

# Business Continuity Management

## Business Group: Healthwatch

### Business Recovery Handbook

Key Contact:	Mario Dunn
Version Number:	2
Asset Owner:	Mario Dunn
Responsible Team:	Healthwatch Cornwall Managers
Approved by:	Healthwatch Cornwall Board
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## 1. Introduction

The Board of Directors for Healthwatch Cornwall must consider the implications of a range of possible ‘disasters’, which it is possible might occur and which could have a significant impact on the work of our organisation, in the short, medium and even longer term. This plan considers some of these possible ‘disasters’ and how we might eliminate or reduce their impact, insure against such a disaster happening, or draw up plans to ensure we could continue the important work of the organisation, if such an event ever did happen.

### 2.1 Business Recovery Team (Executive Team)

Name	Role	Office	Mobile	Home
Mario Dunn	CEO	6 Walsingham Place, TR1 2RP	07770 685427	07770 685427
Jon McLeavy	Chair		07881 686130	07881 686130
Jody Wilson	Engagement & Volunteering Manager	6 Walsingham Place, TR1 2RP	07557 767058	07557 767058
Anne Oliver	Business Support Manager	6 Walsingham Place, TR1 2RP	07388 948797	07977 567527
Natalie Swann	Research Manager	6 Walsingham Place, TR1 2RP	07384 252667	07972 144994

Sue Dobson	Project Manager	6 Walsingham Place, TR1 2RP	07881 815286	07791 428529
Stephen Jobling	Communication & Campaigns Manager	6 Walsingham Place, TR1 2RP	07384 252071	07967 646856

## 2.2 Other staff members in the department

Name	Role	Office	Mobile	Home
Michelle Hooker	Outreach & Engagement Officer	6 Walsingham Place, TR1 2RP	07384 252041	
Rhiannon Pring	Volunteer Development Officer	6 Walsingham Place, TR1 2RP	07384 252234	
Helen Hambly	Research Officer	6 Walsingham Place, TR1 2RP	07951 491123	
Amanda Elson	Data Entry Officer	6 Walsingham Place, TR1 2RP		
Nuala Keily	Partnerships Board Officer	6 Walsingham Place, TR1 2RP	07741 645689	
Mike Hooper	Partnerships Board Officer	6 Walsingham Place, TR1 2RP	07880 782636	
Helen Newton	Administration Officer	6 Walsingham Place, TR1 2RP	07880 772385	

Lesley Pearson	Project Officer	6 Walsingham Place, TR1 2RP	07881 815286	
Morwenna Gee	Project Officer	6 Walsingham Place, TR1 2RP		
	Engagement Project Officer	6 Walsingham Place, TR1 2RP		

### 2.3 Pre-agreed assembly points for the business recovery team

If the primary on-site location is unavailable due to the incident itself, the team should arrange to meet at the secondary location which is an off-site location a suitable distance away from the primary site.

Assembly points	Location / address
Primary (On-Site)	6 Walsingham Place, Truro, TR1 2RP
Alternate (Off-Site)	New County Hall, Truro
Alternate (Remote working)	Individual home addresses with equipment to enable remote working

### 2.4 Communicating with Staff

Timing	Actions
During office hours	If the disruption occurs during office hours then staff in the office can be communicated with via briefings from managers and staff working remotely will be contacted electronically by the intranet, email and mobile phone as appropriate.
Out of office hours	<p>CEO inform managers who will cascade to their teams via</p> <ul style="list-style-type: none"> <li>• Telephoning staff and passing on essential information.</li> <li>• Mobile phone Text cascade of information if appropriate.</li> <li>• Email to staff that have access to external email as appropriate.</li> <li>• Face to face as appropriate.</li> </ul>

### 3 Critical functions/activities

Critical function/activity	Resources needed	Risks to be mitigated
People	<p>Mentor Health Assured HWE</p>	<p>All staff will not be lost or affected, However some staff may be affected emotionally if fatality or serious event.</p> <p>We are developing skill overlaps in roles where possible and ensure more than one member of staff is trained. Areas where there is less overlap will be prioritised.</p>

Premises	Pearce & Co agents Insurers NCI ITEC	<ul style="list-style-type: none"> <li>• Staff unable to access offices or information</li> <li>• All staff are equipped to work remotely</li> </ul>
Data	NCI Technologies	<ul style="list-style-type: none"> <li>• Any lost data will have secure back up - IT support routinely backs up data on the server daily.</li> <li>• Data also backed up to an external drive which is stored in a fireproof safe and CRM data is also uploaded to HWE.</li> <li>• The specific loss of IT hardware or software failure resulting in the loss of admin, claims and payment processing.</li> <li>• Data breach or loss of sensitive data is mitigated through encryption and also as outlined in the information asset register. Loss by human error is most likely.</li> <li>• Information asset register</li> </ul>
Financial Systems	Finance Sub committee CRCC	<ul style="list-style-type: none"> <li>• All data securely held by CRCC</li> </ul>

#### 4. Action plan - actions required to mitigate risk

Risk	Action required - what, how?	Who will do this?
State of emergency such as pandemic	<ul style="list-style-type: none"> <li>• Consider how this impacts People and Premises for reasons not outlined below.</li> <li>• Ensure immediate safety of all staff and prepare for remote working</li> <li>• Liaise with contract funders</li> <li>• Notify all suppliers if office is unattended</li> <li>• Review office risk assessment</li> <li>• Follow current government guidelines</li> <li>• Support affected staff members</li> </ul>	<p>CEO with Executive team</p> <p>Business Support Manager</p> <p>Direct Line Manager</p>
People - Fatality/Serious injury/Contagious illness	<p>Inform Chair and Cornwall Council Contract Manager or individual funder for relevant project</p> <p><b><u>For loss of team members</u></b></p> <ul style="list-style-type: none"> <li>• Contact partners to suspend project</li> <li>• Contact funders once extent of loss is assessed</li> <li>• Support affected staff members</li> </ul> <p><b><u>For loss of Management team</u></b></p> <ul style="list-style-type: none"> <li>• Identify staff able to cover day to day responsibilities</li> <li>• Identify critical skills and knowledge no longer available</li> <li>• Contact affected partners</li> <li>• Support affected staff members</li> </ul>	<p>Business Support Manager</p> <p>Direct line manager</p> <p>CEO (or Chair if CEO)</p>
Premises - Fire, Burglary, Theft, Flooding	<ul style="list-style-type: none"> <li>• Assess damage and coordinate with Landlord, Chief Executive and Chairman.</li> </ul>	<p>Business Support Manager</p>

	<ul style="list-style-type: none"> <li>• Insurers contacted immediately (content cover up to £x)</li> <li>• Coordinate teams working from home.</li> <li>• Debrief at alternate site</li> <li>• Initially staff work from home then emergency premises to be established through discussion with Cornwall Council</li> <li>• NCI Technologies to be contacted to begin Server Replacement</li> <li>• Arrange local access to data.</li> <li>• Communication to be made through Mobile Phones</li> </ul>	<p>CEO &amp; Line managers CEO &amp; BSM</p> <p>BSM</p>
<b>Information Technology - Burglary, Virus, Damage</b>	<ul style="list-style-type: none"> <li>• Assess loss.</li> <li>• Contact Insurers (Zurich)</li> <li>• Contact NCI Technologies to arrange replacements.</li> <li>• Coordinate replacement computers.</li> <li>• Use mobiles and laptops to contact insurers</li> </ul>	BSM/CEO
<b>Data Loss/breach - Non compliance of Data protection policy</b>	<ul style="list-style-type: none"> <li>• Establish the loss of data - hard copy or virtual</li> <li>• If data is in hard copy Supervisor/Information Officer to establish the loss.</li> <li>• Inform aggrieved party of loss.</li> <li>• Inform Information Commissioners Office if necessary (see data protection policy)</li> </ul>	Business Support Manager
<b>Fraud</b>	<ul style="list-style-type: none"> <li>• Establish the nature of fraud</li> <li>• Inform finance sub committee and Accounts department</li> <li>• Inform bankers and/or suppliers</li> </ul>	Business Support Manager



## 5 Dependencies

### 5.1 Key External Interdependencies and Partnerships

Name	Product/service	Contact details
Healthwatch England	CRM uploaded every week Copies of all research reports Provision of guidance documents Provision of resources	Imelda Redmond, CEO Ollie Grice, Regional Manager Gavin Macgregor Head of Network Development
Cornwall Council	Funder Core Contract, Partnership Board Contract,	<i>Kelvin Yates - needs amending</i>
Kernow CCG	Funder Maternity Voices Partnership, Planning for Pregnancy & Parenthood Project	Jess Slater <a href="mailto:Jessica.slater1@nhs.net">Jessica.slater1@nhs.net</a> 07584337787
Kernow CCG	Funder, Ageing Well Project	Phil Annal <a href="mailto:phil.annal@nhs.net">phil.annal@nhs.net</a>

### 5.2 Critical Suppliers

Name	Contracted product/service	Contact details
NCI Technologies	All IT provision, server management & Phones	Account Manager David Giblett 01326 379 497
CRCC Finance Team	Payroll, financial systems and accounts	Sarah Howell, Adam Jose 01872 243553
ITEC	Printer	Account Manager Kevin Roberts 0117 951 1500
RBS Mentor	HR Support	<a href="https://mentorlive.rbsmentor.co.uk">https://mentorlive.rbsmentor.co.uk</a>

