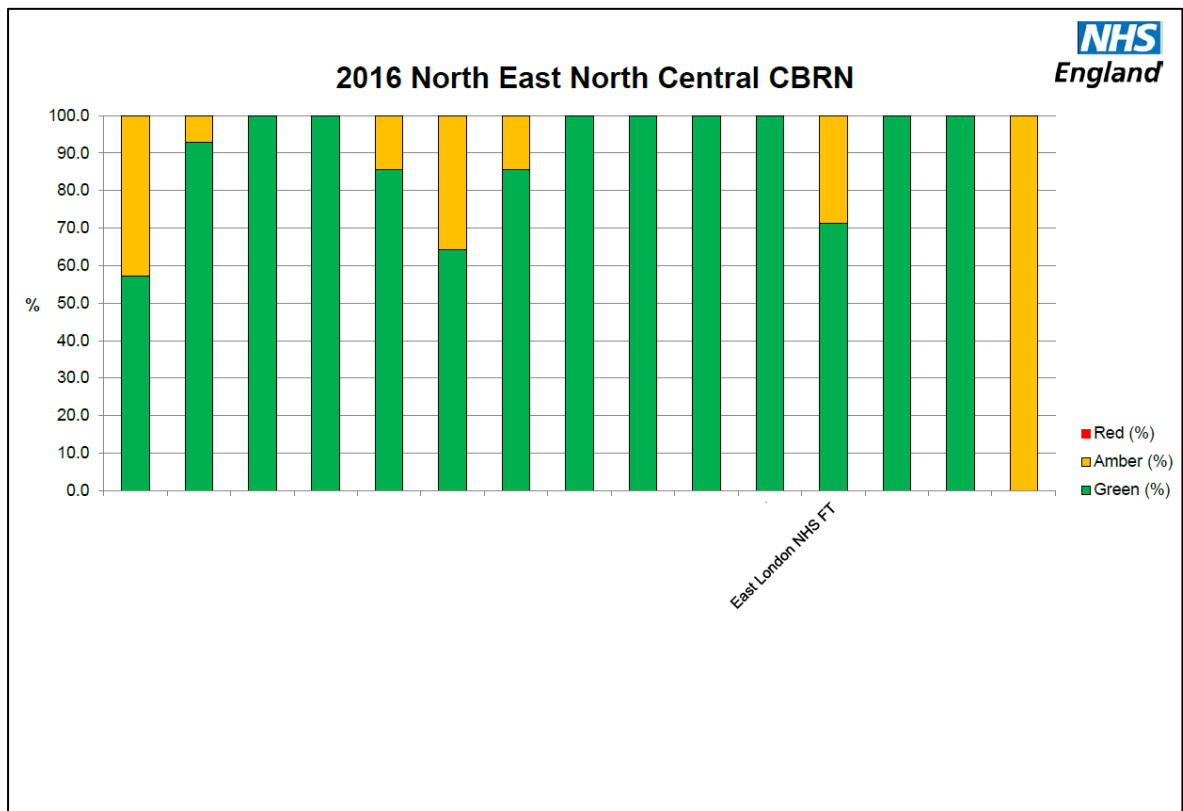
The Trust participated in the Assurance exercise carried out by NHS England (London) EPPR Team in November 2016. This annual assurance process marks compliance against the NHS England Core Standards for EPRR. In respect of ELFT, there were three (3) Amber ratings, therefore substantial compliance score was recorded for the Trust.

In their summary, NHS England stated that the Trust continues to maintain and improve its resilience and is actively engaged in the wider EPRR community whilst only minor edits were suggested to enhance the response documents submitted as evidence.

Below are graphs with comparable scores of NENC trusts.



The one amber score for ELFT referred to the fact that some services do not have up to date local business continuity plans. This has been incorporated in the EPRR work plan 2017-18.



The above two ambers scores referred to the fact that not all health centres have an assigned Initial Operational Response (IOR)/ HazMat trainer and all reception staff have not received the IOR training. These have been incorporated in the EPRR work plan 2017-18.

3.0 Training

- 3.1 Training was delivered against the 2015/16 training plan.
- 3.2 An audit of current trained loggists has been carried out and those requiring refresher training have been booked on the online blended course by Public Health England. All Directorates, including Trust HQ have now a number of trained loggists.
- 3.3 Incident Response Plan – Directors joining the on-call rota have received training with further training organised for those requiring the Strategic Leadership in a Crisis Course which prepares delegates to lead the trust through a major incident.

4.0 Testing and Exercising

- 4.1 Table top exercise in the Tower Hamlets directorate in November 2016 attended by Duty Senior Nurses (DSN) and both response officers and CID department of Tower hamlets police. This exercise centred around the emergency response to varying degrees of incidents on the inpatient wards such as serious disorder and AWOLs. As a result of the exercises, training need for both DSNs and managers on call has been identified and is included in the 2017/18 work plan. Further such exercises have been planned for the forthcoming year and will be replicated in the other boroughs.
- 4.2 Live exercise at the John Howard Centre in December 2016 to test the control and command structure and communication as well as joint working with outside agencies. The exercise was also attended by 10 officers from Hackney Police including their Borough Commander and centred around a major fire at the unit with subsequent public disorder. As a result of this exercise, action cards have been amended and the close collaborative relationship with the police has been further developed. Further such exercises have been planned for the coming year.
- 4.3 With effect from July 2013, NHS England (London) EPRR has been conducting communication exercises whereby the Director on call is contacted for a

response. The Trust's response had been variable with there being three occasions when the response was outside the 10 minutes required.

5.0 Major Incidents and Activation of Emergency or Business Continuity Plans

5.1 A major incident was declared on 16th November 2016 due to a gas leak in the Ampthill area of Bedfordshire due to a gas leak which affected the villages of Ampthill, Clophill and Maulden - Bedfordshire police led the response. Both the Vulnerable Adults' Plan and business continuity plans were implemented to ensure those who were vulnerable were identified and care provided to them. The incident was stood down on 22nd November 2016.

6.0 Multi-agency Working

6.1 Emergency Planning Network Forums

The Emergency Planning Manager is a member of the following meetings and attends regularly, contributing accordingly.

- Tower Hamlets, Newham, Hackney and Bedfordshire Local Resilience Forums
- NHS England (London) NENC Network Meetings

6.2 The Associate Director of Governance & Risk Management is a member of and attends the London Local Health Resilience Partnership (LHRP) Patch Meetings. The Deputy Chief Executive attends the London wide Local Health Resilience Partnership meetings

7.0 EPRR Arrangements at ELFT

7.1 EPRR arrangements for communication during an emergency were reviewed and refreshed.

7.2 Mobile Telecommunication Privileged Access Scheme (MTPAS) – the mobile phones of directors and key managers are registered with the MTPAS so that calls can be made or received during mobile network restrictions.

7.3 All plans and guidance are shown both on the intranet and on the external Trust website.

7.4 A generic email address has been established to be used in the event of a major incident or emergency.

8.0 External Events Affecting Service Delivery

8.1 The London Marathon and Prudential RideLondon 2016 passed through Newham and Tower Hamlets with minimal impact on service delivery.

9.0 ELFT EPRR progress against work plan 2015/16

9.1 Emergency Planning – all achieved

9.2 Business Continuity Planning – partially achieved. Some business continuity plans across the Service Directorates and corporate business continuity plans have not been updated.

9.3 Training - partially achieved – outstanding actions have been incorporated into the 2017/18 Work Plan (10.0)

9.4 Testing and exercising – achieved

9.5 Reporting – achieved

10.0 Work plan for 2017/18

10.1 The work plan is designed to ensure compliance with the EPRR Core Standards as required in 'Putting Patients First: the NHS England business plan for 2014/15 – 2016/17'.

10.2 Emergency Planning

- Review all plans relating to emergencies and business continuity to ensure they reflect current guidance and legislation.
- Update emergency contact list to ensure it is up to date.
- Continue multi-agency working (LHRPs, Luton and Bedfordshire patch LHRP, Borough Resilience Forums, NHS England (London) NENC Network Meetings)
- Audit of all Trust Incident Control Centres and their emergency boxes.

10.3 Business Continuity

- Review and updating of all service business continuity plans

- Review and updating or creating business continuity plans for corporate services

10.4 Training

- Strategic Leadership in a Crisis update training for identified on-call Directors
- Assess competencies of on-call Directors, create and deliver training
- Undertake DSN emergency planning induction training
- Full audit of loggist and training compliance
- Undertake joint manager on-call training with emergency services - police in each of the borough directorates.
- Undertake Immediate Operational response training (Hazmat) to community health centres

10.5 Testing and Exercising

- Six monthly communication exercise – trust wide and directorate to include outside agencies
- Six monthly command post exercise – trust wide and directorate.
- Annual table top exercise to include gold, silver and bronze commanders

10.6 Reporting

- Quarterly reports to the Quality Committee
- Annual Report to The Board

11.0 Action being requested

11.1 The Board is asked to

- **RECEIVE** and **NOTE** this report and
- **AGREE** the work plan for 2017/18